

# Tenant & Leaseholder News

Issue 6 Summer 2015



## garden competition

how to enter the 2015 awards

## what is resident involvement?

FAQ's and an interview with the resident involvement team leader

# win!

## enter to win £30 of vouchers

+PLUS

parklife  
2015

puzzles

energy  
saving tips



South  
Cambridgeshire  
District Council





Welcome to the summer edition of your Tenant and Leaseholder News

“We hope that you find the information contained in this newsletter interesting and informative and we would like to give a special thank you to:

“Wendy Head, Patti Hall, Carol Akربي, Jim Watson, Bill Bullivant, Helen Ballantyne, Andy Knibbs and Thora Saunders who all attended the editorial panel meetings in order to help produce this newsletter.

“It has been a pleasure working with the editorial team on the content, look and presentation of the newsletter and we all hope you enjoy reading it. As always if you have any ideas for future editions we would love to hear from you.”

**Peter Moston – Resident Involvement Team Leader.**

Inside this issue we have set out some money saving tips, information about how to access community improvement grants and what these can be used for, as well as the usual recipe ideas and useful contact information on the back page.

We also tell you about the work residents have been doing to review and scrutinise our services and what they have chosen to look at next.

We are pleased to report that after the introduction of a low cost home contents insurance scheme exclusively for South Cambs tenants and leaseholders over 50 people have now signed up - please turn to page 18 for further details.

We hope you enjoy your magazine and we will be back at the end of the year with the Winter 2015 edition.



Mark Howell - Councillor & Housing Portfolio Holder



Wendy Head - Tenant Participation Group Chair

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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.

Cover photograph by Chelsea Cross.

E-Mail: [tnews@scambs.gov.uk](mailto:tnews@scambs.gov.uk)

Telephone: 03450 450 051

Facebook: Search 'South Cambs'

Twitter: @SouthCambs

# Funding to improve your area

You can bid for up to £1,000 from us for community projects that will improve the area in which you live.

This money is set aside from the Tenant Participation budget (funded from the rents you pay) therefore any proposed projects must benefit the majority of residents living in the area. Applications for this grant funding are considered by a panel comprising elected TPG members. The panel has recently approved grants for the following projects:

- Planting to hide substation on a South Cambs scheme in Barton
- Planting and a bench at a sheltered scheme in Cottenham
- Additional tools and materials for a residents association to carry out voluntary gardening work in Impington

Bid for some money now if you have a good project in mind. If the projects seem too large, don't forget we also work with our main contractors who have agreed to assist with one or two larger projects that need more manpower or equipment; so don't be put off.



An application form and guidance notes can be found online at [www.scambs.gov.uk/housing](http://www.scambs.gov.uk/housing) or you can request them on 03450 450051.

# Don't mess about...

Under the Dogs (Fouling of Land) Act 1996 it is generally an offence for anyone in charge of a dog to allow it to foul unless they clear it up.

If there is a persistent problem with dog fouling in your area we have a number of options;

- We can investigate, issue warnings, fixed penalty notices or even prosecute persons in charge who fail to clear up after their dog, providing you know who that person is, have witnessed the incident and are prepared to give a statement and possibly go to court.
- We can assess whether there are adequate facilities for the disposal of dog mess in the vicinity.
- We can arrange for ad-hoc clearances of heavily fouled areas.



To report a problem or for further advice contact Environmental Services  
Tel: 03450 450 063 or [www.scambs.gov.uk](http://www.scambs.gov.uk)



# Parklife 2015

We're looking forward to another fun packed Parklife event this year.



Sunday 19th July will see Milton Country Park full of free activities for all the family. From live entertainment, dancing and community marquee to a wide variety of taster sessions in sports: there'll be something for everyone.

You can get out on the lake and try your hand at paddle boarding, kayaking or canoeing, or if you prefer to keep your feet dry, why not having a go at fishing? The action packed cycling zone offers something for all ages. Pre-schoolers will love the balance bikes; those already confident on two wheels can try out the pump track. There'll be a range of bikes to view and try and you can even peddle your way to blending a smoothie. 'You Can Bike Too' will have a range of bikes to cater for families riding together, or those with disabilities. Our Cycle Zone sponsor, Ben Hayward Cycles, will be providing a Dr Bike service and a number of folding bikes to try out.

There'll be a dedicated rugby skills zone, part of the national Festival Rugby plus to mark the year England hosts the Rugby World Cup. **Watch out for the free prize draw and the chance to win tickets to watch the England v France warm up game in Twickenham.**

There are climbing walls for all ages, archery, a bouncy castle, orienteering and den building which offer yet more opportunities to have a go. Come along and join in the fun.

The event opens at 10am when you can book your slot for paddleboarding, canoeing and kayaking or see our website for advance booking details. There's catering on site or you could always bring a picnic. With live music and dancing, there's more than enough to make a day of it.

For full event details visit our website [www.scams.gov.uk/parklife](http://www.scams.gov.uk/parklife) or contact Clare Gibbons on [clare.gibbons@scams.gov.uk](mailto:clare.gibbons@scams.gov.uk) or 03450 450 500.

# BikeBus Explorer

Why not try the new Sunday and bank holiday bus service, known as the BikeBus Explorer, to help you get out and about?

For residents in Gamlingay and other villages along its route (Barton, Orwell, Arrington, Croydon, the Hatleys, Little Gransden and Longstowe) it is the only bus service operating on these days and allows direct access to the National Trust's Wimpole Estate and Cambridge city as well as the other villages along the route (Wareseley and Great Gransden in Huntingdonshire too).

Public transport is hard to come by on a Sunday and bank holidays, but this service has an unusual feature - you can bring your bicycle along too! It tows a 20 cycle

bike trailer which means you can combine the bus trip with a cycle ride if you wish. Being a public bus service, concessionary passes are honoured and there are discounts for families too.

If you want more information about the service check out our website, [www.scams.gov.uk/bikebus-explorer](http://www.scams.gov.uk/bikebus-explorer) where you will find timetables and a route map, or phone Clare Gibbons on 03450 350 500. Find us on Facebook: BikeBus Explorer Cambridgeshire



# Benefit changes coming soon

## Universal credit coming to Cambridgeshire in December 2015

We have written to you before in newsletters about the introduction of Universal Credit, however we have now had confirmation from the Department for Work and Pensions (DWP) that Universal Credit will be coming to Cambridgeshire in December 2015.

Initially the introduction will only affect new claims from single people who would normally have claimed Job Seekers Allowance including those already in receipt of Housing Benefit. DWP is still looking for most benefit cases for working age people to have transferred to UC by 2020.

### Main features of Universal Credit:

You can claim Universal Credit instead of:

- Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Employment and Support Allowance
- Income Support

You can't receive tax credits at the same time as Universal Credit.

**Working while you claim Universal Credit:** There are no limits to the number of hours you can work a week if you receive Universal Credit. Your payment will reduce gradually as you earn more and you won't lose all your benefits at once if you're on a low income.

**Your Claimant Commitment:** You'll have to accept a 'Claimant Commitment' if you want to get Universal Credit. This is an agreement that you'll complete certain tasks in order to claim Universal Credit. What you agree to do will depend on things such as your health, your responsibilities at home and how much help you need to get work or increase your income.

**How to claim:** You can claim universal credit online. You may be able to get an advance on your first Universal Credit payment if you've recently been receiving another benefit or you're in urgent financial need. Check with your work coach.

**How you'll be paid:** Universal Credit is paid differently from current benefits. It'll be paid once a month, usually into your bank, building society or credit union account.

If you live with your partner and both claim Universal Credit you'll receive a single payment that covers you both.

**Any help you get with your rent will be included with your Universal Credit payment and you'll then pay your landlord yourself.**

There is a **Universal Credit Helpline** and you should contact the helpline if:

- you have any questions about claiming Universal Credit
- your circumstances change and you're already getting Universal Credit



**Universal Credit helpline**

Telephone: 0345 600 0723

Textphone: 0345 600 0743

For more information look up Universal Credit at GOV.UK or use the helpline service.

# Leaseholder News

Unless you are a leaseholder, you may not have heard of Leasehold Services, a small team of 3 within Housing Services. We manage around 20% of the Council's Housing stock which falls under the leasehold umbrella. These could be Equity Share bungalows for the elderly, flats that were sold under Right to Buy (these are sold as leasehold and the Council retains the freehold) and a handful of shared ownership properties.

Our role is varied and busy. To give you an idea of the sort of thing we do, we have outlined below the sort of queries a typical day might bring:

- Enquiries about purchasing a leasehold property and the process involved
- Service charge enquiries – we manage and respond to all queries relating to service charge statements. This can include looking at invoices to explain in more details how the charges are broken down, itemising statements, investigating works and responding to complaints. We are particularly busy with this in March and April and October through to December. Where required we will also attend meetings with residents to discuss service charges in more detail.
- Repair issues – we respond to queries around repair responsibility as there is often uncertainty over whether the Council is responsible or whether the leaseholder is responsible
- Requests for Landlord's permission for property alterations
- Legal/conveyancing queries
- General enquiries about conditions within the lease
- Queries about availability of properties
- Notification that a lease is to be surrendered or assigned and querying the next steps
- Right to Buy queries

Some responses may not be straightforward and may involve us requesting information from other sections, for example, Accountancy, Sundry Debtors or Legal.

In addition to the above 'day-to-day' type enquiries, once a quarter we hold a Leaseholder Forum, the preparation for which is quite labour intensive. It involves sending out invites, arranging transport, setting an agenda and sending out paperwork to all confirmed attendees, inviting the relevant staff to attend, booking any guest speakers,



attending the meeting. Following on from the meetings we type up the minutes, send them out and respond to queries raised at the meeting. The Forum is a really enjoyable part of the jobs and we are always happy to welcome new attendees.

We regularly liaise with external solicitors to respond to conveyancing matters in relation to the purchase or sale of a property. The types of issues we deal with include:

- Completing Leasehold Enquiry forms – these are 6 page, legally binding questionnaires that need to be completed in the case of lease assignments or transfers and cover areas such as service charges, arrears, anticipated works and estimated costs, budgets and accounts
- Deeds of Assignment or Transfer – which we receive from solicitors on completion of assignments and transfers to enable us to update our accounts
- General queries around conveyancing issues
- Providing completion statements in the case of properties being surrendered back to the Council





Our days are certainly varied and busy but we enjoy the work we do and we have formed good working relationships with our leaseholders. We feel very lucky to be part of a vibrant team and to be able to say we are happy in our work!

Contacts:

Kate Swan 01954 713334 [kate.swan@scamb.gov.uk](mailto:kate.swan@scamb.gov.uk)

Becky Gane 01954 713334 [rebecca.gane@scamb.gov.uk](mailto:rebecca.gane@scamb.gov.uk)

Maria Toombs 01954 713338 [maria.toombs@scamb.gov.uk](mailto:maria.toombs@scamb.gov.uk)

Please note, for all shared ownership enquiries for the District please contact:

[www.keyhomes-east.org.uk](http://www.keyhomes-east.org.uk)

Bpha Limited  
Bedford Heights

Manton Lane

Bedford

MK41 7BJ

Tel: 0845 456 6757

Email: [info@keyhomes-east.org.uk](mailto:info@keyhomes-east.org.uk)

# Sharing can help meet housing need

In South Cambridgeshire there is a high demand for accommodation from single people that cannot afford to rent in the private sector and would not qualify for priority for local council or housing association properties.

Currently on our housing register we have 426 single applicants that would qualify for one bed properties only; compared to 296 applicants wanting a three bed property. This causes a problem as South Cambridgeshire has a stock of 1028 one bedroom properties compared to a stock of 1900 three bedroom properties. Therefore smaller households in housing need generally have to wait much longer.

With this in mind we saw an opportunity to use a house for occupation by 2 single person households; holding separate tenancies but living in the same property. Our



Neighbourhood Services Team Leader, Sherri Lee, was given the task to identify two suitable persons for this property. This proved to be extremely difficult as Sherri had to find two compatible people, factoring in age, gender and employment. Sherri had one tenant, but struggled to find someone who would be compatible with them. Eventually Sherri was able to make a match and they continue to house share. The information that has been received is that this is proving to be very successful.

Being able to create a house share of two tenants on separate tenancies has enabled two people that were not eligible for social housing, or the rent deposit scheme, to find affordable accommodation.

We will review how successful this is over the next few months and consider replicating in other locations within the District.

# Support for those on ESA



The CHS People team provides a wide range of services designed to empower vulnerable people to live more independently and offers customers new opportunities and choices.

CHS People offer a voucher service, which allows you to pick 'n' mix a service tailored to your own specific needs.

They can come to you, or meet you somewhere convenient for up to 8 sessions – it's up to you!

They can help with:

Coaching to:

- Develop confidence and self-esteem
- Become more assertive
- Effective communication skills
- Understand your value
- Uncover hidden skills and strengths
- Develop new or existing skills
- Handle change
- Identify goals and develop effective action plans
- Remove stumbling blocks

For those who would like related help, they can also offer as part of the service:

Finance coaching:

- Financial capability/managing on a low income
- Manage a change in your finances

Employability coaching

- Prepare for a (future) return to work - at your pace

## INFORMATION

For more information or to get your vouchers and to start using the service, please contact:

Julie Corbett, 01223 713768 or email:  
[newhorizons@chsgroup.org.uk](mailto:newhorizons@chsgroup.org.uk)



# Gunning for improvement



When Cannons Close in Guilden Morden was built, the world was a slightly different place. There were fewer cars on the road and there certainly wasn't a broadband internet connection in sight. In addition to the cultural changes, additional homes and some garages have also been constructed within it. So, jump to the present; what was once a perfectly functional road for the time, now had significant access difficulties and very limited parking for its residents.

As you can see from the pictures, cars, delivery vehicles and bin lorries had to mount the curb to get by parked cars down the road, which had caused damage to both the grass verge and the kerb itself.



Parish Cllr John Matthews applied to get this situation resolved, by requesting that the roadway be widened and that parking was re-configured. Our Planned Maintenance team, along with some funding from Cambridgeshire County Council, carried out works to the area to widen the road and to create parking spaces to aid the change in lifestyle that has occurred since the road was created.

The pictures show before, during and after stages of the process.



As we mentioned in our last newsletter as a result of work carried out by residents undertaking the Grounds Maintenance Service Scrutiny Review last year, during 2015/16 for the first time we now have a budget of £50,000 per year to fund Tenant Led Environmental Improvement projects. If you have a community improvement project which needs some funding please e-mail us on: [tlnews@scambs.gov.uk](mailto:tlnews@scambs.gov.uk) or call us on 01954 713037 and talk to a member of the Resident Involvement Team.





# We are building new affordable homes again

**Following a change to the way council house funding is organised, we are now in a position to kick start a council house new build programme.**

## So far...

We began in 2013 with 4 new houses in Linton, and in 2015 we are going to start on site with 20 rented homes in Swavesey and 15 rented homes in Foxton. In addition we are looking to redevelop some existing bedsits not fit for purpose in Gamlingay and build 14 1, 2 and 3 bed homes in their place.

## Plans...

We aim to build around 20-30 council homes a year, with this number growing as time and funds allow. We are using our Right to Buy receipts at 30% of the total funding for the new homes in line with the Government rules; with the balance of the cost being funded from the Housing Revenue Account. A typical 2 bed house on an exception site will cost around £200,000 to build including land and all fees. We must ensure that we can afford to build them and that the rent will pay back the cost over 30 years, so will always aim to set rents at or under the Local Housing allowance cap for housing benefit.

## Where?

Most of the new homes will be built on exception sites or other sites in villages. Exception sites are sites outside the village development boundary which are given planning permission as an exception to the planning rules only because they are for affordable housing. Exception sites take around 5 years from start to end, and we always try to work with Parish Councils and residents to deliver the best local outcomes.

## How?

We have appointed a Head of Development (New Build) to create a financial and governance system and a pipeline of council new build schemes for the years ahead, and a development project officer has been recruited to also help deliver this.

## Other development work...

**We are also working with the City Council to create a Housing Delivery Vehicle that will assist us in creating the 1000 additional homes on rural exception sites that was a condition of the City Deal infrastructure money coming into the district. To deliver this we will be working with our housing association partners to deliver around double the number of affordable homes per year than previously – around 100 new homes a year.**





# Resident Involvement Frequently Asked Questions

**Q. How can I influence the services I receive from my landlord?**

**A.** We manage about 5,700 properties located in 96 villages throughout South Cambridgeshire and we need your views, opinions, ideas and comments on how we can improve services. We have recently been concentrating on tenant scrutiny projects using an independent led training company to help tenant representatives analyse and review our services.

Some of the ways you can get involved are:

- Attend Tenant Participation Group (TPG) meetings – occur usually monthly on the first Monday of the month in the evening. By participating in these meetings you will have the opportunity to challenge and influence the way services are managed.
- Become a village voice and work closely with estates staff and housing officers to help ensure we are made aware of the views of local villagers.
- Attend Sheltered Housing forums (sheltered housing residents only) or Leaseholder forums (Leaseholders only) to learn more about these services and help influence future services.
- Attending Housing Portfolio holder meetings – TPG members have an opportunity to directly influence councillors and the housing portfolio holder on housing service decisions.
- Attending Mears (responsive maintenance service) or Morrisons (heating contractor) contract meetings.
- Getting involved in Tenant Scrutiny work which directly influences services.

**For information on ways to get involved please contact the Resident Involvement Team on: 01954 713037 or 01954 713295**

**Q. What is tenant scrutiny?**

**A.** Tenants carrying out an in depth review of a particular service including, analysing how it is financed, how effective it is for the customer and making recommendations for service improvements.

**Q. Why have we started running tenant led scrutiny projects?**

**A.** Central Government introduced the Localism Act in 2011 which placed the onus on social housing providers to get trained tenants involved in detailed scrutiny of the housing service. We welcomed this new legislation which supports local people getting involved in the provision of local services.

**Q. How much time commitment is required?**

**A.** This is really up to you as to how much time you are able to give and what you are comfortable with. We would encourage people to attend our TPG meetings which occur once a month. However some people prefer to be a village voice concentrating on more local issues with less of a regular time commitment or just to get involved in scrutiny work. Scrutiny projects can be one off and small such as visiting our offices in Cambourne for two hours to conduct telephone satisfaction surveys by contacting residents who have recently had a repair carried out through to in-depth service reviews which can involve several meetings over a 6 – 8 month period.

**Q. If I commit to getting involved and allocating time to this what do I get out of it?**

**A.** You do not receive any financial payment however travel costs and expenses are covered including taxi travel to attend meetings if needed. Training opportunities are available as well as gaining experience and knowledge of attending meetings and service reviews which could help with re-entering the job market or to revive skills used previously in your life.

**Q. What is the Resident Involvement plan for the rest of the year?**

**A.** By the time this newsletter arrives we will have completed our second major scrutiny review which involved looking at the sheltered housing service and we will report the finding of this in our next Newsletter.

Our next scrutiny review will concentrate on the management of voids and our lettings service including looking at the different types of tenancies we use and tenancy sign up documentation.

With the help of TPG members we will be reviewing our Resident Involvement Strategy setting out our plans for the next three years as well as investigating more internet/web based ways for people to get involved in reviewing our services.

# Tips to ease the strain of replenishing your oil tank

We all know it can be difficult to find the money to buy oil, so here are a few pointers that might help;

- See if there is a Community Oil Buying Group in the area you live, or surrounding villages.
- Alternatively, you could always speak to your friends or neighbours and look at placing an order together. Buying in bulk can save a couple of pence off a litre of oil – which soon adds up when most minimum orders are 500 litres.
- Check out the internet (or Yellow Pages) for “Heating Oil” or “Oil Buying Groups” (or similar) as there are lots of companies now offering domestic customers the options to pay monthly, or buy on a “Group Buying Weekend”.
- Always call a few suppliers and ask if they can beat the quote you have.
- Try not to place an emergency order; it can cost 10% more!
- The best time to order oil is during the summer months as demand is low and so are prices! The most expensive time to buy is in December, especially with the run up to Christmas.



# Energy saving tips

**We all want to save money on our energy bills, so here are a few tips to get you started...**

- Turning your thermostat down by 1 degree could save you around £50 a year
- Turning your electrical devices off, rather than onto standby, could save you around £40 a year
- Swapping to energy saving lightbulbs could save you £25 a year
- Draft excluders around your windows and doors could save £25 a year
- Having a bath could cost you £10 more a year than a 5 minute shower
- Boiling only the water you need, can cost £6 less a year than boiling a full kettle.
- Make sure you fill up your washing machine, a full load can cost a lot less than two half loads.
- Drying your clothes outside, when the weather is nice, will cut down on the amount you use the tumble dryer, which will save you more money!
- Remember, a room you're not using doesn't need to be lit, turn off the light when you're not in there!
- Energy saving websites, such as U-switch, can help you find the best energy deals, but, make sure you ring the suppliers after to confirm the deals that you have found.



# Gas Safety Advice



Gas can be dangerous if appliances are misused or not checked regularly. We are required by law to carry out gas safety checks at intervals of no more than 12 calendar months in all our homes which have gas and Council owned appliances for the safety of our residents and neighbours.

**Gas Emergency or suspected smell of fumes**  
**Turn off the gas at the meter, do not use any electrical switches, ventilate the property by opening doors and windows**

**Phone National Grid Immediately**  
 (telephone: 0800 111 999)

**DO NOT attempt to sort the problem out yourself.**  
**A well maintained gas appliance will ensure that it operates at its maximum efficiency and provides you with reassurance that it is safe for use.**

## Tenant owned gas appliances

We are unable to service a tenant's gas appliance such as a cooker or gas fire(s). However our gas contractor, Morrison, will carry out and document a visual inspection to check the appliance is safe to use; any defects will be reported to you and, where considered necessary, the appliance will be disconnected from the gas supply as a safety precaution.

It is your responsibility, and at your own financial cost, to ensure that a Gas Safe Registered engineer of your own choice attends to service and repair any identified defect(s) to your appliance(s).

Morrison can be contacted for gas servicing appointments and repairs on 0845 6500065. Please remember to keep appointments, as failure to do so impacts on the Council and our other tenants through legal duties and safety.

If you are a smoker please do not smoke whilst the Morrison engineer is undertaking works within your home (as stated in your Tenancy agreement).

## Leaseholder gas safety

If you are already having your gas appliances checked annually and serviced this must be done by a Gas Safe Registered Engineer.

Before you let any gas engineer into your home to work on your gas appliances, check the front and the back their Gas Safe ID card. If they don't show this to you when they arrive, ask to see it.

## Comply with the law relating to gas safety;

- If you let out your Leasehold property, you must make sure that gas pipe work, appliances and flues provided for tenants are maintained in a safe condition.
- You need to have a gas safety check every year.
- A Gas Safe registered engineer must carry out the safety check in your property
- You must give your tenants a copy of the gas safety certificate within 28 days of it being carried out or before they move in.

Further information on Gas Safety, Carbon Monoxide and Landlord responsibilities can be found on the Health & Safety Executive website: [www.hse.gov.uk/gas/domestic/faqlandlord.htm](http://www.hse.gov.uk/gas/domestic/faqlandlord.htm)

## Contacts

**Chris Brown – Mechanical and Electrical Surveyor**  
**South Cambridgeshire District Council**  
 telephone: 01954 713016  
 e-mail: [chris.brown@scambs.gov.uk](mailto:chris.brown@scambs.gov.uk)



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 District Council



# Updates to Anti-Social Behaviour Law

In October 2014 the Home Office introduced a new Anti-social Behaviour, Crime and Policing Bill.

## Giving victims a say

The Anti-social Behaviour, Crime and Policing Act 2014 includes two new measures which are designed to give victims and communities a say in the way anti-social behaviour is dealt with;

- **The Community Trigger**  
Gives victims the ability to demand action, starting with a review of their case, where the locally defined threshold is met.
- **The Community Remedy**  
Gives victims a say in the out-of-court punishment of perpetrators for low-level crime and anti-social behaviour.

The new powers that have been introduced have been designed to make tackling anti-social behaviour easier and more efficient.

Below is a list of the new powers that we have, or are likely to use, in housing...

## Civil injunction (introduced 23rd March 2015)

The injunction under Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014 is a civil power which can be applied for to deal with anti-social individuals. The injunction can offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating.

## Community protection notice

The community protection notice (CPN) is intended to deal with particular, ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible.

Since the introduction of this power we have served 4 and these have been very successful and have resolved nuisance issues which previously have been going on for a number of years.

## Closure power

The closure power is a fast, flexible power that can be used to protect victims and communities by quickly closing premises that are causing nuisance or disorder. A closure order will close premises down for a minimum of 24 hours.

Although we have not used this power to date, we will certainly consider using it on properties that there is evidence of significant nuisance (i.e. loud parties, drug use/ dealing, criminal behaviour etc.).

## New absolute ground for possession

The Act introduces a new absolute ground for possession of secure and assured tenancies where anti-social behaviour or criminality has already been proven by another court.

As the landlord will no longer need to prove that it is reasonable to grant possession, the court will be more likely to determine cases in a single, short hearing. This will strike a better balance between the rights of victims and perpetrators, and provide swifter relief for victims, witnesses and the community.

A full list of the new powers can be found on the gov.uk website.

In 2014 there were 119 cases opened and, due to swift action by the Housing Services Team, 112 were successfully resolved and closed.



# inPROFILE

## First Job in Housing:

My first job was as a Supernumerary Trainee within the Housing Department at Huntingdon District Council representing my year out during 4 years studying Estate Management at Trent Polytechnic. I enjoyed my time at Huntingdon spending roughly equal time between the Housing and Repairs Departments. I do remember looking up the definition of supernumerary as I thought this was an unusual title and found out it meant 'surplus to requirements or not needed' so I was very pleased to find a permanent position with Cambridge Housing Society as a Housing Assistant, shortly after leaving college.

## Current Job:

I have worked at South Cambs for just over two years initially as the Under-occupation Officer working on the Welfare Reform (often referred to in the media as the 'bedroom tax') changes introduced by central Government in April 2013. In February 2015 I was fortunate to be offered the opportunity to work in Resident Involvement initially as a six months secondment post. Throughout my career in Housing I have always enjoyed working with residents and believe working in partnership with customers is the best way of maintaining high levels of satisfaction while achieving organisational goals.



**Name:**  
Peter Moston

**Job Title:**  
Resident Involvement Team Leader (secondment until July 2016).

**Age:**  
Not disclosed but I can say that I have worked in housing for 30 years either for Housing Associations or Local Authorities

## Interests outside of work:

I am married with two children aged 18 and 20 which keeps me busy as does having a reasonably well behaved 2 year old smooth collie called Casper. I enjoy cycling typically being a MAMIL at weekends (for those non cyclists – 'middle aged man in lycra') and have joined the South Cambs golf society which has 5 or 6 organised society golf afternoons a year with current and former employees taking part.

I currently enjoy working within the Housing Strategy team at South Cambs and look forward to working with residents and the team to try to improve services for customers in the future. We welcome new interest in how residents can become involved in the running of services at South Cambs.

# H O A R D I N G

## We're here to help

We want to help any of our tenants and leaseholders overcome what can be a very distressing issue and help them to be safe in their homes.

### So why are we writing this article?

Quite simply, it's because we want to help. It would be fantastic if we could support someone to overcome their hoarding tendencies and get their home back to how they want it to be – but we do understand that hoarding isn't always as straight forward as that. Above all we want to help people that are struggling with hoarding to be safe in their homes.

Hoarding can bring significant health and safety risks with it, not just for the people living in the house but for anyone else visiting the property and the surrounding community. Some of the dangers that it can pose include;

- Fire risks
- Heightened risk of trips and falls
- Risks of injury from falling items
- Exits from the property can become blocked
- Reduced quality of life
- Money issues
- Pest issues
- Structural issues to property

These things must be considered and it is really important that steps are taken to reduce the risk that hoarding can bring.

Our Neighbourhood Support Team (NST) have a wealth of experience in working with people that are suffering with this problem and are here to support people, their friends and family, to make progress in realising their dream of having a fully useable and tidy home.

### So what are our goals?

Our main objectives are to;

- Reduce risk by working with tenants and leaseholders to eliminate health and safety issues

- Improve fire safety within the home
- Maintain tenancies
- Provide support to tenants and leaseholders
- Take a proactive approach
- Empower tenants and leaseholders to make positive steps to improving their quality of life

### So what can we do to help?

- We will carry out a risk assessment on your home and will work with you to remove any health and safety issues that hoarding poses to your property
- We will arrange for the fire service to come and assess your home to make sure that any fire risks are resolved
- We will support you and help you make arrangements to get your home back to the way you want it to be
- We can refer you to other support services that you might find useful

### Where to begin?

We understand that it can be really overwhelming, but please get in touch with us if you or a loved one are struggling with a hoarding problem. We promise to not be judgemental, to respect you, your home & your possessions and to support you in reaching your goals.

We know that overcoming a hoarding problem is not an overnight activity, but we are ready to support you on your journey and to help in any way we can. Our Neighbourhood Services Team (NST) will be happy to explain the process to you in depth, you can contact them by calling 03450 450 051 and asking to speak to the Duty Housing team.



# The right to buy your council home



Since the increase in the amount of discount in April 2012 from a maximum of £34,000 to a maximum now of £77,900, the number of right to buy applications has increased significantly year on year. The amount we are now selling has reflected this increase and we have seen the number of applications we receive treble during this time.

There is a great deal of administration that goes into each application and strict deadlines that need to be adhered to. This consists of checking and validating each application, drawing up a plan of the property, instructing independent valuers to value the property, sending out an Offer with the details of the purchase price and discount. Monitoring the time limits to make sure that we adhere to them and that the applicant also adheres to them. Updating all the systems and letting other departments know if we sell a property or not so that all records are kept up to date.

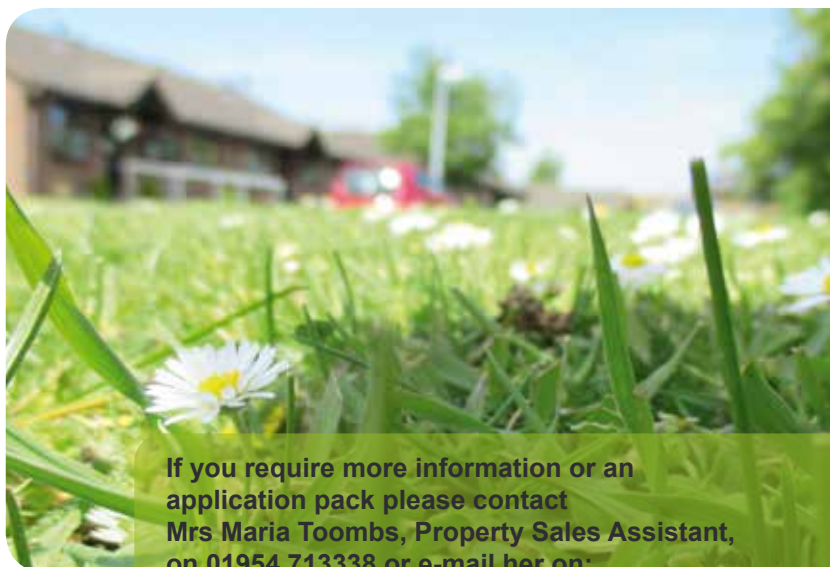
As the RTB1 form (Right to Buy application) is a Legal claim on the Council we do need to check to make sure that all the information on the form is correct and that the applicant does indeed have the Right to Buy. The date the application is received is very important as this is the date that everything has to refer to. The valuer must base his valuation on this date and you may not be aware but while you have an active application the Council are not allowed to carry out any planned maintenance or repairs to your property. This is because the property is sold as seen from this date.

We have many varied queries throughout the application process with some applicants requesting family members purchase the property on their behalf. Any family member must have been living at the property as their main and only principal home for the past 12 months otherwise we cannot include them in the sale.

The majority of people that apply do seem surprised at

the amount the properties are valued at. However South Cambridgeshire has a strong property market with high demand for properties and this is reflected in the independent valuations carried out prior to working out the discounted price.

South Cambridgeshire has been voted one of the best places to live in England mainly due to its high income, long life expectancy, health and education facilities. This is reflected in the prices and although the discount received does make them more affordable it is still too expensive for many households.



If you require more information or an application pack please contact Mrs Maria Toombs, Property Sales Assistant, on 01954 713338 or e-mail her on: maria.toombs@scambs.gov.uk.

## Contribute to the Tenant & Leaseholder News

**We're hoping to start a new section in the next edition of your Tenant and Leaseholder News, but we are going to need your help!**

We want to have a section completely devoted to articles and poems written by you and we are currently looking for interested contributors. So fancy giving us an interesting history lesson on your village? Want to tell us about someone who is doing a

wonderful job in your community? Have a hobby that you would like to write about? Do any local activities need members? Get in touch with us and see how you can go about getting your piece published in the next issue – in addition to it being published you could receive £30 worth of Love to Shop vouchers! e-mail: tlnews@scambs.gov.uk

## Home contents insurance for tenants and leaseholders of South Cambridgeshire District Council



South Cambridgeshire District Council does not insure your furniture, belongings or personal possessions. However we are able to offer all our tenants the chance to insure their home contents and belongings in an easy affordable way. South Cambridgeshire District Council has joined forces with Thistle Tenant Risks to bring you the Crystal Home Contents Insurance Scheme.

From as little as £1.50 fortnightly, (£1.15 fortnightly for residents aged 60 and over), you can have the peace of mind of knowing that your furniture, belongings and decorations are insured against theft, fire, vandalism, burst pipes and other household risks.

There are many benefits and it's easy to apply!

- All postcodes are included
- No excess to pay
- Flexible Pay-as-you-go payment options
- No minimum security requirements
- Covers theft, water damage, fire, flood and other household risks
- Covers lost or stolen keys
- Covers loss of freezer contents
- Covers theft from sheds and garages as standard

For an additional premium you can include extended accidental damage cover, personal possessions (for items away from the home), wheelchairs and mobility scooters, hearing aids and also buildings cover for sheds, garages and greenhouses is also available.

*Terms and conditions, limits and exclusions apply to all covers. A copy of the policy wording is available on request.*

For more information or to apply for cover today you can call Crystal Insurance on 0845 601 7007 (It may be cheaper to call 01628 586 187).

You can also request a member of the Crystal Insurance scheme to call you back on [www.crystal-insurance.co.uk](http://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 Ltd. Lloyds Broker. Authorised and Regulated by the Financial Conduct Authority. A JLT Group Company. Registered Office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AW. Registered in England No 00338645. VAT No. 244 2321 96.





# Your 2015 Gardening Competition

Gardening brings with it many benefits, such as exercise, enjoyment of the great outdoors, growing and nurturing something from seed, and it benefits nature so very much, especially with the decline in certain species such as bees, birds and hedgehogs.

**So what's new this year?**

We are introducing a new category:

- \* Best family garden

**How do I enter?**

Simply complete the form online at [www.scambs.gov.uk/housing/gardencompetition](http://www.scambs.gov.uk/housing/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 2015**

The closing date for entries is Monday 27th July. Judging will take place in late July through to early August, with winners receiving their trophies, certificates and prizes at a special presentation evening at Scotsdales Garden Centre on 16th October 2015.



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

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

- Best kept garden
- Best kept vegetable garden
- Best new tenant (April 2014 - April 2015)
- Best sheltered housing scheme communal gardens
- Best family garden
- Best window box or container garden
- Best children's plot
- Best greenhouse (vegetables)
- Best greenhouse (flowers)
- Carol Johnson wildflower garden award

\*You can enter in more than one category.

Please write your name, address and contact number below:

Name: .....

Address: .....

Telephone number: .....

Email: .....



# Win £30 worth of Love to Shop vouchers

Courtesy of Foster Property Maintenance, you can win £30 of Love to Shop vouchers by simply answering the following question and following the instructions below to enter.

**Question:**

*What page number is the article about the home contents insurance scheme on?*

**How to enter...**

Post | Cut out the slip below, fill it out and send it to...

**Competition @ T&L News (Housing), South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne, Cambridge, CB23 6EA.**



**Terms and Conditions**

*All entrants must be a South Cambridgeshire District Council tenant or leaseholder and must be over the age of 18. All entries should be received on or before Monday 27th July and can only be accepted as an online form submission or through the cut-out slip included within this page. 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. The winner will be drawn at random on Monday 3rd August and we will attempt to contact and advise them on the same date. Prize kindly provided by Foster Property Maintenance. By entering this competition applicants are indicating their agreement to these terms and conditions. For any further clarification please contact [tnews@scambs.gov.uk](mailto:tnews@scambs.gov.uk).*



**Tenant & Leaseholders News | Summer Competition 2015**

**Name:**

.....

**Address:**

.....

**Contact Number(s)**

.....

.....

.....

.....

.....

**What page number is the article about home contents insurance scheme on?**

**Answer:**

.....

All entries must be received by Monday 27th July. Please read the entry terms & conditions (above) prior to entering.



# Recipes



## Lamb/Mutton Tagine

### Ingredients

- 1 Kilo of Lamb/Mutton – cut into chunks
  - 4 large carrots
  - 2 Large Potatoes
  - 1 Large Onion
  - 2 Lamb stock cubes
  - 1tsp cumin
  - 1 tsp paprika
  - Pinch of Saffron
  - Salt & Pepper
  - 1 tsp of any spices you like for your taste
- Mix in large bag and add meat, leave in fridge overnight

Serves 4 - 5 | Cooking time – 3 Hrs  
Oven Temp – Gas Mark 4, Conventional 350, Fan 160

### How to...

Slice the onion and put in dish/tagine. Next put marinated meat on top of onions. Cut carrot and potatoes into wedges and stack them on top of the meat, like a pyramid. Add a cupful of stock more can be added if needed. Do not make the tagine too wet! Put lid on dish/Tagine place in oven and slow cook for 3 hours. Don't stir, just check it so doesn't dry out, slow cook. Once cooked, serve with Pitta, flat bread or crusty loaf.

## Boil and Bake Cake

### Ingredients

- 4oz Currants
  - 4oz Sultanas
  - 4oz Raisins
  - 4oz Butter/Margarine
  - 4oz Brown Sugar
  - 8oz Self Raising Flour
  - ¼ Pint Water (150ml)
  - 2 Medium eggs
  - 1 Level teaspoon of mixed spice
- Preparation - 10mins | Cooking time - 2hrs  
Preheat the oven to 170 C / Gas 3 / 325F  
Grease a loaf tin or round cake tin.

### How to...

Place the fruit, butter, sugar and water into a saucepan, stir well and bring the mixture up to simmering point and simmer for 20 minutes, stirring several times to prevent from sticking. Remove from heat and cool for 30 minutes. Add the sifted flour and spice and the beaten eggs and mix thoroughly. Pour the mixture into a greased and lined cake tin 7inch (18cm). Bake in the centre of the oven for 30 minutes, reduce heat to 150 C/ Gas 2 / 300F and continue to bake for a further 1/1/2hrs. Take out of oven and allow to cool in the tin for 10-15 minutes before turning out on to wire rack.

## Waffle Berry Pudding

### Ingredients

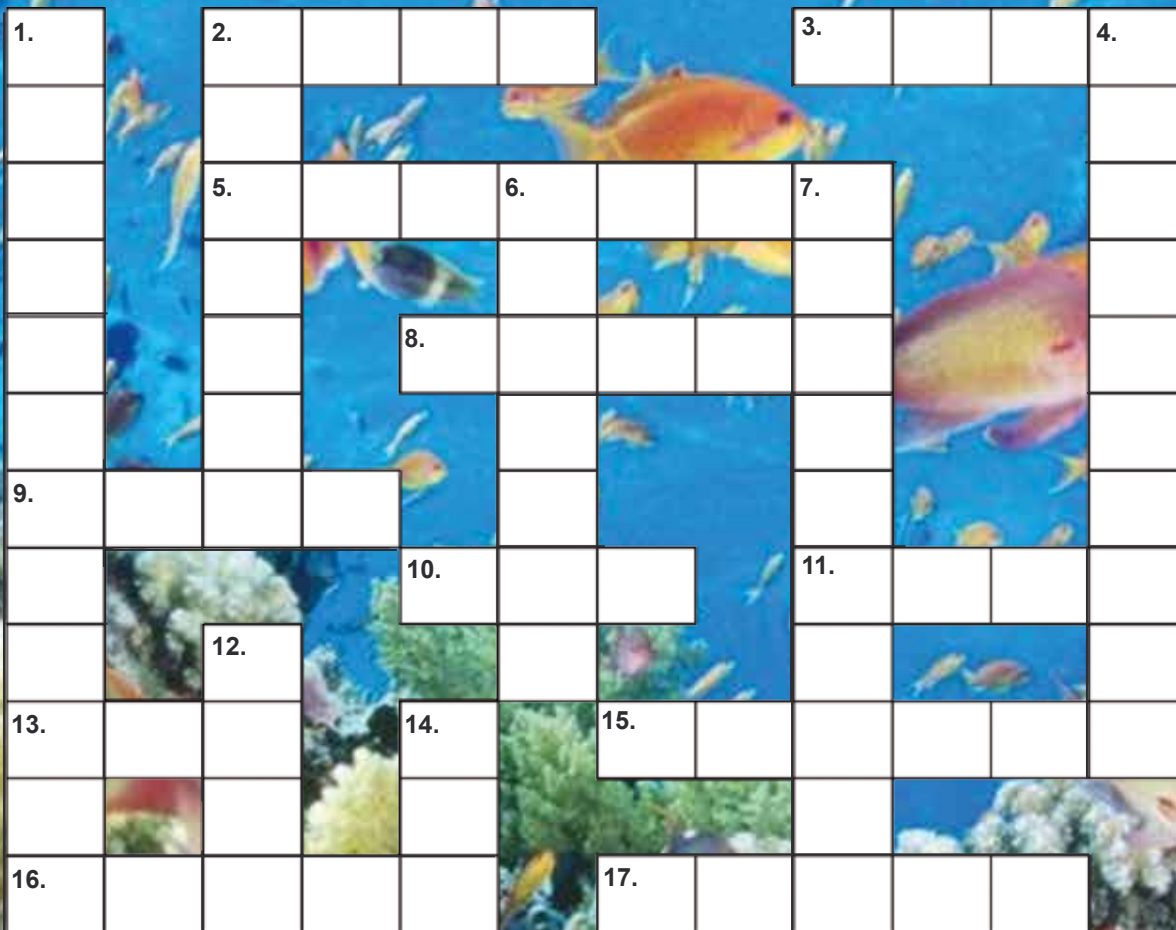
- 2 x 240g pack of waffles
- 150g white chocolate (chopped)
- 600g frozen raspberries
- 55g caster sugar
- 1 tbsp plain flour
- 500ml sour cream or creme fraiche
- 2 eggs
- 1/2 tsp vanilla essence
- 2 tbsp icing sugar
- Vanilla ice cream to serve (optional)

### How to...

Preheat oven to 200C. Place half the waffles in a deep microwaveable dish and sprinkle half the chopped white chocolate and half the raspberries - repeat layers. Place in microwave on high for 3 minutes (or until raspberries have defrosted). Combine sugar and flour in a bowl. Add sour cream, eggs and vanilla essence. Whisk and spoon evenly over top of raspberries. Bake 30-35 minutes or until golden brown and set in centre. Cool for 10 minutes, sprinkle with icing sugar and serve with ice cream if desired.







- ANSWERS
- ACROSS:
- 2. TIDE
  - 3. TOES
  - 5. FLOWERS
  - 8. STERN
  - 9. EASY
  - 10. FIN
  - 11. ANTS
  - 13. ICE
  - 15. HOTELS
  - 16. SALAD
  - 17. OCEAN
- DOWN:
- 1. STRAWBERRIES
  - 2. TOFFEES
  - 4. SUNGLASSES
  - 6. WETSUIT
  - 7. SANDCASTLE
  - 12. SEAL
  - 14. GOD

This edition's crossword has a summer, sun, sea and sand theme to it.

**ACROSS**

**C  
R  
O  
S  
S  
W  
O  
R  
D**

- 2. Sometimes the ocean is in, sometimes the ocean is out (4).
- 3. You might dip this part of your feet in the pool to check the temperature (4).
- 5. These have a blooming relationship with summer (7).
- 8. The rear/back part of a ship, or to describe someone who is strict (5).
- 9. The beach is usually a good place to relax and take it \_ \_ \_ \_ (4).
- 10. Sharks have them, or a French term for 'end' or 'finish' (3).
- 11. The little bugs might club together to take crumbs from your picnic (4).
- 13. This keeps your drink cool (3).
- 15. These are a popular type of holiday accommodation, there are usually lots of these in holiday destinations (6).
- 16. A quite healthy type of food that can accompany your barbeque or picnic nicely (5).
- 17. This covers the majority of the earth and you will certainly see it if you go to the seaside. Names of them include 'Pacific', 'Indian' and 'Atlantic' (5).

**DOWN**

- 1. These go really nicely with cream and a bit of tennis (12).
- 2. Hard and chewy sweets (7).
- 4. More than just a fashion accessory (10).
- 6. Going surfing? You'll need one of these to keep you warm (7).
- 7. Usually built on the beach by the younger generation (10).
- 12. Sea mammal that you might see on boat trips in Norfolk, or another word for an emblem used to give authentication or approval (4).
- 14. A type of fish to go with those seaside chips (3).



# Dates for your diary

## 06 July - Tenant Participation Group

Communal Room, Mays Avenue, Balsham, CB21 4ER  
6.30pm until 8.45pm  
visit: [www.scams.gov.uk/content/tenant-participation-group-tpg](http://www.scams.gov.uk/content/tenant-participation-group-tpg)

## 19 July - Parklife 2015

Milton Country Park, Milton, Cambridgeshire, CB24 6AZ  
From 10am  
visit: [www.scams.gov.uk/parklife](http://www.scams.gov.uk/parklife)

## 20 July - Gardening Awards Entry Deadline

visit: [www.scams.gov.uk/best-kept-garden-entry-form](http://www.scams.gov.uk/best-kept-garden-entry-form)

## 03 August - Tenant Participation Group

Communal Room, The Close, Papworth Everard, CB23 3QH  
6.30pm until 8.45pm  
visit: [www.scams.gov.uk/content/tenant-participation-group-tpg](http://www.scams.gov.uk/content/tenant-participation-group-tpg)

## 07 September - Tenant Participation Group

Communal Room, Elin Way, Meldreth, SG8 6LX  
6.30pm until 8.45pm  
visit: [www.scams.gov.uk/content/tenant-participation-group-tpg](http://www.scams.gov.uk/content/tenant-participation-group-tpg)

## 17 September - Leaseholder Forum

Council Chamber, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, CB23 6EA  
10am until 12pm  
visit: [www.scams.gov.uk/content/leaseholder-forum](http://www.scams.gov.uk/content/leaseholder-forum)

## 16th October - Garden Awards Presentation Evening

Scotsdales Garden Centre, 120 Cambridge Road, Great Shelford, Cambridge, CB22 5JT.  
Time to be confirmed.  
visit: [www.scams.gov.uk/best-kept-garden-entry-form](http://www.scams.gov.uk/best-kept-garden-entry-form)

## 03 December - Leaseholder Forum

Council Chamber, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, CB23 6EA  
10am until 12pm  
visit: [www.scams.gov.uk/content/leaseholder-forum](http://www.scams.gov.uk/content/leaseholder-forum)

We are currently reviewing other forums, such as the Disability Forum. We will advertise further details at a later date. Please contact us for further information.

## Housing Surgery Dates

### Gamlingay

Avenells Way Communal Room (from 10am to 12pm).

15th July 2015  
12th August 2015  
16th September 2015  
14th October 2015  
11th November 2015  
9th December 2015

### Willingham

First Wednesday of every month at the Baptist Church (from 10am to 12pm).

1st July 2015  
5th August 2015  
2nd September 2015

### Linton

At the Village Hall (from 10am to 12pm).

29th July 2015  
30th Sept 2015  
25th Nov 2015  
27th Jan 2016



## The NEW Joint Sheltered Housing Forum

If you live in Sheltered accommodation anywhere in South Cambridgeshire please come along to the NEW Sheltered Housing Forum. We previously held three sheltered housing forums in different locations around the District but, after feedback from residents, decided to hold one larger event representing all Sheltered residents. The first of these meetings will be held at the Communal Room in Elin Way, Meldreth on 16 July (from 10am to 12pm).

Please come along to learn more about what is happening within the service and to have your say! If you require transport to the meeting or would like to discuss any aspects of Resident Involvement please contact us on 01954 713037 or 01954 713295.

Don't forget to submit bids for the community improvement grants – your chance to get funding to improve your local area (advert).

# The Tenant Participation Group (TPG)

## New email contact addresses



**CAROL AKRIBI**  
Impington  
carol@scdc-tpg.org.uk



**JOAN BALL**  
Histon  
joan@scdc-tpg.org.uk



**HELEN BALLANTYNE**  
Dry Drayton  
helen@scdc-tpg.org.uk



**BILL BULLIVANT**  
Waterbeach  
bill@scdc-tpg.org.uk



**NEIL CAIRNS**  
Girton  
neil@scdc-tpg.org.uk



**PATRICIA HALL**  
Cottenham  
patti@scdc-tpg.org.uk



**DAVID HAMMOND**  
Great Abington  
dave@scdc-tpg.org.uk



**WENDY HEAD**  
Balsham  
wendy@scdc-tpg.org.uk



**ANGELA LEWELL**  
Impington  
angela@scdc-tpg.org.uk



**ADRIAN PRENTIS**  
Cottenham  
adrian@scdc-tpg.org.uk



**KATHY RICE**  
Elsworth  
kathy@scdc-tpg.org.uk



**LES ROLFE**  
Bourn  
les@scdc-tpg.org.uk

We have to give a big thank you to our TPG Vice Chair, Les Rolfe, for setting these up working with our resident involvement team. This initiative will save us money by significantly reducing the costs of sending out TPG meeting agendas and reports by post. It will also enable residents to contact their local TPG member directly by email.



**RONALD RYAN**  
Cottenham  
ron@scdc-tpg.org.uk



**LUIISA SARTINI-BALDWIN**  
Great Shelford  
luisa@scdc-tpg.org.uk



**JIM WATSON**  
Willingham  
jim@scdc-tpg.org.uk



# Housing Service Officer Map

This map shows the areas of the district that are covered by each housing service officer (HSO). Your HSO will be your first port of call for enquiries about your tenancy, neighbourhood etc, you can contact them on Tel: 03450 450 051.

## Area 1

Louise Moulding/  
Cheryl Wilding

1

6

## Area 6

Lynne Roberts

5

## Area 5

Gary Collins

4

## Area 4

Carly Freed

2

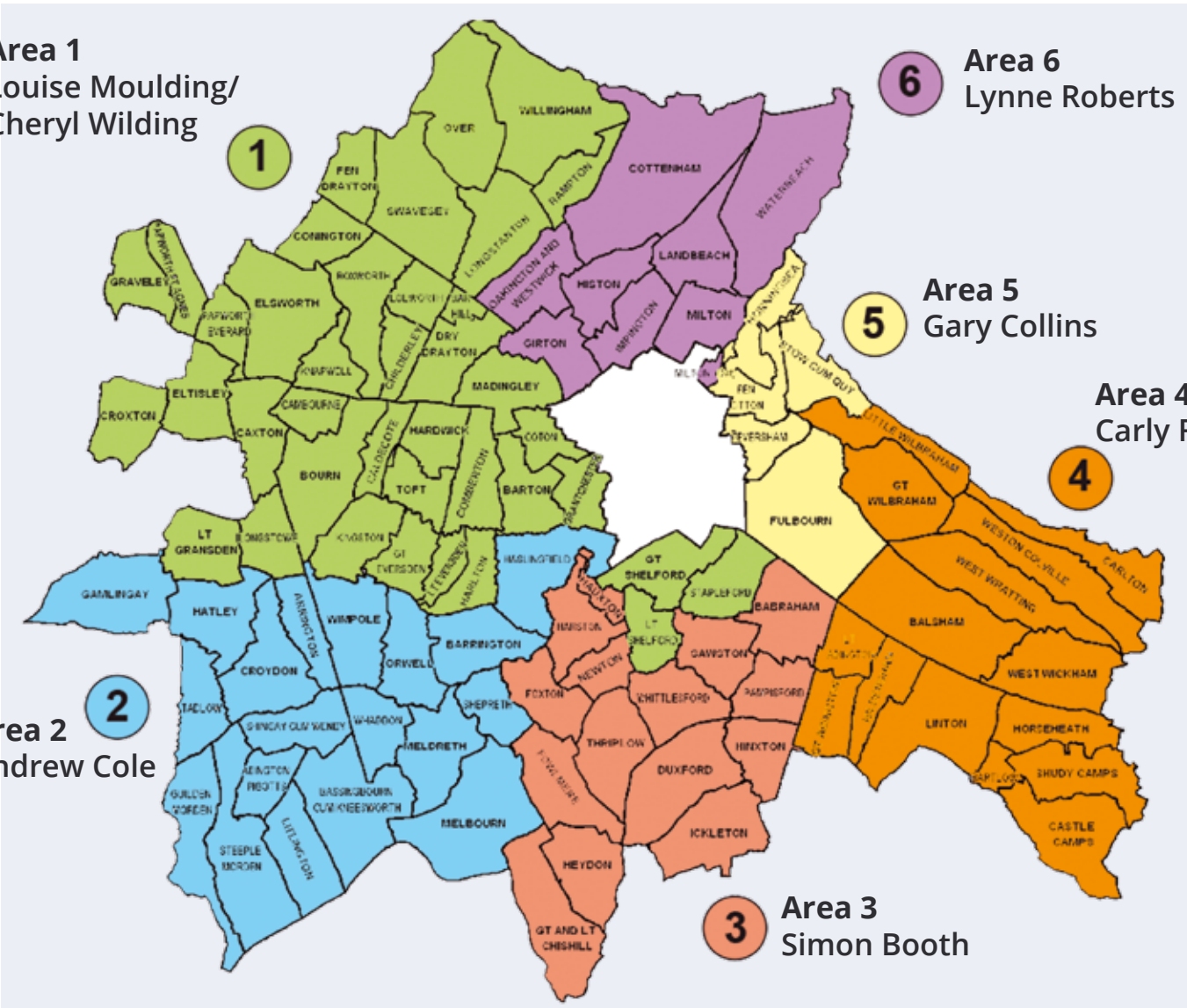
## Area 2

Andrew Cole

3

## Area 3

Simon Booth



# Putting service first

### If you phone us we will

- resolve your enquiry as quickly as possible
- provide voicemail if the person you need is unavailable
- answer your phone message within one working day

### If you write to us we will

- reply to your letter or email within 10 working days

### If we write to you we will

- write in plain language
- arrange for translation, large type, Braille or audio tapes upon request

### If we visit you we will

- carry identification that you can check with a phone call to our contact service on 03450 450 500
- arrive at the time we say we will, or give you as much notice as possible if we have to change the time

### If we get it wrong we will

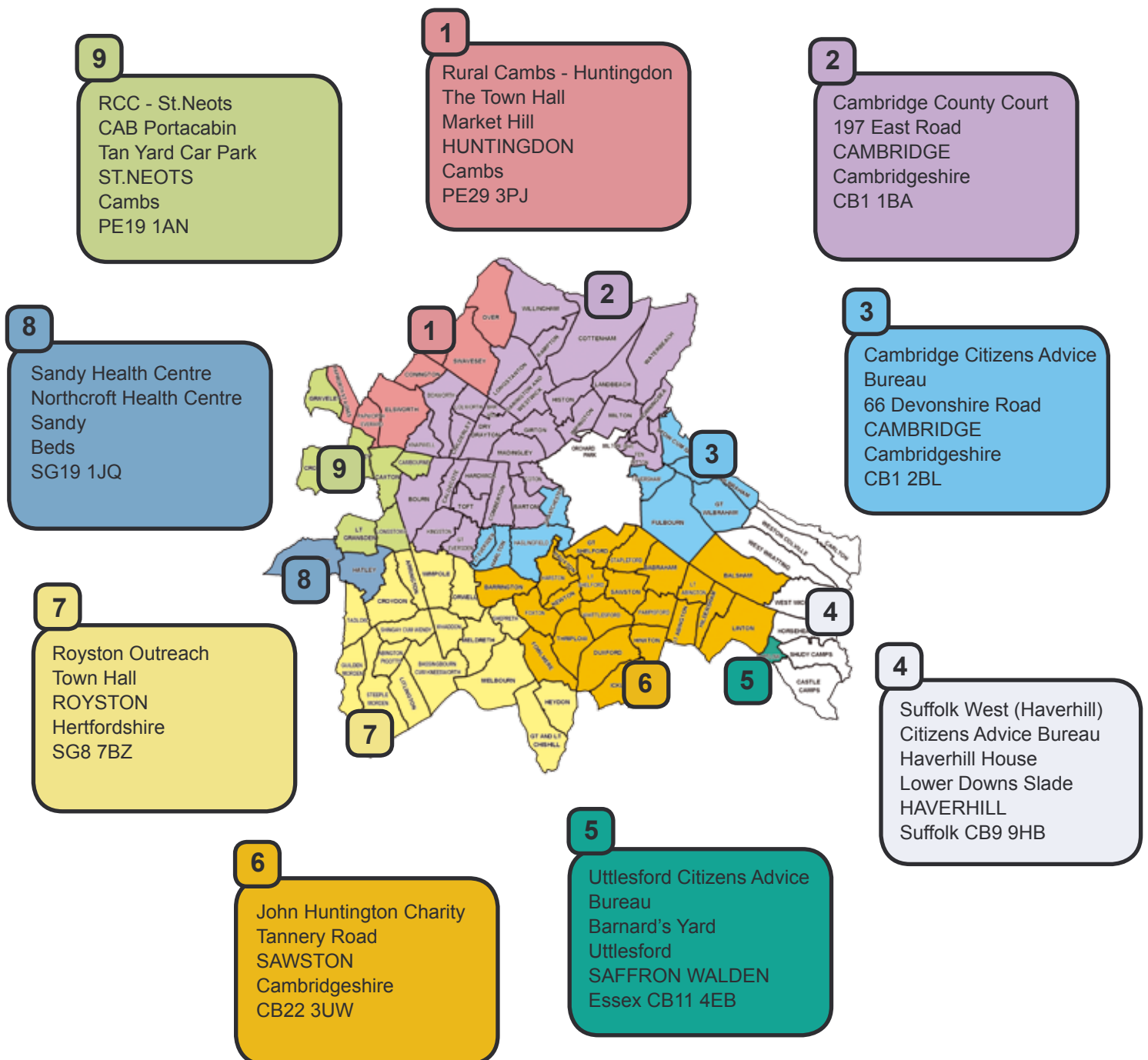
- apologise if we have made a mistake or failed to meet our standards
- acknowledge your written complaint within three working days
- reply in full to your complaint within 10 working days

# 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.





# Keeping yourself and other people safe



## Disabilities

Disability Cambridgeshire – Tel: 01480 839192  
[www.disability-cambridgeshire.org.uk](http://www.disability-cambridgeshire.org.uk)

DISH – Tel: 01480 830833  
[www.dish.org.uk](http://www.dish.org.uk)

Camsight – Tel: 01223 420033  
[www.camsight.org.uk](http://www.camsight.org.uk)

Sense East – Tel: 0845 127 0066  
[www.sense.org.uk](http://www.sense.org.uk)

## Domestic Abuse Information

National Domestic Violence free phone  
 24-hour helpline – Tel: 0808 2000 247  
[www.nationaldomesticviolencehelpline.org.uk](http://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](http://www.peoplefirstltd.com)

Voiceability – Tel: 01223 555800  
[www.voiceability.org](http://www.voiceability.org)

## Mental Capacity and Deprivation of Liberty

Website: [www.cambridgeshire.gov.uk/social/mental](http://www.cambridgeshire.gov.uk/social/mental)  
 Email: [mca.dols@cambridgeshire.gov.uk](mailto:mca.dols@cambridgeshire.gov.uk)  
 Tel: 01223 715581

## Mental Health

**Cambridgeshire Independent Advocacy Service** - Tel: 01223 218500

## Older People

Action on Elder Abuse – Tel: 0808 808 8141  
[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Age UK Cambridgeshire – Tel: 0300 666 9860  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

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

COPE – Tel: 01223 364303  
[www.cambridgecope50.org](http://www.cambridgecope50.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/](http://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](mailto:enquiries@ofsted.gov.uk) (Education)

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

# Contact Us

**Web:** [www.scambs.gov.uk](http://www.scambs.gov.uk)

**Twitter:** @SouthCambs

**Facebook:** Search 'South Cambridgeshire'

## 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

**South Cambridgeshire District Council**

**South Cambridgeshire Hall**

**Cambourne Business Park**

**Cambourne**

**Cambridge**

**CB23 6EA**

## 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: 0844 736 8591

## Repair Numbers

### Housing repairs, electric heating and hot water repairs (Mears, 24hrs)

Tel: 0800 085 1313

### Gas heating/hot water, repairs and servicing (Morrison, 24hrs)

Tel: 0845 650 0065

### Oil and solid fuel heating, repairs and servicing (Rule & Parker, 24hrs)

Tel: 01480 466 893

### Air source heat pump (ASHP) heating, repairs and servicing

(Rule and Parker, 24hrs) 01480 466 893

(Foster, 24hrs) 01945 586 999

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

Tel: 0800 111 999