

TENANT & LEASEHOLDER NEWS

Best kept garden 2019 | *My South Cambs* customer portal | Puzzles and recipes

+ PLUS

Tenant Participation
Group (TPG) elections

Sheltered housing

Tenancy visits project

INFORMATION AND ADVICE FROM SOUTH
CAMBRIDGESHIRE DISTRICT COUNCIL

ISSUE 14 SUMMER 2019



South
Cambridgeshire
District Council

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TENANT & LEASEHOLDER NEWS



WELCOME TO THE SUMMER 2019 ISSUE OF TENANT & LEASEHOLDER NEWS

We would like to say a big thank you to our editorial panel of resident volunteers for helping us to produce this magazine.

The star team for this issue was: Wendy Head, Angela Lewell, Helen Ballantyne, Carol Akribi, Joan Ball, Edna Ingrey, Jim Watson and Dave Hammond.

Within this issue you will find articles covering a wide range of topics including an update on tenancy visits that housing staff have been carrying out; our new customer portal, for quick and easy access to information; how residents have been helping provide input into service development; and the Tenant Participation Group (TPG) elections which are due later in the year.

You will also find updates on our ground maintenance and grass cutting contract; a personal profile of one of our co-opted members; and

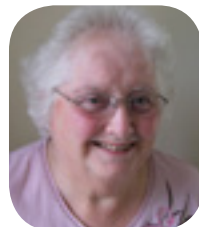
news about some of the fine work a local knit and natter group has been up to recently in Cottenham.

For those budding gardeners among you, there are entry details for the Best kept garden 2019 competition. Last year we were very pleased to receive entries from several new participants, many of whom picked up prizes at our presentation evening held at Scotsdales garden centre in Great Shelford.

On behalf of the editorial panel, we hope that you enjoy reading the magazine.



Cllr Hazel Smith
Lead Cabinet Member
for Housing



Wendy Head
Chair of TPG

ABOUT THE TENANT & LEASEHOLDER NEWS

The magazine is produced twice yearly by Council staff who work closely with the editorial panel, which is made up of members of the Tenant Participation Group (TPG).

The editorial panel is keen for the magazine to have more content produced by and about local residents so, if you have any ideas or possible articles or pictures for inclusion in future issues, please get in contact.

✉ tlnews@scams.gov.uk ☎ 03450 450 051

f @SouthCambridgeshireDistrictCouncil 🐦 @SouthCambs

TENANT & LEASEHOLDER NEWS



NEW IT SYSTEM TO ALLOCATE SOUTH CAMBRIDGESHIRE SOCIAL HOUSING

We are pleased to have a new supplier in place to provide the web-based allocation system for social housing, known as Home-Link, from 1 April.

All Home-Link members previously registered under the old system will have been contacted by email and/or letter and asked to re-register on the new system.

The decision to ask people to re-register their applications was taken partly due to difficulties experienced several years ago, when we last changed systems. Whilst we were promised that applicants' information would transfer easily from the old to the new system, unfortunately this did not turn out to be the case. Therefore many applicants were unable to bid for properties for several weeks.

We did not want this to happen again, and so we asked everyone to re-apply on the new system in advance of the changeover date. This applies to new applicants for housing as well as current tenants wishing to transfer.

The new system has several new benefits, such as:

- A simpler online form, which is easier and faster to complete but still captures all the information required
- Improved and more customer-focused auto-bidding facilities

- Links to national mutual exchange site, Exchange Locata, which enables Home-Link members to register for a 'house swap'

The new application form was trialled by both staff and tenant representatives who found the new form easier to complete online, taking about half the time.



For help and advice on making an application for housing, transfers or exchanges, please visit www.home-link.org.uk or contact South Cambridgeshire District Council by calling 03450 450500.

WHAT IS UNIVERSAL CREDIT?

Universal Credit is a lump sum benefit payment which is administered by the Department of Work and Pensions (DWP). It is usually received once a month and can consist of several different allowances, dependent on household circumstances. The amount received can change each month.

WHICH BENEFITS HAS UNIVERSAL CREDIT REPLACED?

- Jobseeker's Allowance (income based)
- Employment and Support Allowance (income related)
- Income Support
- Child Tax Credits
- Working Tax Credits
- Housing Benefit

The above six benefits are now known as legacy benefits.



WHO WILL NOT CURRENTLY BE AFFECTED BY THE CHANGE TO UNIVERSAL CREDIT, AND THEREFORE CONTINUE TO CLAIM HOUSING BENEFIT?

- People who are of pensionable age (claiming state pension and if a couple both partners need to be of pensionable age)
- Claimants in temporary or supported accommodation
- Claimants who are eligible for the severe disability premium
- People who are currently in receipt of housing benefit and there is no change in circumstances

There is currently a plan to move existing claimants across from the old 'legacy benefits' to Universal Credit, starting in January 2020. The Government estimates this will take four to five years to complete.

Currently, all new claimants who do not fall into one of these four exception categories would have to claim Universal Credit to help with their housing costs. Housing Benefit is no longer an option for new claimants.

For those who are already in receipt of Housing Benefit, they will remain on Housing Benefit unless they have a change in circumstances, which will then trigger the change to move to Universal Credit.

IMPORTANT NOTE: If you are currently receiving Housing Benefit and move to another property, but remain within the same Council (for example if you live in a South Cambridgeshire property and transfer or exchange to another one), you do not have to apply for Universal Credit as Housing Benefit will continue to be paid.



TO APPLY FOR UNIVERSAL CREDIT

Please visit: www.gov.uk/universal-credit/how-to-claim

Universal Credit was introduced in South Cambridgeshire in October 2018, and the Council currently has around 100 tenants claiming Universal Credit.

For further advice, help or support with Universal Credit you can contact:

- South Cambridgeshire District Council Benefits – call 03450 450 061
- Citizens Advice Bureau – call 0344 848 7979
- Department of Work and Pensions – freephone 0800 328 5644
- Universal Credit Customer Services – call 0345 600 0723

BECOMING A TENANT INSPECTOR

Would you like to be more involved, but don't enjoy meetings?

Why not become a tenant inspector?

We are looking for people who want to be hands on and are willing to help improve the services provided for South Cambridgeshire District Council tenants and leaseholders.

Tenant inspectors look out for anything that they might consider needs attention. For example:

- Neglected areas – garage sites, car parking areas, green areas
- Overgrown trees or shrubs – not in gardens unless they are a risk to people or buildings
- Broken or dangerous footpaths
- Trees or hedges blocking footways
- Graffiti
- Litter
- Concerns about any grounds maintenance work that has been carried out e.g. grass cutting, broken man holes, fire hydrants
- Blocked ditches
- Parking issues
- Missing road signs
- Or anything that may need repair or attention, as long as you believe it is the Council's responsibility

If you feel there is an area that needs some improvement, we are always pleased to hear from you. We can't guarantee we can do everything, but we do have a fund for estate improvements so please discuss your ideas with the local Housing Services Officer who will be able to work with you on any proposals to improve the area.



The role can include making links with other local residents, Housing Services Officers, and Sheltered Estate Officers, to make sure our tenants are receiving the service they expect.

South Cambridgeshire District Council will:

- Provide support for tenant inspectors
- Pay travel expenses and/or provide transport to facilitate the role
- Make Housing Services Officers and Sheltered Estate Officers aware of the tenant inspectors and their roles
- Provide a useful folder of information, including estate plans, landscaping maps, communal area ownership and other relevant information and materials for the role

- Provide an identification badge which must be worn while completing inspections

ARE YOU INTERESTED?

If so please contact the Resident Involvement team on 03450 450 051 or by emailing resident.involvement@scams.gov.uk.

"If you feel there is an area that needs some improvement, we are always pleased to hear from you."

TENANT & LEASEHOLDER NEWS

TENANCY VISITS PROJECT

Our tenancy visits project is now well under way and we would like to take this opportunity to thank everyone we have visited so far for taking part.

In case you haven't heard of our tenancy visits project, our ambition is to visit all of our tenants' and leaseholders' homes to discuss aspects of their household and tenancy, and to carry out an inspection of the property itself.

These visits will give us a much better understanding of your housing needs and will help us to shape our service in the future. By completing this project we will be able to:

- Identify the needs of our residents
- Develop and deliver services for these needs
- Help ensure we are using your preferred method for communicating with you
- Maximise response, service take-up and awareness

As of January 2019 we had carried out 1,730 visits, which will of course have risen well beyond this at the time of this magazine's publication. We thought it would be an ideal time to share some of the statistics we have collated up to this point.



- Very happy - 721 (43%)
- Happy - 683 (41%)
- Okay - 196 (12%)
- Unhappy - 38 (2%)
- Very unhappy - 22 (1%)



- Very happy - 566 (34%)
- Happy - 765 (46%)
- Okay - 265 (16%)
- Unhappy - 42 (3%)
- Very unhappy - 21 (1%)



- Very happy - 416 (25%)
- Happy - 772 (47%)
- Okay - 382 (23%)
- Unhappy - 49 (3%)
- Very unhappy - 28 (2%)



- Very happy - 463 (28%)
- Happy - 796 (49%)
- Okay - 319 (19%)
- Unhappy - 45 (3%)
- Very unhappy - 17 (1%)

TENANT & LEASEHOLDER NEWS

KEY CUSTOMER INSIGHTS FROM TENANCY VISITS

321 HOUSEHOLDS experience loneliness

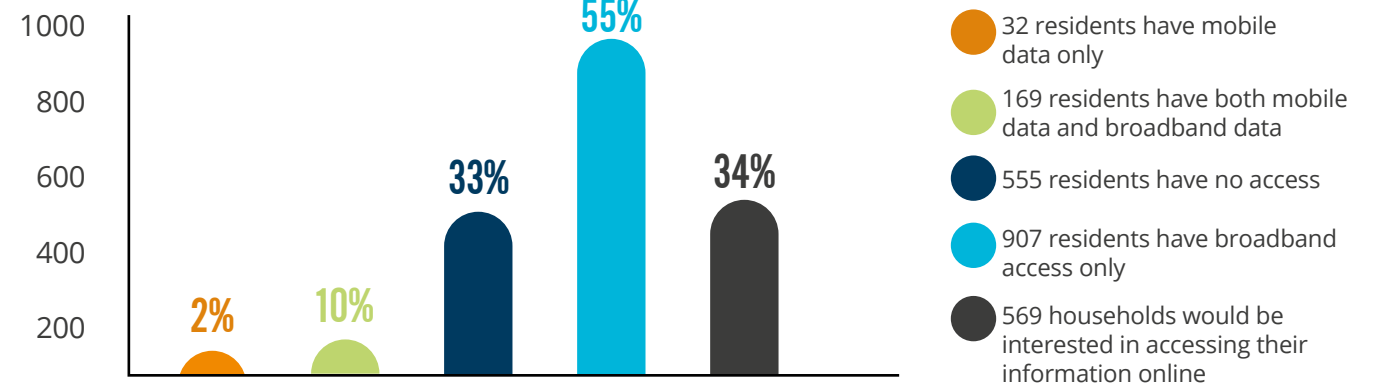
135 HOUSEHOLDS feel there is a lack of community spirit

140 HOUSEHOLDS experience fuel poverty

1,089 (69%) HOUSEHOLDS have contents insurance
641 (37%) DO NOT

Where residents have raised loneliness, fuel poverty or lack of community spirit as an issue for them, in each case housing staff have offered support and sign posting to additional services that could help. We have partnered with Thistle Insurance Services to offer Crystal Home Contents Insurance - a policy which offers peace of mind at an affordable cost. Ask us for an application pack/further details or contact Thistle Insurance direct by calling 0345 450 7286.

ACCESS TO THE INTERNET



OUR SCHEDULE MOVING FORWARD

As we have well over 5,000 properties it is going to take some time to visit everyone. For this reason we are developing a plan to organise these tenancy visits into a village-by-village schedule.

We won't be able to contact everyone to book a specific appointment, however we will write to you prior to the time our staff are due to visit your village. We appreciate that you may not be at home when we visit so we will put a card through your door so that you can then contact us to make a suitable appointment.

For more information, please visit www.scams.gov.uk and search for 'tenancy visits'.

INPROFILE: EDDIE SPICER

We've previously interviewed some of our Housing department teams and we thought we'd share some insight into more talented staff members we work with and are lucky to have. This time we welcome Mr Eddie Spicer!

NAME: Eddie Spicer

JOB TITLE: Mechanical and Electrical Surveyor



WHEN DID YOU JOIN SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL?

I joined the Council on 4 January 2016.

HOW LONG HAVE YOU WORKED IN YOUR SPECIALIST FIELD?

I have been in social housing in a maintenance role of some sort since 2002.

WHAT MADE YOU WANT TO GET INTO THIS AREA?

I have a passion for social housing, as most of us in the sector do. I love the fact that we are providing secure manageable homes for some of society's most vulnerable people, allowing them to live a comfortable life in warm and secure accommodation. This field is unique within legislation, and the way organisations work across the country. There are always challenges and overall I pride myself on serving our tenants and being able to make a difference across the country.

WHAT ARE SOME OF THE HIGHLIGHTS OF YOUR CAREER SO FAR?

I have had a number of highlights throughout my career, some professional, some personal and some covered both. Most recently I attended an event at the Houses of Parliament to launch a Code of Practice that I was privileged to co-author, along with a select group of specialists from around the country who all operate within social housing and the ESR (Electrical Safety Roundtable). I have been invited to

be a guest speaker on a number of occasions at fire safety events across the country too; most recently I gave two presentations at the Millennium Stadium in Cardiff and last year I gave one at the Stadium MK. I feel extremely proud and privileged to be invited to take part in these events, representing myself and the Council. Two years ago I achieved professional recognition by becoming a full accredited member of the IET (Institute of Engineering Technology). I also consider starting my role at South Cambridgeshire District Council as a landmark in my career, moving from a more operational role to a more senior role managing contracts on a daily basis.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE LOOKING TO WORK IN HOUSING?

If you feel the passion you will enjoy the work. Housing can be very rewarding and incredibly challenging at the same time, it can be interesting to balance costs and benefits to ensure that we get the right result. It is so important to work smarter and more efficiently, and that comes with passion. So, overall housing is a great place to work, as long as you are passionate about the job you will enjoy it.



WHAT ARE YOUR FAVOURITE THINGS TO DO IN YOUR SPARE TIME?

I love spending time with my two children. I have recently moved to a house with a large garage where I have a workshop to fettle and fix things, keeping engineering alive. Also caravanning with the family and fishing.

WHAT IS YOUR FAVOURITE THING ABOUT OUR HOUSING DEPARTMENT?

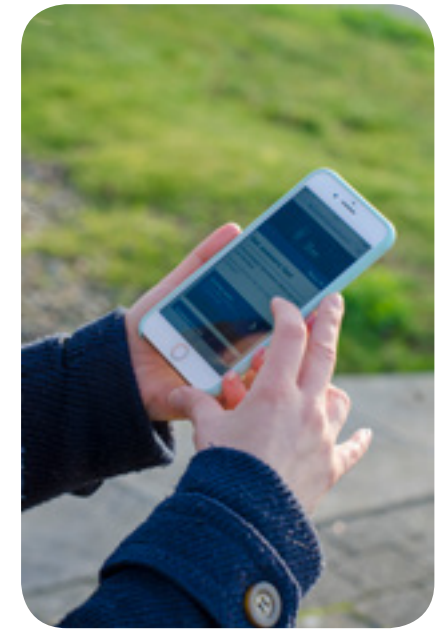
Without a doubt, the people I work with. The department has some really great, skilled, clever, funny and amazing characters; every day is different but above all my colleagues are likeminded, passionate people striving to provide the best possible outcomes for our residents.

WHAT DOES SOCIAL HOUSING MEAN TO YOU?

Social housing as an entity is a fantastic thing; we can provide the tools to change people's lives. The privately rented sector can be out of some people's grasp, leaving their options very limited, whereas social housing fills this gap and gives the opportunity to those who otherwise would not have access to good quality housing. I truly believe that it is a vital lifeline for some in our society. It's down to us to make it work within the confines of budgets and possibilities. Our nation needs social housing for a modern world although it may look very different in time to come, but the fundamentals will be sound.

MY SOUTH CAMBS – YOUR ONLINE PORTAL

South Cambridgeshire District Council has recently launched a new and impressive way of interacting with residents: *My South Cambs*. You will now be able to create an account within the new online portal, which will give residents a more tailored service.



Many of the forms you would usually complete online will be automatically populated with your name and address. Once you have submitted that form, it will be recorded on your account. This means you will be able to track its progress, and that in future you will be able to refer to older forms if you need to.

To make using the portal as easy as possible, the *My South Cambs* team is working with every service the Council runs. Over the coming months the team will regularly be adding new features to residents' accounts. Eventually your personalised account will have information available at a glance about things like payments due or service charges. This information will be supported with FAQs, and online forms which automatically process requests.

In time, the same account will also let you quickly access information about your personal council tax, benefits entitlements, bin collection days and much more.

Quicker and easier to use online services do not mean reduced telephone services; we are not taking the option to call our team away. In fact, because we expect fewer enquiries to come through to our contact centre, when you really do need to talk to someone, waiting times will be shorter.

Like you, many Council staff members are also residents of the district, and are very excited to see *My South Cambs* evolving.

Despite having kept relatively quiet about the *My South Cambs* portal so far, we have already seen hundreds of residents and tenants find it

themselves and sign up. We would like you to sign up too. *My South Cambs* will make your interactions with us quicker and will also be accessible 24 hours a day.

Experience the advantages of the new portal, and give us your feedback. It is your portal and with your involvement we can make it work for you.

Visit www.scambs.gov.uk online to immediately register an account and begin receiving an improved service.

Look for the Sign in/Register option in the top right-hand corner of your screen.

TENANT PARTICIPATION GROUP (TPG) ELECTIONS

The TPG is our main consultative group, which work with officers to help shape our service. The TPG is made up of elected and co-opted members who meet 10 times a year, on the first Monday of each month (excluding January and August).



Are you interested in becoming an elected Tenant Participation Group (TPG) member? If so, you can put yourself forward for one of the 15 posts that will be up for grabs in our next TPG election, which will take place in October/November 2019.

If you would like to stand you will need to complete a nomination form (available online from May 2019, or paper versions by request), to provide some background information about you and your reasons for standing for election to the group. This information will form a pitch to the electorate, who are fellow tenants and leaseholders within South Cambridgeshire District Council.

There is also the opportunity for you to write up to 250 words to give an overview of why you think people should vote for you. We would encourage you to submit a photo too, and we can take a photo of you to include if this would be helpful.

“We have active volunteer members of all ages and there are no barriers to becoming involved.”

We have active volunteer members of all ages and there are no barriers to becoming involved; we can accommodate anyone over the age of 18, with or without their own transport or computer equipment. All we ask is that you are enthusiastic, care about your home and neighbourhood, and want to have a say to help improve services for everyone.

If you are interested please contact either Peter Moston, Resident Involvement Team Leader, by calling 01954 713037, or Helen Pagram, Resident Involvement Officer, by calling 01954 713295.



CAST YOUR VOTE

Even if you do not wish to become a member yourself, the election is your opportunity to cast your vote to support the candidates you would like to represent tenant and leaseholder views at TPG meetings. All South Cambridgeshire District Council properties will receive ballot papers in the winter issue of Tenant & Leaseholder News.

If you are thinking about standing in the elections, in order to make sure it is the right thing for you and to meet existing TPG members, we ask that you attend three consecutive TPG meetings prior to the elections being held in the autumn. The dates and details for these meetings are in this magazine (please see page 24) and you are assured of a very warm welcome.

INFLUENCING YOUR SERVICES

In July and August 2018 the Local Government Association (LGA) and Tpas (tenant engagement experts) organised a series of workshops across the country entitled ‘Engaging and empowering tenants in council owned housing’.

We hosted one of these workshops on Tuesday 7 August and residents, as well as staff from South Cambridgeshire District Council and from organisations across the region, participated.

The report on their findings from research across 35 councils and 20 arms-length management organisations (ALMOs) has now been published, which sets out how councils are empowering and engaging their tenants.

You can check out the full report and accompanying press release by visiting the LGA website (www.local.gov.uk) or the Tpas website (www.tpas.org.uk).

We would like to take this opportunity to thank all the tenants and leaseholders who have been involved in shaping our service. We are hugely appreciative of the time put in, and are very grateful for their input. Just a few examples of the ways residents have helped over the past few months include:



PARKLIFE 2019

On Sunday 19 May Parklife, our free family fun day in partnership with Cambridge Sport Lakes Trust, returns to Milton Country Park.

Every year Parklife brings together thousands of people for free activities and entertainment. It's a great chance to try something new or to see what activities you could take up to help you lead a more active, healthy, lifestyle.



ON THE LAKE

Cambridge Sport Lakes Trust is a charity committed to creating opportunities to access outdoor sport and activities. The park's water sports programme runs from April to September and includes the popular paddle boarding, canoeing, open water swimming and paddle club sessions.

Parklife gives everyone the opportunity to try some of these activities for free. Taster sessions will be available for paddle boarding, canoeing, kayaking and fishing.

Each year the water sports are some of the most popular activities at Parklife, so we will run an advanced booking system offering a limited number of spaces as well as offering a number of sessions to book on the day.

BEAT THE QUEUES

Visitors can book one water sport activity per person in advance online at www.miltoncountrypark.org/parklife until midnight on Friday 17 May. Be quick, once they're gone, they're gone! Age and height restrictions also apply so please check the eligibility criteria. An administration fee will apply to advance bookings.

ON THE DAY

Bookings for activities on the day will open at 10.00am, close to the visitor centre. These will be filled on a first come, first served basis – and will fill up fast.

AROUND THE PARK

Returning favourites this year will be the mobile caving system, inflatable zorbs, archery, climbing walls, bouncy castles (please make sure children bring socks), balance and all ability bikes, bush craft and pond dipping. There will also be an excellent range of food and drink available to purchase, and free water fountains, so bring your re-usable bottles.

TRAVELLING BY CAR

To avoid long queues please park free of charge at Milton Park and Ride, which is a 15 minute walk to the Country Park via the footbridge. The Country Park will be clearly sign-posted from there. Onsite parking at the Country Park costs £4 and will be extremely limited.

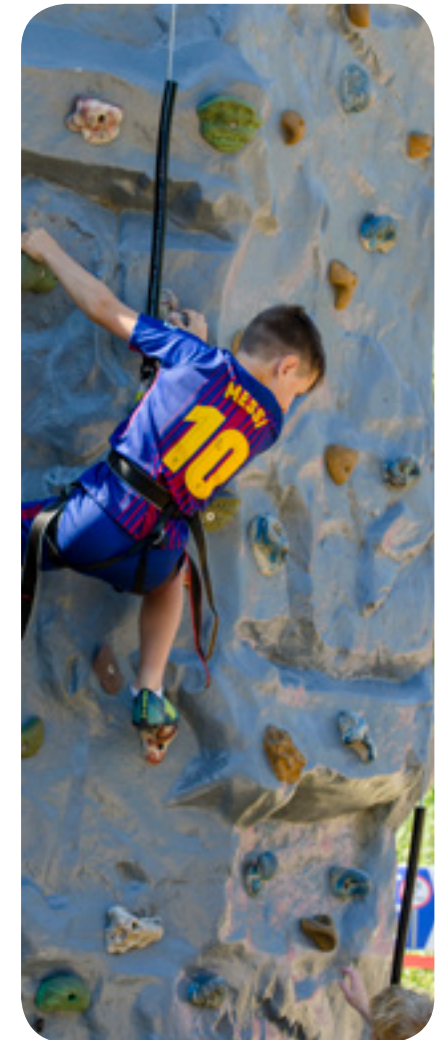
OUR THANKS

Parklife would not be possible without the kind support of these organisations: Cambridge Sport Lakes Trust, Tesco, Wildly Curious, Crossfit Stags and Does, and Sawston Leisure Centre.

For more information visit www.scams.gov.uk/parklife.



Cllr Philippa Hart, our Cabinet Member who is helping to oversee Parklife, said: "Last year's event was an absolute scorcher and it was brilliant to see so many families trying new activities and enjoying the sunshine. Do consider booking watersports in advance to avoid disappointment."



CARING FOR YOUR DRAINS

Over the next few years we will be working closely with our contractors to survey the domestic foul water drains of the Council's housing stock.



During these investigations our contractors will use high-tech cameras to carry out checks to your drains and make sure they are in a good structural condition.

Many homes have already been surveyed and repairs carried out where needed.

People often assume that many items can be tipped down the sink or flushed down the toilet and, although there are few exceptions, your drains should not be used as rubbish bins or general disposal points. Improper use can lead to blockages, sewage overflow, unnecessary repair and replacement costs, toxic environmental problems and damaged sewage treatment centres.

AVOIDABLE BLOCKAGES

If we identify that blockages are not caused by structural problems but by improper use (items that have been flushed or poured down the drain), we will offer advice to the tenant and ask that they refrain from doing this.

If the avoidable issue re-occurs, we may recharge the tenant for works carried out to clear it.

WHAT TO DO IF YOU HAVE A BLOCKED DRAIN

If you live in a Council property Housing Services can help fix any serious drainage problems. Call the team on 03450 450 051 or email responsive.repairs@scambs.gov.uk between 8.00am and 5.30pm, Monday to Friday.

Emergency number or out of hours call MEARS on 0333 207 0766 or 0800 085 1313.

Public mains/shared drains

Anglian Water is responsible for the upkeep of public mains or shared drains, and any problems should be reported to them.

Visit www.anglianwater.co.uk for more information.

More information on drains and how to keep them in a good condition can be found at www.anglianwater.co.uk, or visit the unflushables campaign at www.wetwipesturnnasty.com.

People often assume that many items can be tipped down the sink or flushed down the toilet and, although there are few exceptions, your drains should not be used as rubbish bins or general disposal points.



WHAT CAN AND CAN'T GO DOWN THE DRAIN?



WHAT CAN BE FLUSHED DOWN YOUR TOILET?

Toilet paper

Thin layered toilet paper is recommended to avoid blocking of toilets. Thicker paper, which consists of multiple layers bound together, does not break down as easily and is not favourable for low-flow toilets.

Toilet bowl cleaners and drain cleaners

With a growing green economy, there are many more environmentally friendly cleaners available to consumers. They are biodegradable and do not result in internal pipeline erosion.



WHAT SHOULDN'T BE FLUSHED DOWN YOUR TOILET?

Wipes, nappies and other hygiene products

Some of these are often mistaken as flushable, but we suggest that they should **NOT** be flushed as they are not biodegradable and will accumulate in your drainage system causing blockages.

Examples of items that shouldn't be flushed: nappies, baby wipes/cleaning wipes, paper towels, facial cleaning pads, cotton wool balls, cotton buds, dental floss, sanitary products, condoms.

Chemicals

Although these items may not cause blockages, they will result in significant water contamination in septic systems and sewage treatment plants.

Examples of chemicals not to pour into drains: cigarette butts, nail polish and remover, cosmetics, paints, solvents (excluding bleach and detergent etc.), plaster, rubble, pesticides.

Hair, dirt and cat litter

Both hair and dirt easily accumulate into large clumps and block drains. Cat litter is also commonly dumped down drains, which can contaminate water with potentially toxic cat faeces; these should instead be disposed of in the rubbish or compost.

Animals and insects

It is common for insects and deceased animals (such as fish, hamsters and rodents) to be flushed down the toilet. This can be a possible source of blocking and introducing disease in to the water system.

Please ensure any visitors to your property, including carers, are also aware of this information.



WHAT CANNOT BE POURED DOWN YOUR KITCHEN SINK?

Food waste

Items of large food waste can cause pipeline blockages due to their size. Grease is also a major problem as it will congeal when cooled and form a solid mass that will block your drains as well. Please do not pour grease down sinks (or toilets). Use strainers to catch food solids for proper rubbish disposal and pour grease into an old jar and take to a recycling centre.

Examples of items not to tip down the sink: bones, apple cores, grease, food scraps, dairy products, butter, margarine, meat fats, sauces, cooking oil.



GRASS CUTTING

SP Landscapes is the contractor that carries out grass cutting as part of our grounds maintenance contract. We are pleased to report that after a recent retendering exercise SP Landscapes has kept the contract for the next few years.



Usually the team will undertake up to 12 cuts each year, but this can vary a little when there is extreme weather (such as the heat wave last summer which left very little grass to cut!).

Key information on the work the team does:

- Most areas receive 12 cuts per year, which works out at a cut every three weeks or so during the growing season (March to October)
- Rough areas (near to banks/ditches etc.) are cut four times per year
- Assisted/welfare gardens are cut five times per year between April and October

- Hedge cuts take place once each year between November and January
- Additional work includes two weed sprays on hard standings, the strimming of ditches, and one leaf or winter clearance on sheltered schemes only
- Trees are done by request from the Council as there is a schedule of rates for trees

Grass cutting takes place between 7.30am and 3.00pm, Monday to Friday; or on Saturdays from 8.15am.

SP Landscapes plans the grass cutting schedule throughout the district to ensure they do not arrive on site on bin collection days. Therefore, as a quick reminder, please do not put your bins out before 4.00pm for collection the next day, as unfortunately this means the grass may not be cut. Thank you for your co-operation with this, which will help the smooth operation of your grass cutting service.

BEST KEPT GARDENS 2019

We are thrilled that every year the number of entrants for the best kept garden 2019 competition continues to grow!



Gardening can bring people so many benefits, such as the enjoyment of being outside and growing and nurturing something from seed, and can be a great support to nature and wildlife too.

This year we have 13 categories that are open for entries, and participants are welcome to enter as many categories as they wish before the closing date for entries on Friday 21 June 2019.

The main areas the judges will be looking at will be:

- General upkeep
- Use of the area available
- Variety and quality of plants/vegetables/flowers
- Attraction to beneficial wildlife
- Conservation e.g. use of water butts and composting
- Overall impression

Judging will take place between Monday 8 and Wednesday 10 July, with winners receiving their trophies, certificates and prizes at a special presentation evening at Scotsdales Garden Centre in Great Shelford on Friday 20 September 2019.

HOW DO I ENTER?

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

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

BEST KEPT GARDENS 2019 ENTRY FORM

Yes - I am a South Cambridgeshire District Council tenant or leaseholder, and I would like to enter the following category/ies*:

- | | | |
|--|---|---|
| <input type="checkbox"/> Best kept garden overall | <input type="checkbox"/> Best sheltered housing scheme communal gardens | <input type="checkbox"/> Best window box or container garden |
| <input type="checkbox"/> Best kept small garden | <input type="checkbox"/> Best family garden | <input type="checkbox"/> Best greenhouse (vegetables) |
| <input type="checkbox"/> Best kept large garden | <input type="checkbox"/> Best wildlife garden | <input type="checkbox"/> Best greenhouse (flowers) |
| <input type="checkbox"/> Best kept vegetable garden | <input type="checkbox"/> Best community garden | <input type="checkbox"/> Carol Johnson best wildflower garden award |
| <input type="checkbox"/> Best new tenant's garden (moved in April 2018 - April 2019) | | |

*You are welcome to enter multiple categories

Please provide your contact details below so that we can contact you about your entry**:

Name:

Address:

.....

Telephone Number:

Email:

**We will not use the contact details you provide here for any purpose unrelated to this competition, nor will we share your details with any third parties

Please send your completed entry form by post to:

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



NEW DEFIBRILLATOR INSTALLED

We are thrilled that a new defibrillator has been fitted at The Green Road, a sheltered community centre in Sawston, in partnership with Suffolk Mind.

Suffolk Mind received a grant from Cambridgeshire Community Foundation and our electrical contractor SSE kindly fitted the equipment free of charge to the centre.

The Green Road centre was chosen as the most suitable location for the defibrillator, and is next door to

Suffolk Mind. Sadly, several residents at Suffolk Mind have suffered heart attacks, so they really wanted to ensure a defibrillator was installed and available in the local area.

Thank you to everyone who has helped to make this happen!



TENANT APPROVED!

We want to say a massive thank you to the tenants and leaseholders who have already joined our Tenant Approved! group, which provides feedback on our draft policies, leaflets and other documents that we produce.

As the group operates via email, those who can't always attend meetings in person because of other commitments still have the opportunity to be involved. We welcome new members so if this is something that might be of interest, please do get in touch.

If you would like more information or would like to register your interest, please feel free to contact our Housing Policy Officer on 03450 450 051.



JOIN OUR HOUSING FACEBOOK GROUP

Our Facebook group has been up and running for a little while now and gives you another way to get in touch with us and for us to share relevant information with our tenants and leaseholders.

Simply search under 'Groups' on Facebook for 'South Cambridgeshire Housing', and you should find us! You will need to be accepted into the group by an admin, so please don't worry if you can't post on there

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

CODE OF PRACTICE FOR THE MANAGEMENT OF ELECTROTECHNICAL CARE IN SOCIAL HOUSING

Eddie Spicer is the Mechanical and Electrical Surveyor in South Cambridgeshire District Council's Housing department. In January he attended the official launch of the 'Code of Practice for the Management of Electrotechnical Care in Social Housing' at the House of Commons.



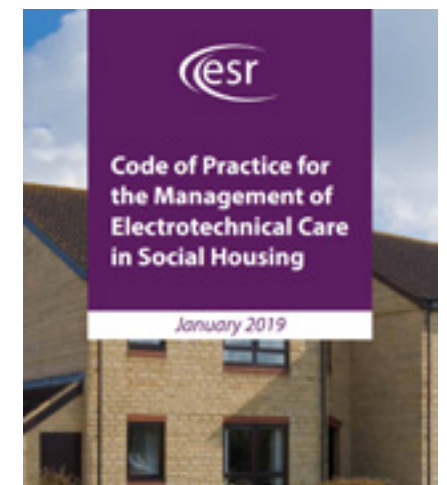
Through Eddie's volunteer work for the industry, with the Electrical Safety Roundtable Social Housing Sub Committee, Eddie has played a key part in the writing of this document, and by doing so endorses South Cambridgeshire District Council as a place of high standing within the industry. We are incredibly proud of Eddie for his passion, enthusiasm and contributions!

The code of practice was presented by a number of housing associations and local authorities and is aimed at reducing the number of electrical fires in homes. It sets out:

- A recommended frequency of electrical installation inspection and testing
- Recommendations for gaining access to domestic tenanted social housing properties to undertake electrical inspections and tests
- Competency requirements of electrical installers and inspectors
- How to manage the data compiled during electrical inspections and tests

If you would like to read more about this code of practice, please visit www.electricalsafetyroundtable.co.uk.

Thank you Eddie!





SHELTERED HOUSING AT SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

We have been developing a new booklet recently that is aimed at individuals who are considering moving into sheltered housing.

It provides an overview of what the sheltered housing service is and what a resident can expect from living at one of the schemes. It also contains useful advice and contact numbers that we thought might be helpful.

It has been produced in conjunction with our sheltered housing staff, and residents have had the opportunity to put forward their comments and suggestions at a sheltered housing forum. We would like to thank everyone who has taken the time to

read the draft version and provide us with their thoughts; they have been very helpful in the creation of this new booklet.

You can view the full booklet on our website (simply search for 'sheltered housing booklet'). Current sheltered housing residents can read a copy by visiting their nearest communal room, where a copy will be stored, or by asking their Sheltered Estate Officer to arrange for a physical copy to be printed for you.

INPROFILE: EDNA INGREY

We are really lucky to have such a fantastic group of tenants and leaseholders who donate their time to help us shape our housing service.

One of our Tenant Participation Group (TPG) members recently celebrated a very special birthday, so for this issue of the magazine's InProfile, we have the pleasure of featuring Edna Ingrey.



"I have been a tenant of South Cambridgeshire for 26 years. Before that we lived at Babraham, from about 1955, at the Institute of Animal Physiology when it first opened. This is now called The Babraham Campus.

I first became involved as a member of the disability forum, after reading an article in the South Cambs magazine. At the first meeting I attended I was asked to join the TPG (Tenant Participation Group), and I have been a regular attendee ever since.

I am not sure how many years ago it was but I have always found it very interesting and informative. I also enjoy being a member of the editorial panel for the Tenant & Leaseholder News, since it started in 2012. It has been good to be part of the development and improvement of the magazine over the past few years.

Most of the people in my village, Great Wilbraham, are very friendly and helpful, and there is always plenty of things to get involved in.

I enjoy visiting stately homes as a member of the National Trust, and I was a volunteer guide at Anglesey Abbey for 15 years.

I also enjoy reading and going out with friends for a nice meal and a good natter."



POEM BY MONICA
founder member

"In this room long ago, sat some ladies who liked to sew
Some would crochet and some would knit
They all would sit and natter and laugh a bit"

KNITTING AND NATTERING IN COTTENHAM

We would like to tell you about a wonderful knit and natter group that has formed in Stevens Close in Cottenham. The group has been doing fantastic work and, last year, completed eight blankets which were donated to Jimmy's Night Shelter in Cambridge.

The work began in July 2018 and the group completed over 400 squares, which were turned in to blankets.

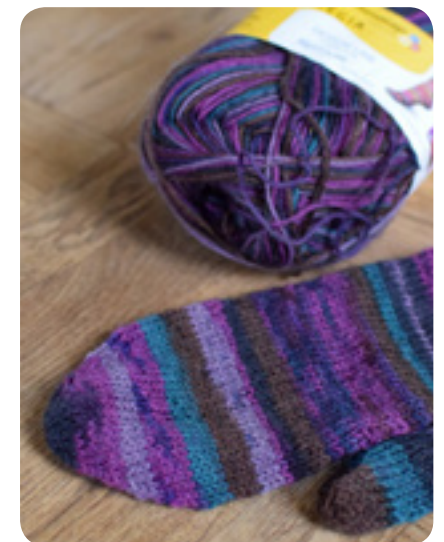
When the knitting group first formed, they were unsure which charity to support, but soon decided to try to help homeless people. Jimmy's Night Shelter in Cambridge was delighted to be contacted and two representatives from Jimmy's visited the group in November last year.

As a result of the visit, the group had a new focus and quickly produced scarves and mittens, which were urgently needed by Jimmy's to help the people they were supporting to keep warm over the winter months.

The group members are all retired and living in sheltered accommodation in Cottenham. Set up about 18 months ago by Monica, Christine and Moyra, the group now includes Gladys, Pat, Rose, Bernadette, Doreen, Joan, Rita, Sheila, Jill and Angela.

The group meets on Tuesday afternoons with tea, coffee and cakes to aid the knitting and nattering. As the group has grown in membership, other social activities have developed too, such as a secret Santa at Christmas, with more being planned for the future.

Well done ladies - keep up the good work!



"This project has given us a purpose and brought us all closer together, by not only making things for the homeless community but by sharing other interests as well."



HERBY CHICKEN WITH BAKED TOMATOES

INGREDIENTS

- 1 small chicken (3lb 5oz/1.5kg)
- 150g of garlic and herb soft cheese
- 1tbsp of olive oil
- 500g/1lb 2oz of small vine ripened tomatoes

METHOD

- Heat oven to 190°C, 170°C for fan ovens, or gas mark 5
- Starting at the neck of the chicken, loosen the breast skin away from the flesh, then push the garlic and herb soft cheese under the skin and massage it in so that it completely covers the breast and is pushed down to the legs
- Place the chicken in a roasting tin, drizzle the olive oil over, and then roast undisturbed for one hour and 20 minutes
- When the chicken is cooked remove from the tin and leave to rest for 15 minutes
- While the chicken is resting, toss the tomatoes in the roasting tin with the chicken juices and cook them until the chicken is ready to serve
- Serve the chicken in pieces with the baked tomatoes and a green salad



CHOCOLATE ORANGE FLAP JACK

INGREDIENTS

- 200g porridge oats
- 120g unsalted butter
- 80g brown sugar
- 100ml golden syrup
- 1 orange, zested and juiced
- 100g dark chocolate, roughly chopped

METHOD

- Melt butter, sugar and syrup gently until infused together, then allow to cool
- Add juice and zest of orange
- Pour in oats and combine, add three quarters of the chocolate and stir in
- Pour into an 18cm or 25cm lined tin and press down with spoon
- Sprinkle over the remaining chocolate
- Bake in a pre-heated oven at 180°C, 160°C for fan ovens, or gas mark 5 for 15 to 20 minutes, until golden
- Cut into squares, remove from tin, and cool completely on wire rack

WORD SEARCH

C	R	O	C	O	D	I	L	E	P	A	W	L	M	S
Z	A	N	T	I	G	E	R	E	E	A	K	B	X	V
P	E	V	A	L	K	W	S	Q	U	I	R	R	E	L
A	B	E	K	X	O	R	Y	L	S	E	A	Q	U	W
N	Z	C	R	C	O	Z	N	N	E	U	P	L	K	V
D	O	G	E	H	A	I	A	D	M	O	N	K	E	Y
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- ALPACA
- ANT
- BAT
- BEAR
- CAT
- COW
- CROCODILE
- DEER

- DOG
- DOLPHIN
- ELEPHANT
- FROG
- GOAT
- HORSE
- KOALA
- LION

- MEERKAT
- MONKEY
- MOUSE
- PANDA
- PENGUIN
- PIG
- RABBIT
- SHEEP

- SNAKE
- SQUIRREL
- TIGER
- TURTLE
- WOLF

DATES FOR YOUR DIARY

TPG MEETINGS – 2019

- Monday 13 May
- Monday 3 June
- Monday 1 July
- Monday 2 September
- Monday 7 October
- Monday 4 November
- Monday 9 December

Meetings are held between 6.30pm and 8.30pm at Denson Close, Waterbeach, CB25 9RN



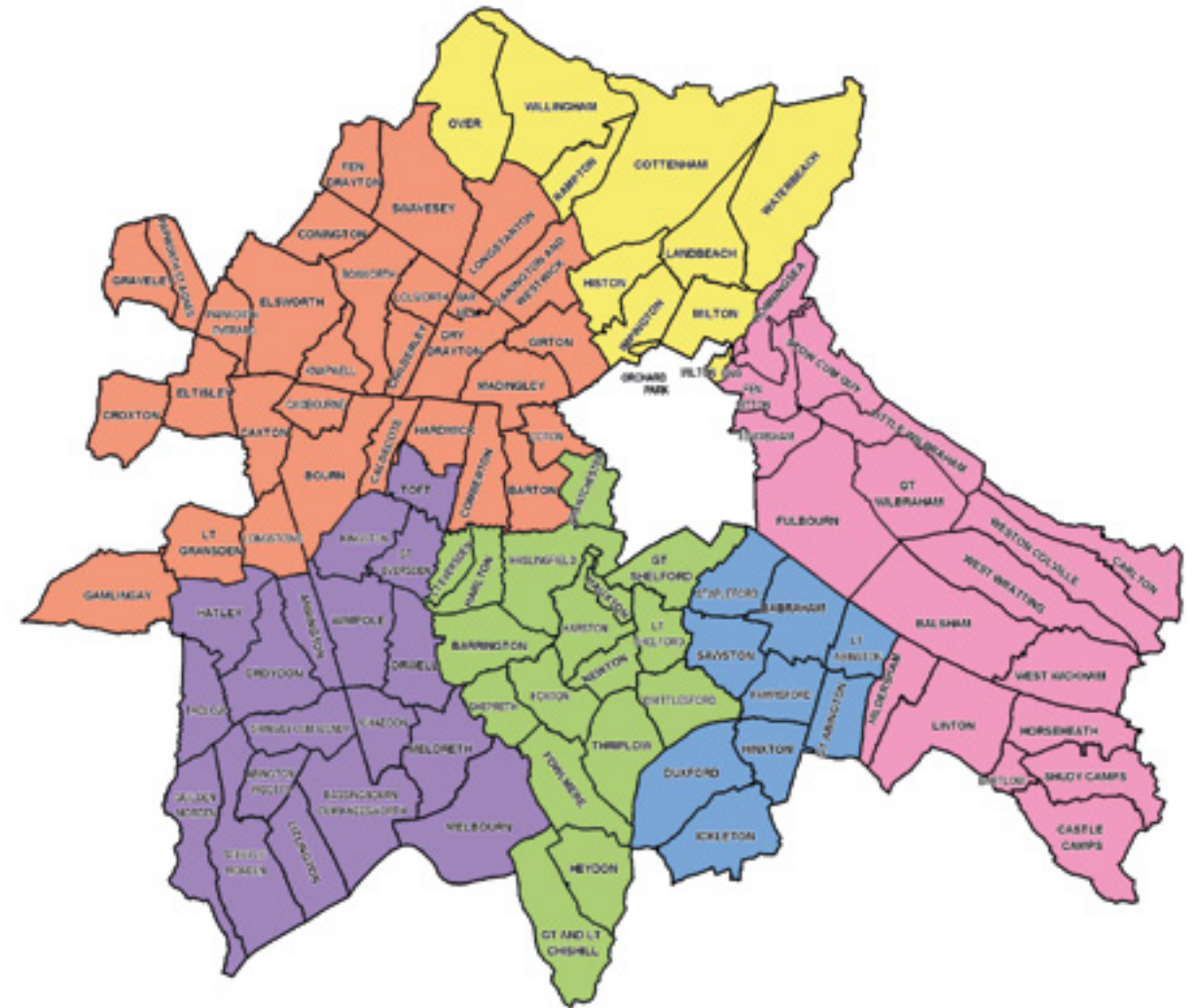
SHELTERED HOUSING FORUM MEETINGS – 2019

- Thursday 18 April at Hall Close, Bourn, CB23 2SW
 - Thursday 18 July 2019 at Chapelfield Way, Sawston, CB22 3SY
 - Thursday 17 October 2019 at Wisbey's Yard, Haslingfield, CB23 1NF
- Meetings are held between 10.00am and 12 noon

LEASEHOLDER FORUM

- Thursday 13 June 2019
 - Thursday 10 October 2019
- Meetings are held between 10.00am and 12 noon in the Council Chamber at the South Cambridgeshire District Council offices in Cambourne

Housing Service Areas



- Recruiting/ Rebecca Game
- Lynne Roberts/ Amy Lovat
- Lucy Savage
- Andrew Cole
- Simon Booth
- Carly Freed

CAMBRIDGE AND DISTRICT CITIZENS ADVICE

Cambridge and District Citizens Advice is a registered charity that provides free advice and support to any member of the public about any 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 the drop in locations around the District and Cambridge:

Cambridge & District citizens advice

Cambridge Citizens Advice launches new service for people applying for Universal Credit.

Cambridge Citizens Advice has launched a new service called 'Help to Claim' for those who need help to apply for Universal Credit in Cambridge City and South Cambridgeshire.

People will now be able to get support from the charity as they submit their Universal Credit application to get their first full payment.

Help will be tailored to the individual. Please visit the main office at 66 Devonshire Road, Cambridge; telephone 0800 1448444, or use the web-chat facility by visiting: www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim.

CAMBRIDGE (CENTRAL)
Cambridge City Council, Mandela House, 4 Regent Street, Cambridge CB2 1BY
Tuesdays, 11.00am to 3.00pm

CAMBRIDGE (NORTH)
Meadows Community Centre, 1 St Catherine's Road, Cambridge CB4 3XJ
Wednesdays, 11.00am to 3.00pm

GIRTON
The William Collyn Community Centre, Wellbrook Way, Girton CB3 0GP
Wednesdays, 1.00pm to 4.00pm

SAWSTON
John Huntingdon Centre, 189 High Street, Sawston, CB22 3HJ
Fridays, 9.30am to 12.30pm

TRUMPINGTON
Clay Farm Centre, Hobson Square, Cambridge CB2 9FN
Mondays, 9.30am to 12.30pm

ADVICEHUB
Self-help touchscreen kiosks offering online information are also available at various locations.

CONTACT CITIZENS ADVICE
www.cambridgecab.org.uk
Citizens Advice Telephone: 0344 848 7979



KEEPING YOU AND OTHERS SAFE

DISABILITIES

Cambridgeshire Hearing Help
www.cambridgeshirehearinghelp.org.uk
Telephone: 01223 849798
Twitter: @cambhearinghelp

Disability Cambridgeshire
www.disability-cambridgeshire.org.uk
Telephone: 01480 839192
Twitter: @disabilitycamb

People First
www.peoplefirstltd.com
Telephone: 0207 2745484

Sense East
www.sense.org.uk
Telephone: 0300 3309256

VoiceAbility
www.voiceability.org
Telephone: 0300 2225704

MENTAL HEALTH

Cambridgeshire Independent Advocacy Service
Telephone: 01223 218500

DOMESTIC ABUSE

National Domestic Violence
www.nationaldomesticviolencehelpline.org.uk
Freephone 24 hour helpline: 0808 2000247

Cambridge Women's Aid
www.cambridgewa.org.uk
Telephone: 01223 460947 (9.30am to 6.00pm)

OLDER PEOPLE

Action on Elder Abuse
www.elderabuse.org.uk
Telephone: 0808 8088141

Age UK Cambridgeshire
www.ageuk.org.uk
Telephone: 0300 6669860 (9.30am to 3.00pm/National Line out of hours)

Cambridgeshire Older People's Enterprise (COPE)
www.cambridgeshirecope50.org
Telephone: 01223 364303

Care Quality Commission (CQC)
www.cqc.org.uk
Telephone: 03000 616161

Mental capacity and deprivation of liberty

Alzheimer's Society
Telephone the National Dementia Helpline: 0300 2221122

SAFEGUARDING CHILDREN

For non-emergencies, information or advice

Children's Social Care Services
Telephone: 0345 0455203 (8.00am to 6.00pm, Monday to Friday)
Telephone: 01733 234724
(emergency duty team, for all out of hours times, including weekends and Bank Holidays)

For an emergency

Telephone: 999
If a child is in immediate danger or left alone, you should contact the police or the ambulance service

OFSTED

www.gov.uk/government/organisations/ofsted
Telephone: 0300 1231231

REPORTING CRIMES TO THE POLICE

Telephone: 101 (where an immediate response is not required, or to report honour based or domestic abuse)

Telephone: 999 (in an emergency, where an immediate response is required)

We are very keen that all our tenants and leaseholders feel safe and secure in their homes and whilst going about their business. If anyone has concerns for themselves, family, neighbours, friends or others, set out on this page is a list of organisations that can provide advice and support if needed. We also have staff trained in all aspects of Safeguarding who can be contacted using the housing services telephone number set out on the back page of this magazine.

CONTACT US

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

8.30am to 5.30pm, Monday to Friday

0345 0450061	Benefits
0300 7729622	Building Control
0345 0455214	Elections
0345 0450063	Environmental Services
0800 7311892	Fraud
0345 0450051	Housing Services
0345 0455218	Payments (Automated)
0345 0455215	Planning
0345 0450064	Revenues
0345 0450500	All other enquiries

Emergency out of hours numbers (after 5.30pm)

Dangerous Structure Enquiries
(Building Control)

Telephone: 01253 501055

Environmental Health Emergency

Telephone: 0845 6095437

Homelessness Emergency Service

Telephone: 0845 6095438

Repairs

Mears – for housing repairs, electric heating
and hot water repairs

Telephone: 0800 0851313 (24 hours)

Mears – for heating repairs and services

Telephone: 0333 2070766

Gas

National Grid – for gas escape, smell of fumes,
suspected carbon monoxide leak

Telephone: 0800 111999 (24 hours)

www.scambs.gov.uk

 tnews@scambs.gov.uk  0345 0450051

 Housing Facebook Group: South Cambridgeshire Housing

 @SouthCambridgeshireDistrictCouncil  @SouthCambs

South Cambridgeshire District Council

South Cambridgeshire Hall, Cambourne Business Park
Cambourne, Cambridge CB23 6EA



South
Cambridgeshire
District Council