

# Tenant & Leaseholder

Issue 7 Winter 2015



garden  
competition  
winners  
presented  
with awards

annual report summary  
how your rent is spent

**win!**

children's colouring in competition  
plus more vouchers to win

+PLUS

new council  
homes

grounds  
maintenance

warm  
homes



South  
Cambridgeshire  
District Council

The Government Standard



Welcome to the winter 2015 edition of your Tenant and Leaseholder News

Firstly we apologise for the slight delay in you receiving this copy which historically has been sent out in mid December. Our Editorial Panel felt with most of us being busy with the run up to Christmas it would be better to send this out in January so this is our intention for future editions with the Summer edition being produced in June/July.

We would like to give a special thank you to our Editorial Panel of residents: Wendy Head, Les Rolfe, Patti Hall, Jim Watson, Carol Akribi, Bill Bullivant, Helen Ballantyne, Adrian Prentis, Angela Lewell, Joan Ball and Edna Ingrey who all attended Editorial Panel Meetings and put in their own time and effort to help us produce this Newsletter.

It has been a pleasure to work with the Editorial Team on the content, look and presentation of the Newsletter and we all hope you enjoy reading it.

Inside this issue you will find seasonal information on snow clearance and how to stay warm in Winter as well as an update on parts of our housing service and a summary annual performance report.

We give you an update on the work residents have been doing to review our services and the positive results this is having as well as the usual competitions, recipe ideas and useful contact information on the back page.

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

Finally please remember you budding photographers, if you would like a picture you have taken to appear on the front page of the next Newsletter please enter your photographs.

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



**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 Peter Moston  
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Telephone: 03450 450 051

Facebook: Search 'South Cambs'

Twitter: @SouthCambs

# New Council Homes

Back in August 2015 work began on building 20 new much-needed Council homes in Swavesey.

The homes will be available to rent to people with a direct connection to the village of Swavesey and the development will consist of;

- 4 one bedroom properties
- 10 two bedroom properties
- 5 three bedroom properties
- 1 four bedroom property

The commencing of work at the site was marked with a 'turf cutting' ceremony led by Cllr Sue Ellington, Chairman of South Cambridgeshire District Council and local member for Swavesey. She said: "It is fantastic news that work is beginning on these much-needed new homes. I'm really pleased that they will be made available to people who grew up in the village or have close family links. The new homes will go a great way to meeting the needs of the community."

It is anticipated that the homes will be advertised on the Council's Choice Based Lettings (CBL) scheme, 'Home-Link', from April/May 2016. Anyone wishing to be considered for one of these properties will need to be registered with Home-Link, more information can be found at [www.home-link.org.uk](http://www.home-link.org.uk).



Cllr Sue Ellington



## Up next...

In addition to these 20 properties in Swavesey (and the 4 that were previously completed in Linton), planning permission has also been given for 15 new Council homes to be built in Foxton; with work hoping to begin early in 2016! There is a drop in session at Foxton Village Hall anytime between 3.15pm and 7pm on Thursday 11 February 2016.





# S n o w c l e a r a n c e

## Can tenants and leaseholders clear snow?

**We have been lucky with the weather so far this winter but our Editorial Panel thought this information from last years newsletter was useful so just in case!**

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

### When you clear snow and ice:

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

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

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

[www.gov.uk/clear-snow-road-path-cycleway](http://www.gov.uk/clear-snow-road-path-cycleway) for general advice

[www.cambridgeshire.gov.uk/transport/roads/winter/grittingroutes.htm](http://www.cambridgeshire.gov.uk/transport/roads/winter/grittingroutes.htm)

For information on the main gritting routes.

# Home-Link is changing

**Home-Link is the scheme for advertising and letting all council and housing association homes in Cambridgeshire and West Suffolk.**

The scheme will have a different IT supplier from May 2016 so you will notice a difference to the way the website looks. It will be designed to be clearer and easier to use.

Tenants who need to move will still be able to complete a housing register application on-line, manage their details on-line, view suitable properties that are being advertised and express an interest (bid) on-line. There will still be other ways to use the scheme and staff at the council will still be able to help people who do not have access to the internet.

The website will also have information for tenants who want to swap homes with other tenants.

People who are already registered with Home-Link will have their application moved to the new system without having to fill in another form and will be sent information about the new look scheme closer to May 2016.



# Home-Link



# GROUNDS MAINTENANCE

Our dedicated team of grounds maintenance staff are able to offer clients the full complement of commercial grounds maintenance services

## Notification of award of grounds maintenance contract following tender process

**We are pleased to confirm that following a robust tender process, SP Landscapes have been awarded our grounds maintenance contract for a further 3 years.**

The contract was tendered jointly with the County Councils' guided busway and park and rides sites so SP Landscapes will also be carrying out grounds maintenance work on their behalf. The two contracts will be managed separately.

An official start date for the new contract was Monday 2nd November 2015.

Moving forward we will be working closely with SP Landscapes to capture some of the new initiatives they included within their tender documents. Hopefully we will see some benefits from this.

Tenants and Leaseholders will recall that our previous grounds maintenance contract was scrutinised on behalf of our Tenants Participation Group by our scrutiny review team during 2014. This led to the publication of the "Grass Roots" report.

Most of the recommendations contained within that report were adopted and where practical, incorporated into the tender process. These included setting and agreeing service standards, reviewing our grounds maintenance plans and agreeing a strategy to develop our garage sites.

In addition some residents have already benefitted from works agreed from the tenant led Environmental Improvement Grant. £50k was made available to spend during this financial year and several estate inspections have taken place which has helped identify areas that are causing local residents concern.

We will be formalising our estate inspection programme and working closely with tenant inspectors and village voices to agree sites in advance of an inspection. In the meantime if you would like to see an inspection in the area you live in please contact your Housing Services Officer.



# Update on tenant led service reviews



## The journey so far

**As a landlord managing around 5,500 properties we are keen to ensure that you have a say in the way we run our services.**

**This is in line with current government thinking which wants to develop co-regulation of social housing with tenants adopting a governance role and scrutinising the performance of their landlord.**

**The Law** - 2011 Localism Act requires housing providers to involve trained tenants in detailed scrutiny of their housing services.

**Early 2013** – SCDC and the Linchpin project (tenant led training consultancy and social enterprise) ran a large scale recruitment exercise generating interest from tenants and leaseholders who wanted to get involved in reviewing our services.

**July 2013** – ran two days of workshops where interested residents were invited to attend and learn more about our services and what getting involved in scrutiny projects could mean. This resulted in around 30 trained residents keen to take part in future service reviews.

**November 2013 to June 2014** – Scrutiny review of Grounds Maintenance Service involving about 20 residents. The final report had 14 recommendations for service improvements 12 of which have been agreed and are being put in place.

**October 2014 to June 2015** – Scrutiny review of Sheltered Housing Service involving about 20 residents. As well as the usual review of policies, budgets and interviews with staff all sheltered residents were invited to attend coffee mornings across the District to give their views.

The final report had 18 recommendations for service improvements 17 of which we are working on with updates being provided through the Sheltered Housing Forum and newsletters.

As well as carrying out larger service reviews we have been using volunteers to carry out smaller projects such as telephone surveys and estate inspections.

These smaller projects require just a few hours work rather than the last major service review which involved over 1000 hours of voluntary work over a period of nine months. Further details can be found on our website:  
[www.scams.gov.uk/getinvolved](http://www.scams.gov.uk/getinvolved)

### Future Plans:

**After carrying out a tendering exercise early in 2016 we intend to continue a programme of tenant led service reviews, to make sure residents continue to have a say in the delivery of our services.**

**If you would like to know more or are interested in getting involved please contact the Resident Involvement Team on 01954 713037.**



# Rainbow Saver Credit Union Ltd

Home    Join    Savings    Loans    Other Services    Forms    About Us    Contact



Wendy Head with Jan from Rainbow

**South Cambs are committed to help people access good quality, affordable, financial services and one of the ways we will do this is to work closely with local Credit Unions.**

We invited Rainbow Savers Credit Union to give a presentation to tenant representatives at our last Tenant Participation Group meeting in October. The information was well received. A Service Level Agreement was signed and the Chair, Wendy Head, handed over a cheque for £10,000. This money will be used to cover, joining fees for our tenants, pre paid debit card costs, advertising, JamJar account costs, and personal loans.

Credit Unions are for everyone although they specialize in helping those who would otherwise have difficulty accessing ordinary bank products. They can provide a lifeline for folks grappling with their finances.

Like banks, Credit Unions are authorised and regulated by the Financial Conduct Authority so your money is safe and protected by law. Your savings also entitle you to free life insurance.

You can pay in money using cash, cheques, a PayPoint Card, bank transfer, standing order or direct payment of your salary or benefits.

If you need a loan, you get a better deal the longer you have been saving with the Credit Union. Most members save regularly for at least 13 weeks and then apply for a loan of up to three times their savings. Income and expenditure forms are used to make sure people are in a position to repay the loan.

Typical Loan Example: Borrow £500, Repay £47.28 per month for 1 year and the interest charged will be £67.28. Other repayment periods are available and please note rates of interest can vary over time so check with Rainbow staff for the latest information.

To open your own credit union account call in the local drop in points: Cambridge Rainbow Savers, Mandela House, 4 Regent Street, Cambridge CB2 1BY, Monday: 11.00am to 1.00pm, Thursday: 11.00am to 1.00pm

Impington & Histon, St Andrew's Café, School Hill, Histon CB24 9JE, Friday: 11.00am to 1.00pm

Please note: Two forms of ID will be required - one to prove identity (e.g. passport or driving licence) and one to prove address (e.g. utility bill or wage slip – less than 3 months old). Full details of accepted documentation available on Rainbow's website.

**FOR MORE INFORMATION:**  
 Rainbow Savers Credit Union:  
 Tel: 01502 584854  
 mail@rainbowsaver.org.uk or www.rainbowsaver.co.uk  
 South Cambs contact: Peter Moston  
 Tel: 01954 713037

# South Cambs Contractors



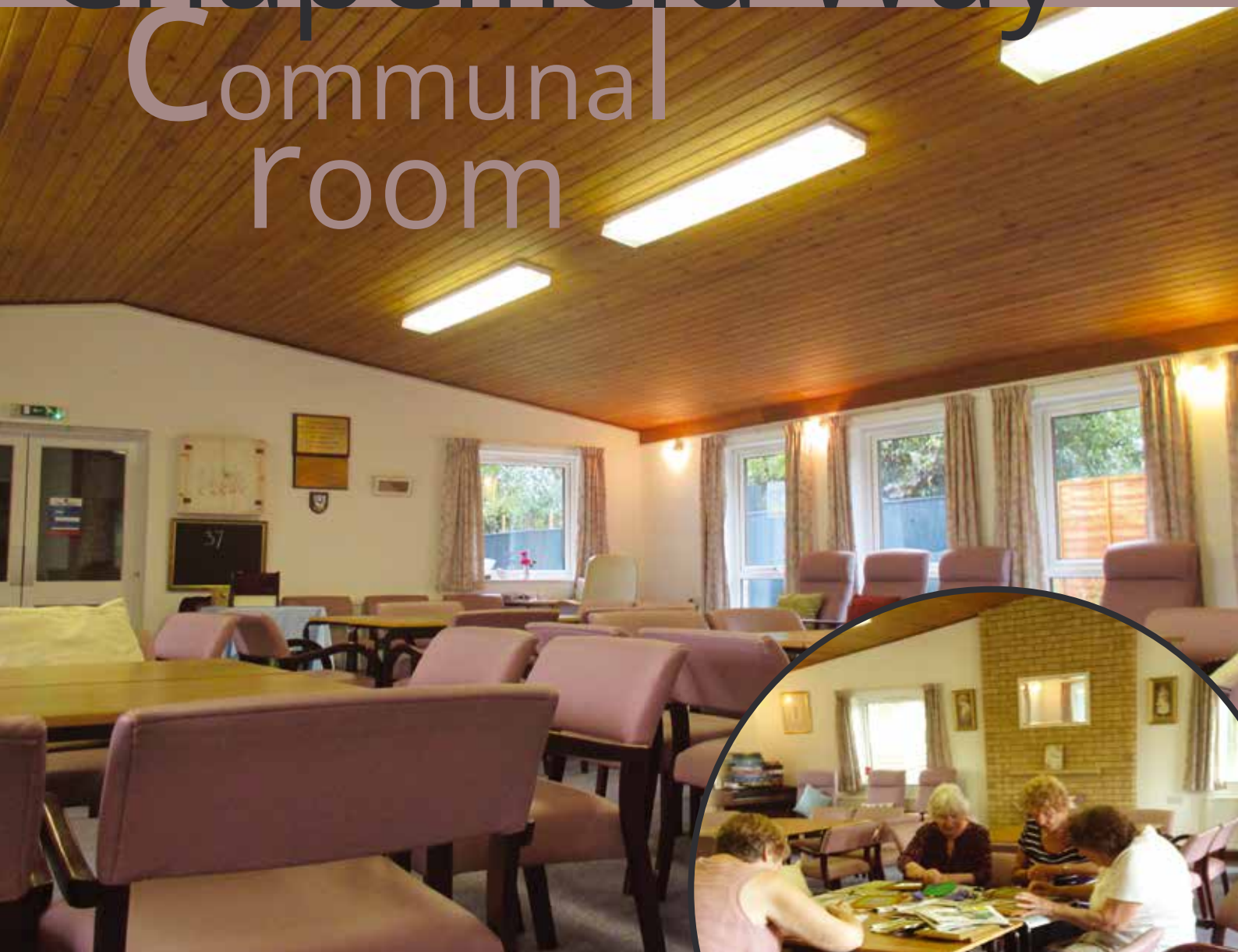
Contractor	Area
Anglian Windows	Window and Door Contractor
Borras	Kitchens/Bathrooms/General repairs across the district
Camline	Road Works
CLC	External Maintenance/General Repairs/Disabled Adaptations
Cleaner Air	Solar Panel Contractor
EMECS	Asbestos Contractor
EMS Lifts	Disabled Adaptations (Stair Lifts/Hoists)
Express Lifts Alliance	Disabled Adaptations (Stair Lifts/Hoists)
Foster	Kitchens/Bathrooms/EWI/Loft Insulation/General repairs across the district
K J Hunt	Disabled Adaptations
Lodge Roofing	Re-Roofing/Roof Repairs
Mark Francis (Richardson Heating)	Gas 3rd Party Quality Check Contractor
Mears	Repairs Contractor
Mears Green	Solar Panel Contractor
Morrison	Gas Contractor
Prompt Glazing	Double Glazed Unit repairs
Rule & Parker	Heating Installation and Servicing
SP Landscapes	Grounds Maintenance
SSE	Electrical Contractor
Sustain	Solar Panel Contractor
Total Hygiene	Disabled Adaptations



**Camline  
Cambridge Limited**



# Chapelfield Way Communal Room



**The Chapelfield way communal room was refurbished in 1988. At that time there was a thriving and self supporting community.**

Over time long term tenants have become frailer and communal activities have unfortunately diminished. – Only leaving Bingo twice weekly, this is the only shared activity in the communal lounge.

As new tenants have moved into the sheltered bungalows a new enthusiasm has grown and with it the realisation of how dated and tired looking the communal lounge has become. Currently the committee are actively working with the tenants and the help of the Estate officer to make the lounge more welcoming and comfortable – a home from home - and a meeting place for scheme residents.

We now meet every Friday using the time together to work on projects to improve the rooms and as a social event!

**Written by:**  
Sheltered tenants of Chapelfield Way.

# Solar power update!



## What has happened so far:

Between 2012 and 2015 Solar panels have been installed on approximately 2100 SCDC homes.

Some more Detail:

Between 2012 and 2015 SCDC rented out the roof space to the installers of Photovoltaic (PV) equipment. They have 20 year leases on each property. During the lease period the installers are responsible for maintenance and repairs.

The Council do not own or manage the running of these systems.

The resident will only benefit when the PV's are generating electricity during the day and they are using electricity at the same time. Otherwise, any surplus electricity generated will be sent back to the grid.

## Why has this happened:

- Government incentives to combat climate change
- An opportunity to reduce the costs of electricity bills for SCDC residents
- More installations result in greater use of natural energy and lower CO2 emissions.

Since 2012 we have worked with three different installation companies which are:-

Phase 1: MITIE

Phase 2: Cleaner Air Solutions

Phase 3: Sustain Solar

Who to contact if there are concerns over the system or if you experience a fault/maintenance issue with your PV install:

**Cleaner Air Solutions (Phase 1 & 2)**

Yvonne Kemp [yvonne.Kemp@cleanerairsolutions.co.uk](mailto:yvonne.Kemp@cleanerairsolutions.co.uk)

Tel: 01913 786557

**Sustain Solar (Phase 3)**

[aftercare@sustain-uk.com](mailto:aftercare@sustain-uk.com)

Tel: 01992 800666

Please note if a Solar company requests access to your home please check their identity before letting them in. If in any doubt turn them away. The PV Installers and maintenance staff carry photo ID with a telephone number to verify.

## What happens next:

SCDC Energy Company have appointed Mears Solar to undertake all future PV Installations (from January 2016 onwards).

Unfortunately it is not possible to install PV's on all roofs, however around 1000 potential roofs are currently being surveyed, including the Council's communal rooms throughout the District.

Mears Solar

[scampsPV.enquiries@mearsgroup.co.uk](mailto:scampsPV.enquiries@mearsgroup.co.uk)

Tel: 01322 319100

# GET INVOLVED

THERE ARE MANY WAYS TO MAKE A DIFFERENCE

We are looking to have a section within the next magazine that is completely devoted to articles and poems that have been written by you. So, we are asking for any interested contributors to get in touch with us.

Do you fancy giving us a 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? Are there local activities that need members?

E-mail us on: [tnews@scams.gov.uk](mailto:tnews@scams.gov.uk) or phone 03450 450 051 and ask to speak to the 'Resident Involvement' team, to see how you can go about getting your piece published in the magazine.



# TURN2US

Turn2us, a national charity that helps people in financial hardship to find support, found that one in two low income households are struggling to pay their energy costs, despite being in work. As a result, a third have been forced to skip meals and nearly two-fifths are behind on other essential household bills. Yet only 12% have told their energy supplier about their situation, and only 5% have turned to an advice organisation for help.



The charity recently ran a No Cold Homes campaign to highlight this issue and raise awareness of the financial support available to those struggling. Through its website the charity provides free tools including a Benefits Calculator to check entitlements to welfare benefits and tax credits, and a Grants Search with details of over 3,000 charitable funds that give grants and other support. The website also features information and resources on other forms of support including the Winter Fuel Payment, Cold Weather Payment, energy efficiency grants and help with energy debts.

The charity also offers a Find an Adviser tool for those who would like to find face to face support from an adviser in their local area.

If you're worried about the costs of heating your home this winter, visit [www.turn2us.org.uk](http://www.turn2us.org.uk) to see what help could be available.

# Energy Efficiency – keeping warm

## Energy efficiency help that tenants and leaseholders might be entitled to and tips on how make homes easier and cheaper to heat.

It is really important to keep warm in winter as severe illnesses such as heart attacks, strokes and pneumonia can be brought on as a direct result of being too cold.

There are 3 main ways that the government provides help with heating bills:

1. Winter Fuel Payment – You could get between £100 and £300 tax free to help towards heating bills if you were born on or before 5 January 1953. Payments are usually paid between November and December, before Christmas. Payments are made automatically but if you have not received yours and believe you are entitled then you should call 03459 151515 or visit [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment).
2. Cold Weather Payment – Made during periods of very cold weather. You get Cold Weather Payments of £25 for each 7 day period of very cold weather if you are in receipt of qualifying benefits including Pension Credit. Payments should be made automatically. Call 0800 731 7898 or visit: [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment).
3. Warm Home Discount Scheme – you could get £140 off your electricity bill. You qualify if:
  - Your electricity supplier is part of the scheme
  - Your name or our partner's name is on the bill
  - You are getting the Guarantee Credit element of Pension Credit

You may be able to apply directly to your electricity supplier for help if you don't get the Guarantee Credit element of Pension Credit but:

- you're on a low income
- you get certain means-tested benefits

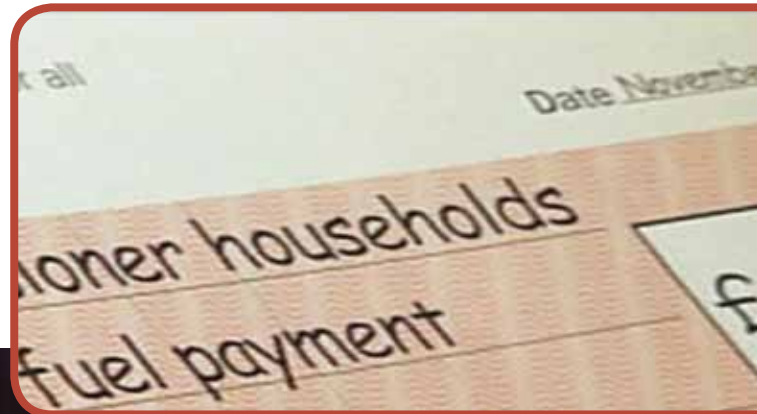
Check with your supplier to see if you're eligible and how to apply.

More information is available by visiting:-  
[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

In Cambridgeshire grants of up to £300 towards heating costs are available for vulnerable individuals and families there is a fund called from the Warm Homes, Healthy People fund. which is a one-off payment . To be eligible you need to be referred by an agency such as the Citizens Advice Bureau or Age UK, who has assessed your circumstances and can verify you are in need of immediate help.

### Ways you can help yourself with little or no cost:

- Draw your curtains at dusk
- Ensure that curtains do not overhang your radiators
- Dress warmly
- Ensure that radiators are not blocked by furniture
- Fit draught proofing strips around windows and doors
- Fit a draught excluder to your letterbox
- Putting silver foil behind a radiator helps to reflect energy back into the house
- Block up draughts in floorboards
- Consider using special insulating wallpaper
- Lag hot water pipes
- Insulate your hot water cylinder



For more information on heating help please see previous page

# inPROFILE

Name: Wendy Head



Position: Chair of TPG

I have been involved around 15 years now, to try and make a difference in how the housing service is run. Many changes have happened and my relationship with the Housing service is very positive, as we work more closely together.

Being involved is very interesting and very rewarding, but also at times it is very demanding and can be a little stressful, but I do enjoy being involved and making a difference in what SCDC do.

I became involved with the TPG because being both a tenant and working for the council for over 30 years until I retired last year, I wanted to continue working with tenants to find ways of improving the services we receive with the resources available. Working together with South Cambs, respecting each other we can achieve many things which will benefit everyone.

Being part of the TPG gives you new friends, lots to think about, lots to learn, sometimes lots to do, but we also have fun. I am learning all the time and keeping in touch with what is happening in our district.

Name: Angela Lewell



Position: Secretary of the TPG

Name: Les Rolfe



Position: Vice-Chair of TPG

Getting involved started with an advert for residents interested in scrutinising the work of the council. Having retired I got bored and thought it might be just what I needed. Later I was invited to attend a TPG meeting as an observer. It progressed from there, to being voted as Vice-Chair after the elections last year.

Being involved is Interesting (always), Hectic (sometimes), informative (usually), challenging (very), demanding (at times), useful (I hope), time-consuming (often), helpful (to others). For me, the perfect answer- meeting new people, good friends and great colleagues, and hopefully helping to make a difference.

# The Neighbourhood Services Team

The Neighbourhood Services Team is a small group of dedicated officers who work alongside the Housing Services Officers. Their roles include dealing with:

**Anti social behaviour compliants** - the officers attend regular training to keep fully up to date with new legislation. They ensure that tenants abide by their conditions of tenancy. The officers are fully trained mediators and this quite often proves to be successful in resolving neighbour disputes. Unfortunately at times the officers will need to proceed to legal action which could lead to eviction. Eviction is never the first or easy option.



**Safeguarding** - ensuring that vulnerable children and adults are safe and protected. The officers are trained to identify areas of concerns such as child protection issues. The Officer will always refer to social care if they have any concern.



**Hoarding** - the officers have under taken specific training so that they can assist hoarders in dealing with their issues to make improvements to the property. Improving the quality of life for residents and ensuring their safety.

**Tenancy sustainment** - the officers ensure that tenants are able to abide by their tenancy terms and conditions. This includes making rent visits and making referrals to floating support, the family intervention programme, GP's, and social care.

## Partnership working:

**Police** - the team work closely with the police in order to deal with complaints of anti-social behaviour. The police will often refer cases to the team where they have had cause to visit, this can be either due to an act of criminality, anti-social behaviour or where a member of the public has highlighted a concern about a resident.

In the last 12 months the Council and police have successfully worked together in order to gain Civil injunctions:

- 3 to remove a troublesome person from a parent's property in order to protect their parents and their tenancy.
- 1 to prevent a person from causing a nuisance to their neighbour



- 1 to prevent a tenant from keeping a number of dogs which had been causing a nuisance to other residents.
- 2 to ban individuals from an area.

**The Fire Service** - the fire service carries out joint visits with the officers to tenants that hoard and offer their advice on fire risks and safety.

They also offer safety advice on areas where there are potential fire risks from arsonists.

### Family Intervention Project (FIP)

Family intervention projects work to turn around the behaviour of families and reduce their impact on their community. In so doing, they also bring stability to families' lives, preventing homelessness and improve opportunities for children. They combine intensive support with focused challenge.

The team are fully trained in identifying these families and in making referrals to the Project. Should a family be accepted then they will have a dedicated worker who identifies the family's weaknesses and needs. There is also a FIP nurse who can assess the family's health requirements. The ideal is that the family are able to identify the need to change and continue through the generations, breaking the cycle.

### Together for families

The Together for Families project is part of a government initiative to improve the coordination of support for families who are involved with a number of services.

The officers are fully trained lead professionals and are able to coordinate other professionals to work together to get the best for the family in question.

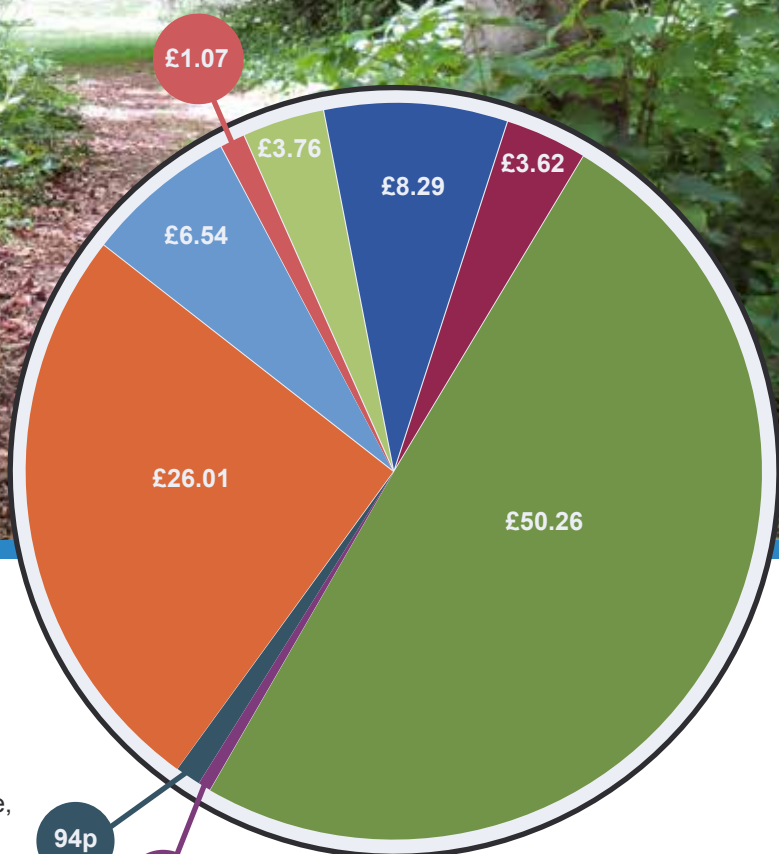
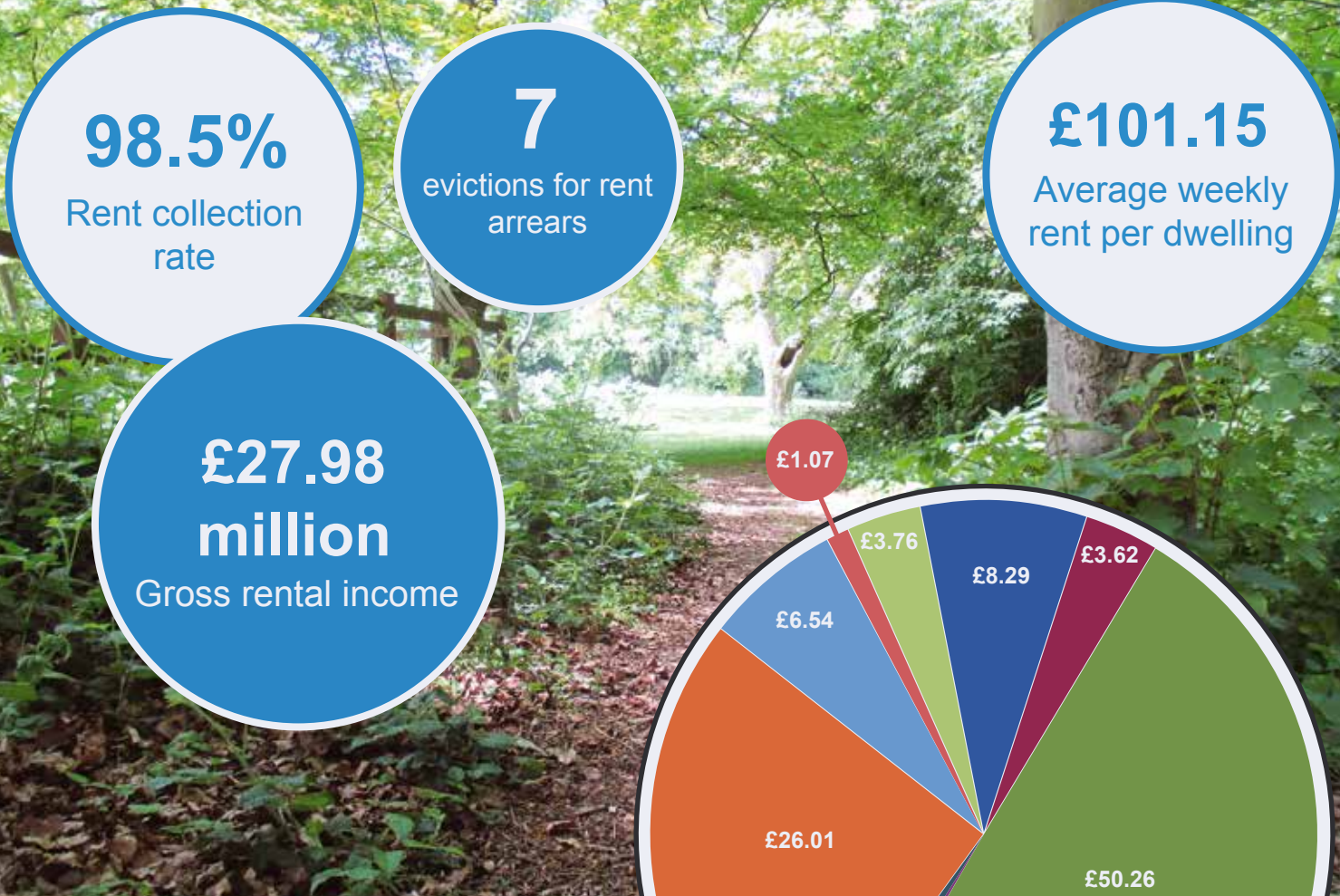
Getting our work with these families right will lead to better outcomes for the families and better use of public funds.

#### The Lead Professional is able to:

- be dedicated to the family
- stay with the family to bring about transformative and lasting change
- consider the family as a whole and undertake whole family assessment
- deliver hands on and practical support.
- ensure that other professionals involved such as health, housing, police etc are working to a common purpose, and agreed outcomes, and manage the information flow between them.

The lead professional is able to access a pot of funding should the family meet the criteria. This budget has recently been accessed to provide new beds and bedroom carpets for a family. This made a massive difference to the children as they now have comfy and warm bedrooms.





## How your rent is spent...

For every penny you spend in rent, we are investing it back into our housing, either through improving existing homes or providing new homes.

Usually we include our 'Annual Report' with the winter issue of the Tenant and Leaseholder News but this year, for cost saving reasons, we decided to include a page on our spending within the magazine and make the full annual report available online (we can also post a copy upon request).

### What is in the full annual report?

In addition to the financial information outlined here, the full annual report for the 2014-2015 financial year contains lots of statistics

about repairs, maintenance, telephone performance, developments, projects and more.

### When and how can I read it?

The full annual report will be available to read very soon and it will be uploaded to [www.scams.gov.uk/housingtlar](http://www.scams.gov.uk/housingtlar). If you would like any more information please contact the Resident Involvement team on 03450 450 051 or e-mail [tlnews@scams.gov.uk](mailto:tlnews@scams.gov.uk) and we'll arrange for a physical copy of the annual report to be sent out to you.

This is based upon an average weekly rent of £101.15

- General Management (8.20%)
- Loan Repayment Reserve (3.57%)
- Repairs & Maintenance (49.70%)
- Outdoor Maintenance (0.65%)
- Supported Housing (0.93%)
- Loan Interest Payment (25.71%)
- New Housing Provision (6.47%)
- Resident Involvement (1.05%)
- Other (net) (3.72%)



# Being a Village Voice - Patti Hall, Cottenham



It's been about 3 months since I became a Village Voice for Cottenham. It is so worth while, as you deal with various enquiries and you can work for a long or as little as you like. Recently I have been going around with the Estate Managers on Estate Inspections. That's checking everything; missing road signs, uneven pavements, broken manhole covers to overgrown areas.

It's nice when it's all reported and put right. We recently inspected Coolidge Gardens and lots of problems we found are now being dealt with, also Franklin Gardens has had lots of work done, it's nice watching the improvements being done. It's really nice to help people and you get satisfaction from all the work that you help get done.

## inFOCUS



### Knitted Teddy Bears for Mears Charities

Over the last 3 years Janet Prentis who is one of our Leaseholders has been busy knitting small teddy bears in her spare time. Up to now Janet has knitted over 300.

Some have been sent over to Africa and distributed to sick children clinics and most recently to The Children's Hospice at Milton.



Crossword answers  
 Across 1. Maximise, 4. Ace, 7. Paella, 10. Halve, 11. Lotus, 13. AM, 14. Eclair, 15. Best, 16. Oscars, 19. Novel, 20. IQ, 21. Extra  
 Down 2. Awe, 3. Maple, 4. Ecclectic, 5. Abacus, 6. Elevator, 8. Chai, 9. Bloom, 12. Muse, 13. Actor, 14. Eton, 17. Art, 18. Spa

# Garden Competition Winners

This year marked our 34th annual Gardening competition, thanks to all those who entered. After 3 afternoons of judging in August the winners collected their awards at an event hosted by our sponsors Scotsdales on 16 October.

Winners and runners up are:

**Best greenhouse flowers**

WINNER: Mr Harold Gawthorp of Balsham

**Best greenhouse vegetables**

WINNER: Mr Ted Hall of Bourn

RUNNER UP: Mr Harold Gawthorp of Balsham

**Best new tenant garden**

WINNER: Mrs Christine Newton of Willingham

**Best Sheltered Scheme garden**

WINNER: Stevens Close Residents Association

**Best window box/container garden**

WINNER: Mr & Mrs Gore of Gamlingay

RUNNER UP : Mrs Sheila Cracknell of Thriplow

**Best vegetable garden**

WINNER: Mr Harold Gawthorp of Balsham

RUNNER UP: Mr Ted Hall of Bourn

**Carol Johnson wildflower garden award**

WINNER: Mrs Jean Hall of Bourn

RUNNER UP: Mr Vick Lambert of Willingham

**Best Kept Garden**

WINNER: Mr Ted Hall of Bourn

RUNNER UP Mrs Audrey Grimmer of Impington

*We would like to take this opportunity to thank; Scotsdales, Sam and David Rayner for donating the venue for our awards presentation. Cllr Mark Howell (Portfolio Holder for Housing) and Cllr David McCraith (SCDC Vice Chairman) for presenting the awards and our judges, who had the difficult job of picking the winners.*



Mr & Mrs Gore



Mrs Audrey Grimmer



Mr Ted Hall



Mrs Jean Hall



Garden Awards - Mr Gawthorp

Stevens  
Close



Mr Harold  
Gawthorp



Mrs Sheila  
Cracknell



Mrs  
Christine  
Newton



Mr Vick  
Lambert



One of my earliest childhood memories is being amongst Cucumbers and Tomatoes in my grandad's greenhouses. In granny's flower garden there were Hyacinths and Forsythia in the spring, also flowering currant and crocus. Now, nearly 70 years later, I grow these items from my childhood.

At the time I was born, my father worked for Alan Bloom who had a nursery at Oakington growing flowers. So it is only natural that I should have a passion for gardening, especially growing flowers. I had my first greenhouse when I was 14 years of age. This was purchased with part of grandad's legacy. Ever since then I have had a greenhouse (or two) and get immeasurable pleasure from just being "amongst the plants"

My parents and grand-parents, also aunts and uncles, instilled in me a lot of what I know about gardening and growing. I can think of no better hobby – my greenhouses and garden are a testament to what can be achieved, and there is nothing better than being able to put some home-grown vegetables on the table and to have cut flowers and pot plants in one's home.

# PHOTOGRAPHY COMPETITIONS

## Two competitions, two £30 vouchers!

This edition we are offering up two opportunities to win a £30 Love to Shop Voucher, courtesy of Mears. All you need to do is get your cameras out and get your creativity moving!

### How to Enter

Entering is super easy just e-mail your photo(s) to [tnews@scams.gov.uk](mailto:tnews@scams.gov.uk) including your name and address. Please include the name of your pet or the location of your landscape photo.

The winning pictures for each competition will be chosen by the editorial panel and then each winner contacted.

All the details are opposite and please be sure to read the terms and conditions.

## Pets

Got a pet? Send in your best pictures of your animals and a selection of them will be published in the next edition of the magazine, plus the best one will win a £30 Love to Shop voucher! To start us off, here's a few from the editorial panel members and a few staff members (although sorry guys, as you will see in the Terms & Conditions, you won't be able to win the voucher!).

## Landscape (taken within South Cambs area)

Early morning walk blessed you with a beautiful sunrise? Visited a local landmark and you are pleased with the quick picture you took? Send in your best landscape or landmark photos within the district and a selection will be included in the next edition. The winner will have their photo on the front page of the next edition as well as getting a £30 Love to Shop voucher for their efforts!



### 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 28th March and can only be accepted as an online form submission. Any other forms of entry, or those sent in after the closing date, will not be counted. Only one entry per household. Entrants are advised to visit the 'Love to Shop' website to clarify the stores in which the voucher can be used. There is no cash alternative available and the prize is non-transferrable. By entering you are agreeing to have your picture, Name and village printed in the next edition of the Tenant & Leaseholder News. The winners will be selected by the tenant editorial panel and will be contacted soon after. Prizes kindly provided by Mears Group PLC. By entering this competition applicants are indicating their agreement to these terms and conditions.

For any further clarification please contact [tnews@scams.gov.uk](mailto:tnews@scams.gov.uk).



Making People *Smile*

# Children's Colouring Competition!

Colour in this cute little cat to win one of the knitted teddy's on page 17 & a £10 Toys'R'Us voucher!

Once you have coloured the kitty in, give it a name and ask an adult to send it to use including your name, age, address and the name of the kitty! You can post it to us (Resident Involvement, South Cambs District Council, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA) or ask an adult to take a picture and email it with your details to [tlnews@scambs.gov.uk](mailto:tlnews@scambs.gov.uk).

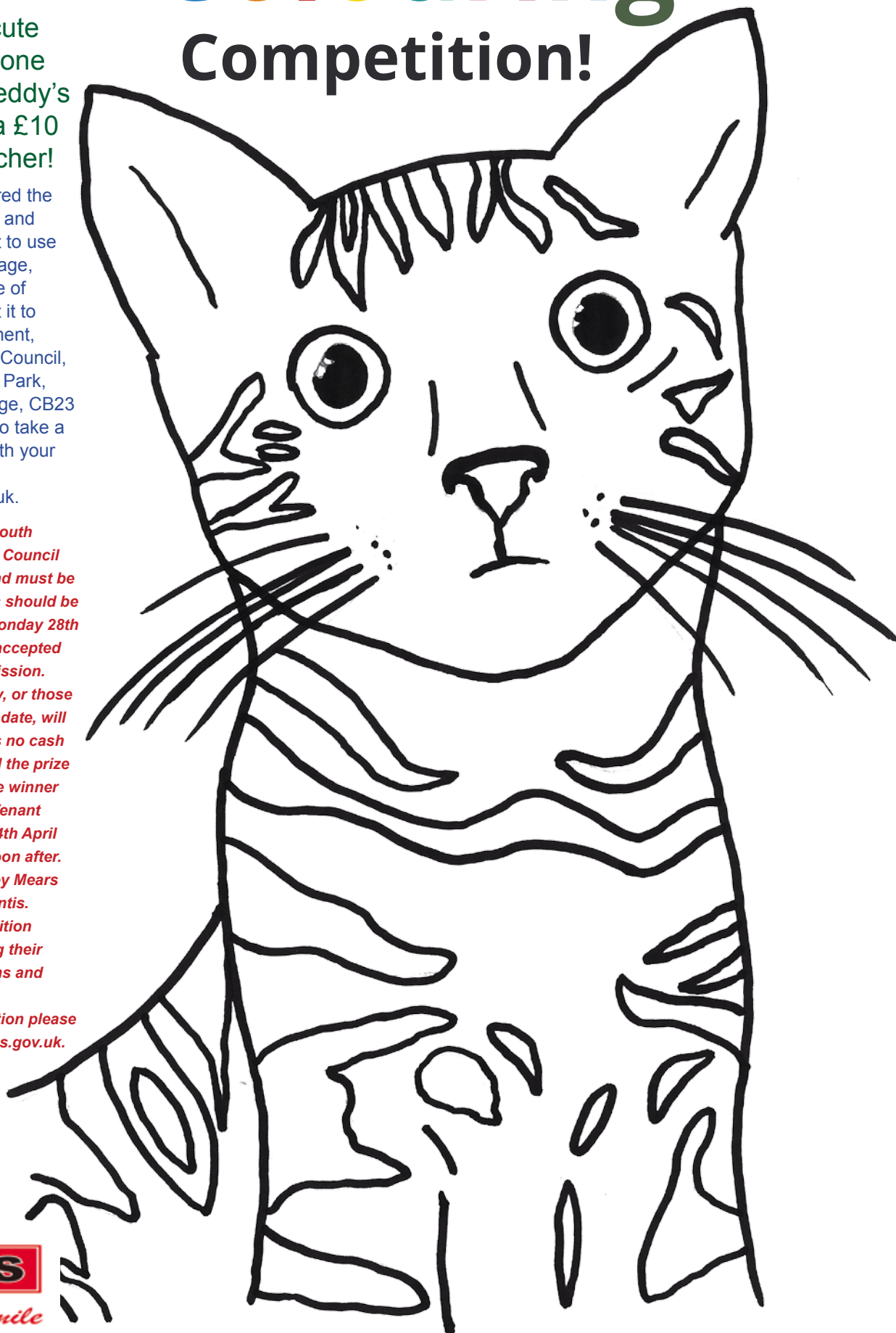
*All entrants must be a South Cambridgeshire District Council tenant or leaseholder and must be 12 and under. All entries should be received on or before Monday 28th March and can only be accepted as an online form submission.*

*Any other forms of entry, or those sent in after the closing date, will not be counted. There is no cash alternative available and the prize is non-transferrable. The winner will be selected by the Tenant Participation Group on 4th April and will be contacted soon after.*

*Prizes kindly provided by Mears Group PLC and Mrs Prentis.*

*By entering this competition applicants are indicating their agreement to these terms and conditions.*

*For any further clarification please contact: [tlnews@scambs.gov.uk](mailto:tlnews@scambs.gov.uk).*



Making People *Smile*

# Recipes

## Never Fail Fruit Cake (Pineapple Cake)

### Ingredients:

- 100g/4oz glace cherries
- 220g tin of pineapple in juice (crushed is best)
- 100/4oz Butter/Margarine
- 350g/12oz mixed fruit
- 175g/6oz soft brown sugar
- 225g/8oz self raising flour
- 2 eggs



### Method:

Chop cherries (and pineapple if using chunks), put into a saucepan with the butter, sugar and mixed fruit.

Heat it together to melt the butter but do not let it boil.

Leave this to cool, once cooled beat in the flour and eggs.

Pre-heat the oven to 170 Degrees C/ Gas mark 3. Line a 20cm/8" round tin with baking paper (You can use a 2lb loaf tin or two 1lb loaf tins).

Pour the mixture into the tin(s) and bake for around 1 ½ hours (for the larger tin, around 40 minutes for smaller tins) until firm – test with a skewer, if it comes out clean it's done, let it cool on a wire rack, slice and serve!

## Potato & Leek Soup

### Ingredients:

- 1lb Potatoes
- 1lb Leeks
- 1 to 2 stalks celery
- 1 onion
- 2 pints vegetable stock
- 1 large teaspoon mixed herbs
- 1 bay leaf
- Salt and pepper
- ½oz of flour
- ¼ pint of milk
- 1 tablespoon chopped parsley



### Method:

Peel and slice potatoes chop onion and celery.

Put veg in a pan with oil and sauté for 5 – 10 minutes.

Add the stock, seasoning and herbs. Bring to the boil and simmer until vegetables are tender and the potatoes and leeks break up.

Mash with a fork or potato masher.

Blend the flour and milk until it's a smooth cream and mix in with the mashed veg.

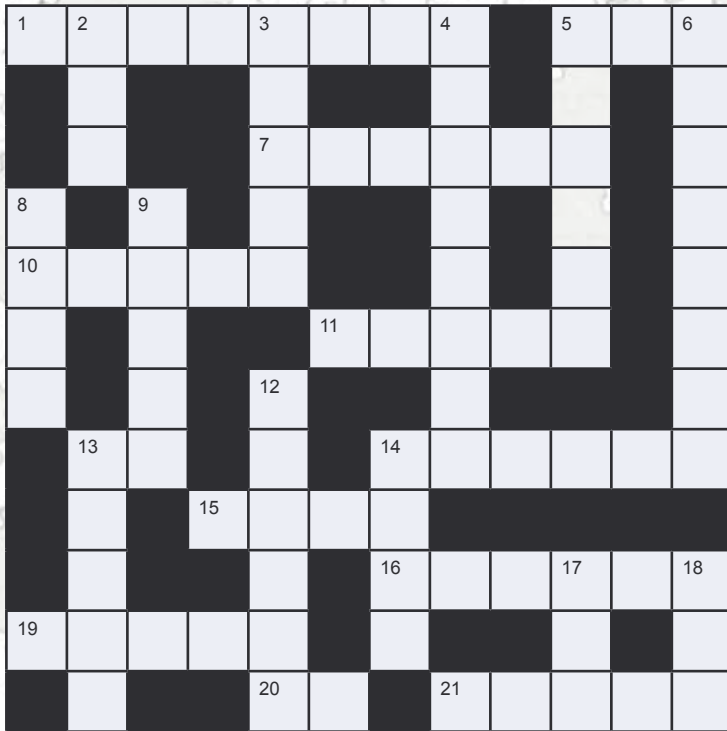
Boil for 2-3 minutes until warmed through.

Add parsley just before serving.



# crossword

## CROSSWORD



**Across**

1. Make the most of.
5. Tennis players like to serve this one up.
7. A dish widely associated with Spain, especially Valencia.
10. To reduce by 50%.
11. A flowering plant that grows on water.
13. An abbreviation used to describe morning.
14. A pastry filled with cream and topped with chocolate.
15. Excelling to be number one, the most successful or better than the rest.
16. A prestigious awards ceremony in Hollywood, USA.
19. A long written story.
20. The name given to the number used to score and measure intelligence.
21. More than the usual.

**Down**

2. A very strong feeling of admiration.
3. A leaf widely associated with Canada.
4. A word used to describe a varied mix of styles or tastes.
5. A counting frame.
6. A machine that enables quicker travel around buildings.
8. A word that translates in English to 'tea'.
9. The period of flowering.
12. A type of breakfast, containing oats, nuts and fruit.
13. A person who plays a character in a production.
14. A famous English college.
17. The work created by people such as painters.
18. A place for relaxation.

For answers please go to page 17

E	L	I	O	N	T	A	C
T	L	H	O	R	S	E	M
I	A	E	D	A	B	H	E
B	Z	O	P	T	B	S	E
B	E	G	G	H	O	I	R
A	B	O	C	M	A	F	K
R	R	D	R	I	B	N	A
F	A	N	T	F	Z	N	T

## WORDSEARCH

As we've got a competition that celebrates our beloved pets in this edition, we thought it was only apt to make the word search animal related! Although some of these animals certainly aren't domestic creatures!

- |          |         |
|----------|---------|
| ELEPHANT | GOAT    |
| FROG     | MEERKAT |
| RABBIT   | RAT     |
| DOG      | ANT     |
| CAT      | LION    |
| BIRD     | ZEBRA   |
| HORSE    | FISH    |

# Dates for your diary

## Tenant Participation Group meetings

- 7 March** Communal Room, Chaston Road, Great Shelford
- 4 April** Communal Room, Stevens Close, Cottenham
- 2 May** Communal Room, Denson Close, Waterbeach
- 6 June** Communal Room, John Impey Way, Melbourn
- 4 July** Communal Room, Mays Avenue, Balsham

## Sheltered Housing Forum Meeting

- 14 April** Communal Room, Stulpfield Road, Grantchester
- 14 July** Communal Room, Chapelfield Way, Sawston

## Leaseholder Forum

- 7 April** Council Chamber, SCDC Offices

## Best Kept Garden Competition 2016

After the success of the 2015 garden competition we will be introducing a new category of Community Garden project this year. Entry forms will be available in the next Newsletter and we hope to carry out judging in mid July. Please help us to make the 35th year of the Garden Competition a memorable one by entering your lovely gardens.

## Sawston Surgery

Do you live in or around Sawston?

For all queries relating to Housing Benefit and/or Council Tax Support, Housing & Homelessness Prevention Advice, Rent & Council Tax queries or Council Tenancy issues

We will be available on the following dates in 2016:

January	7 & 21
February	4 & 18
March	3, 17 & 31
April	14 & 28
May	12 & 26
June	9 & 23
July	7 & 21
August	4 & 18
September	1, 15 & 29
October	13 & 27
November	10 & 24
December	8

From 10am - 1pm - No appointment necessary

Come visit us at:  
Chapelfield Way Communal Room,  
Chapelfield Way,  
Sawston  
CB22 3SY

## Need immediate help?

Please call one of the numbers below to speak to an advisor:

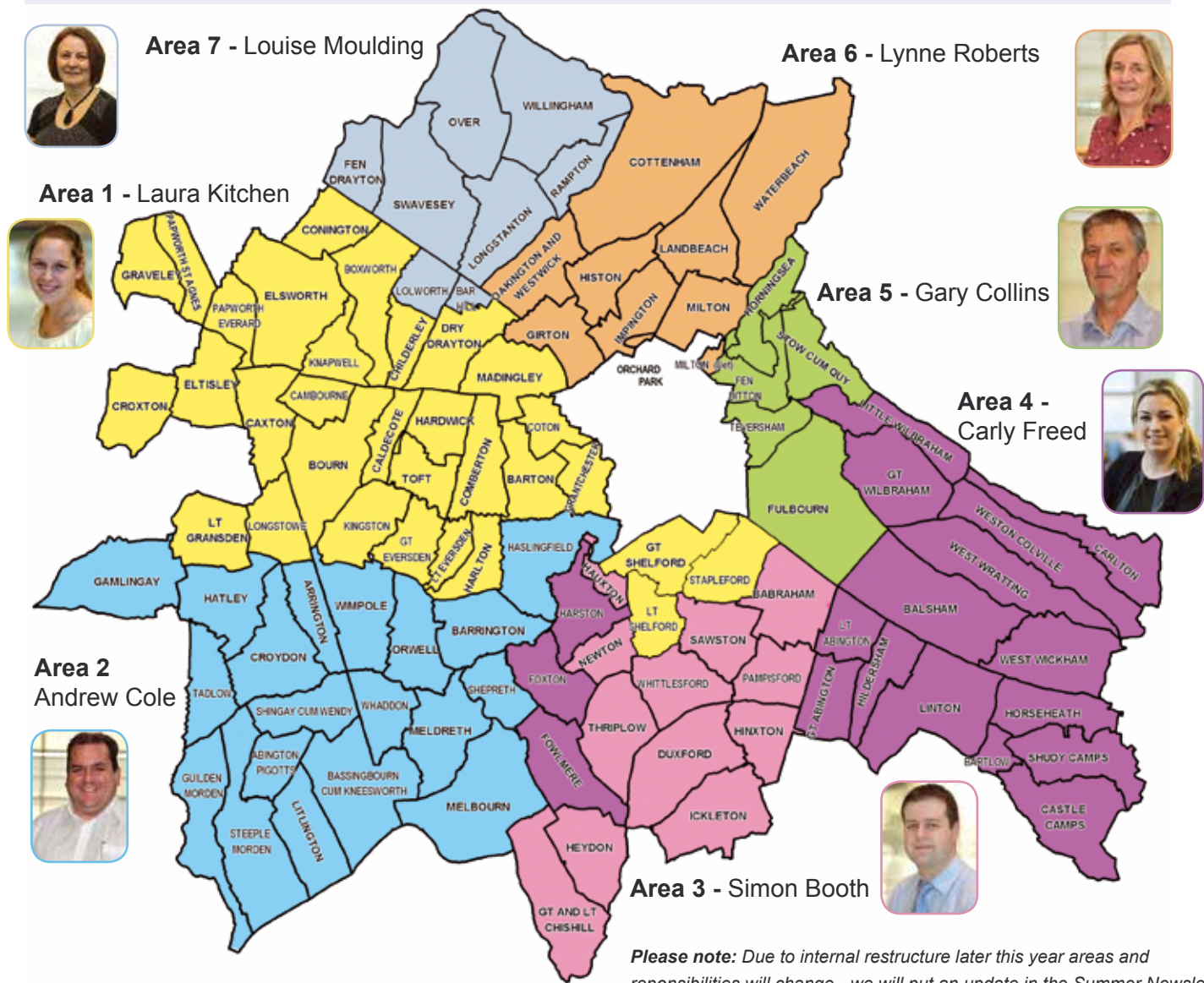
- Housing enquires - 03450 450 051**
- Benefit enquires - 03450 450 061**
- Rent & Council Tax enquires - 03450 450 064**

Lines open 8am - 5.30pm - Monday to Friday  
or visit our website  
[www.scams.gov.uk](http://www.scams.gov.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.



## 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

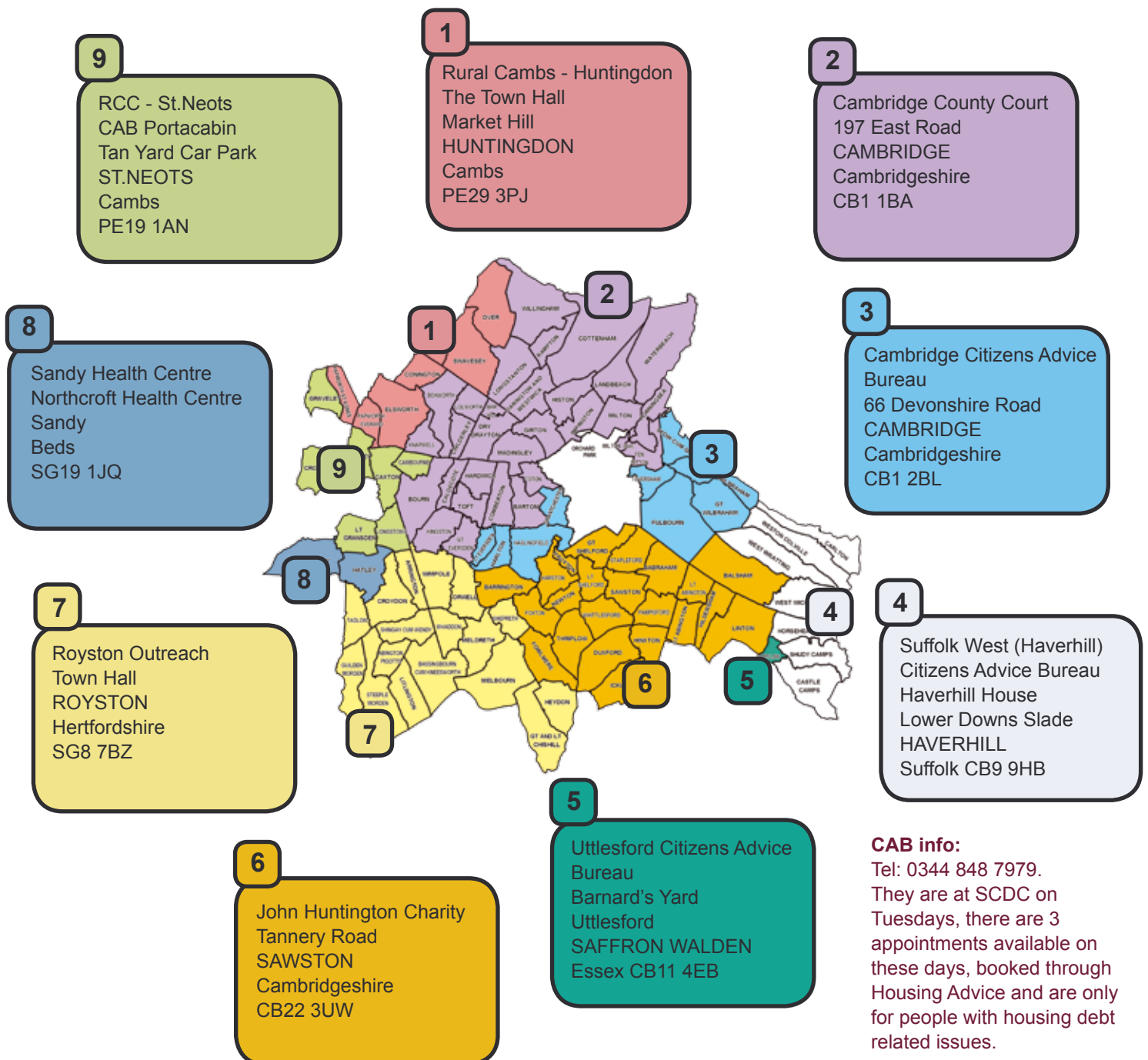
- apologise if we have made a mistake or failed to meet our standards
- acknowledge your written complaint within three working days
- reply in full to your complaint within 10 working days

# 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)

## Mental Health

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

## Domestic Abuse Information

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

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

## Older People

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

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

## 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

## 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)

# 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

## Emergency out of hours numbers (after 5.30pm)

### Dangerous Structure Enquiries (Building Control)

Tel: 01253 501 055

### Environmental Health Emergency

Tel: 0845 609 5437

### Homelessness Emergency Service

Tel: 0845 609 5438

## Repair Numbers

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

Tel: 0800 085 1313

### 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

**South Cambridgeshire District Council**

**South Cambridgeshire Hall**

**Cambourne Business Park**

**Cambourne**

**Cambridge**

**CB23 6EA**