

Tenant & Leaseholder

Issue 8 Summer 2016



enter 35th annual garden competition

Housing Service Plan update

win!

children's colouring in competition plus more vouchers to win

+PLUS

new council homes

right to buy

self build

CUSTOMER SERVICE EXCELLENCE



South Cambridgeshire District Council

The Government Standard



Welcome to the Summer 2016 edition of your Tenant and Leaseholder News

We would like to give a special Thank You to our Editorial Panel of resident volunteers who have worked hard through a series of meetings to help us put this magazine together:

Wendy Head, Les Rolfe, Patti Hall, Jim Watson, Adrian Prentis, Carol Akربي, Bill Bullivant, Dave Hammond, Helen Ballantyne, Edna Ingrey and Joan Ball

We would also like to give a **Big Thank You** to all of you who entered the competitions in our last magazine. We had some fantastic entries and our editorial panel found it particularly difficult to choose the winners in the pet photo and colouring in competitions. Details of the winning entries can be seen later in the magazine and we have incorporated some of the runners up photos to.

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.

Inside this issue you will find articles covering a wide range of topics including a summary of our housing services work priorities for the next twelve months and new development proposals including our intentions to promote self-build opportunities within the District. There is advice about taking in lodgers, latest right-to-buy information and an update on the work we have been doing to tackle tenancy fraud.

For those budding gardeners amongst you there are entry details for this years garden competition as well as the usual competitions (please, please enter these), recipe ideas and useful contact information on the back page.

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.

Peter Moston – Resident Involvement Team Leader.



Lynda Harford - 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 Victoria Chafer

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Twitter: @SouthCambs

Residents satisfaction Survey

Our rolling programme to carry out in-house satisfaction surveys across the district successfully continues. The 3rd area surveyed in March 2016, covered 20 villages in the South West of our District and at the closing date achieved a 32% response rate. We would like to give a big Thank You to those of you who took the time to complete and return the survey. Information gathered gives us important feedback on the services you receive and helps us understand your priorities for future service development.

A summary of the results from this survey will be published in the next edition of the Tenant and Leaseholder News.



Access a range of free on-line I.T training courses via:

www.learnmyway.com
for easy online learning

South Cambridgeshire District Council

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



Important advice about Taking in a lodger



The legislation around taking in a lodger has changed, meaning that there are some statutory checks that must be carried out before you are able to take a lodger.

The Immigration Act (2014) requires that immigration checks have to be carried out on all new lettings in England from February 2016. This is something that mainly affects the private rental sector, as entitlement to housing with relation to immigration status within local authority lettings is already covered within other regulations.

However, all lodgers must have their immigration status checked by the tenant that is offering them a place to lodge. As normal, you are required to fill in a 'Lodger request form'

(available on our website or upon request) but as part of this you will be asked to confirm that you have carried out the relevant checks.

The Government provides some guidance on this subject, which you can read at www.gov.uk; just search for 'Right to rent document checks: a user guide'.

The Chartered Institute of Housing (CIH) has also produced a leaflet around the changes, and we would encourage anyone that is considering taking in a lodger to take a read of it. It is entitled 'Practical implications of immigration checks on new lettings' and is available to view on their website (www.cih.org).



What's been happening in Residential Involvement

As mentioned in our last Newsletter, with the help of independent consultants, we have previously carried out a review of our grounds maintenance service and sheltered housing service.

Each service review involves close analysis of the current service and can include a review of funding/budgets; policy and procedure; talking to customers; work shadowing staff; interviewing service managers; analysis of performance data; benchmarking performance against other similar housing providers and research in to industry best practice. On completion of a service review the scrutiny team produce a final report including a list of recommendations for service improvements which is presented to the Council.

In the past independent, external consultants have supported our residents to carry out reviews and we re-rendered this work in April 2016 with TPAS being the successful new contractor. Our next service review is due to be carried out later this year and we look forward to working with residents and TPAS on future projects. We will keep you updated of the outcomes.

Whilst on this subject we would like to give a big thank you to our previous consultants, the Linchpin Project, who helped us set up and develop this area of work in the early days.

Tenant Participation Group (TPG) meetings have been taking place monthly with our elected tenant and leaseholder representatives and Leaseholder and Sheltered Housing Forum meetings have been held quarterly. Forum meetings have been well supported with upwards of 30 residents attending each meeting. Details and notes of these meetings are on our website.

With the recent service/staffing re-structure taking place within our housing and sheltered services it has been difficult to move service developments forward over recent months. However, we will be back on track later this year once the new structure is in place and staff have settled in to their new roles and responsibilities.

We are continuing to run mystery shopping, telephone surveys of our repairs and maintenance services which involves residents phoning people who have recently had repairs or service/maintenance visits carried out. This helps us to check whether residents are receiving a good service and that the customer satisfaction data our contractors are reporting is accurate.

Finally we are due to hold an open day/training day for existing and new recruits in August more details of which you will find on page 23.

As always please get in touch if you would like to find out more about getting involved in helping us to run our services.



Self-build & Custom-Build

Last year we successfully bid for funding from Government and became one of 11 councils in the country piloting the Government's new focus on self-build/custom-build housing.

We have a register of people interested in building their own home, as well as another register to collect information about potential sites. This being further developed.

We already have around 400 people interested in building their own home so we know there is a good appetite locally.

To help us make sure land is available we have been working with developers to secure plots. We have also been looking at land we own to see what we can bring forward. Any land brought forward will be at full market value and will still be subject to the normal planning permission rules.

Building your own home doesn't always mean building from the ground up. Custom build is another option which

normally means buying a part completed shell from a builder and completing the internal room layout and finishes.

We are championing self builders in the district and want to help remove the barriers people believe stand in their way. Although land is at a premium in South Cambridgeshire, building your own home may be more affordable and attainable than many people think.



We are holding a special event on Tuesday 5 July at our Cambourne Offices to give people an insight into how they could unlock the door to building their own home.



New council homes in Swavesey

On Thursday 12th May a celebration took place to mark the completion of 20 new much-needed Council houses in Swavesey. The development included;

One 4 bed house , Five 3 bed houses , Ten 2 bed houses and Four 1 bed houses.

Work began on the homes on the edge of the village, near Moat Way, last summer with them completed ahead of schedule so new tenants could move in. The new Council properties were made available to people who grew up and still live in the village as well as people who have a local connection to Swavesey. All the homes have been allocated.

The new development follows four homes South Cambridgeshire District Council built in Linton recently. Work is also underway to build 15 new council homes in Foxton.



Parrot Construction built the homes for South Cambridgeshire District Council.



Tenancy Fraud Update

We previously advised you that we recruited an officer on a 2 year fixed term contract to investigate reports of tenant fraud, following a successful bid for funds to the Department of Communities and Local Government (DCLG).

That 2 year contract came to an end in March this year. Due to the number of referrals we had during this period, the investigations we made and the success that brought, a business case was made to make the tenancy fraud investigation post a permanent role. We are pleased to confirm that it was agreed to take this forward, and following a recruitment exercise an officer commenced their duties in this role a couple of months ago.

Examples of tenancy fraud include sub-letting - where a tenant allows another person to occupy their home whilst they are absent, and non-occupation - where a tenant does not occupy their home on a regular basis and lives elsewhere the majority of the time. In the past 12 months we have recovered 13 properties through challenging tenants who have either sub-let their property, or not occupied the property for the majority of the time. The Government set a notional figure of £18,000 for each property that is recovered, based upon the amount it could cost to provide statutory temporary accommodation to homeless households for one year, if the recovered property was not made available for re-letting. So in theory 13 x £18,000 has saved us £234,000.

We also have powers through the Prevention of Social Housing Fraud Act 2013 to prosecute tenants who have been found to have committed an offence such as subletting. We have one case where this has happened, which resulted in 12 months Community Order with the requirement for 190 hours of unpaid work, plus costs of £550 to be paid at £100 per month.

We now investigate all Right to Buy applications to ensure that tenant(s) are eligible for the claimed discount. In the past year we have rejected 5 applications.



If you would like to report an incident of suspected tenancy fraud or just discuss something you feel doesn't seem right, please feel free to contact us on 03450 450 051. You can also get more information on this topic by visiting the Cambridge Anti-Fraud Network site at www.cambstenancyfraud.net.



National Fraud Initiative (NFI) fair processing notice

This authority is under a duty to protect the public funds it administers, and to this end may use the information you provide within your housing application form for the prevention and detection of fraud. It may also share information with other bodies responsible for auditing or administering public funds for these purposes.

For further information, see:

www.scams.gov.uk/content/national-fraud-initiative or contact internal.audit@scams.gov.uk.



Dream of owning your own home? Right to Buy could open the door for you.

You could get a discount of up to £77,900.

Right to Buy is the scheme that helps eligible council and housing association tenants buy their home at a discount on the market

value. Since discounts were increased in 2012, over 35,000 people in England have become homeowners through the Right to Buy scheme. Could this be the right time for you – or somebody you know – to join them?

You can get a maximum of 70% off the price of your home – up to a cash value of £77,900 outside London. Each year this discount increases by the rate of inflation. Buying your home is a life-changing decision and a commitment you shouldn't make without seeking expert impartial advice. First you need to find out whether you're eligible and if you can afford it.

You're not on your own. The Government's official Right to Buy adviser service can give you free and impartial advice as well as the help and support you need throughout the process of buying your home from filling in the application form to finishing your purchase – if you decide it's the right choice for you. The advisers can tell you how to find a mortgage, appoint a solicitor and arrange a survey.

For you and your family, owning your home could be a good investment for the future as well as giving you the freedom to make all those changes you've been wanting.

The Government has plans to extend Right to Buy so if you are a housing association tenant and currently not eligible, you can sign up to receive updates on the scheme by visiting the Right to Buy website. You can also look at other government schemes that might help you on www.ownyourhome.gov.uk.

Website: www.communities.gov.uk/therighttobuy
 Phone a Right to Buy adviser: 0300 123 0913
 Email: enquiry@righttobuyagent.org.uk



IF YOU CAN SAY 'YES' TO THESE STATEMENTS...

I am a council tenant (or) I was a council tenant when my home was sold to my current landlord



I have been a tenant for at least 3 years



I don't live in sheltered housing or other housing particularly suitable for elderly or disabled people



...YOU COULD NOW BE ELIGIBLE FOR A DISCOUNT OF UP TO £77,900



HM Government

What's happening in Housing Services

Our Housing service has three primary functions namely:

1. **Landlord Services:** providing housing management and property maintenance services to approximately 5,800 homes. This includes providing housing related support and the management of gypsy and traveller sites.
2. **Housing strategy and development:** providing a strategic lead on housing within the District including assessing housing needs, bringing empty homes back in to use, performance management and the Council's new build programme. This includes an enabling role working in partnership with other local authorities and housing associations to deliver new affordable homes within the District.
3. **Housing advice and Options:** providing a homelessness prevention service and to provide accommodation for those in housing need through a choice based lettings scheme and other housing options. This service includes several statutory requirements for the local authority.

Housing Vision and Aims: To be the best housing service by providing good quality housing across all tenures that is accessible to all – that enhances residents' quality of life, their health and wellbeing, that supports economic growth and social opportunities, alongside improved energy security and reduced carbon footprints.

Given these main functions and aims and taking in to account recent Government legislation changes for local authorities some of the priorities we have in our housing service plan over the next twelve months are:

- **Tenant profiling project:** We will be contacting some of you to try and improve and update the information we hold to enable us to better understand the implications of government welfare changes due to come in to force over the next twelve months. In particular we will need to know who fits within the over £31,000 per year household income category as this could affect the rent that is charged for these households in the future.
- **Housing Development Agency:** We will be working closely with Cambridge City Council and other local housing providers to launch a new Housing Development Agency to provide a co-ordinated approach to the delivery of new housing in the area.
- **Self Build Project:** In order to comply with new statutory requirements to promote self build we are working on bringing forward several potential sites for self build projects within the District over the next twelve months. This also has the potential to generate some income for our housing revenue account.
- **Willingham estate improvements:** In our Willford Furlong and Brickhills estates in Willingham many of the properties have some of the poorest insulation standards within our stock. We are therefore prioritising these for improvement works including windows, doors, insulation and heating systems over the next few months.
- **Information Technology (IT) systems:** This is a major project reviewing all housing IT systems with a view to tendering the contract to provide a fully integrated housing IT system. The new system should allow for more customer interaction such as being able to view rent accounts on line and report repairs on-line.



Joined up working

Our colleagues at the County Council identified a blocked water course at Dove House Close, Fowlmere, which could lead to a possible flood risk. Through a joint approach with drainage colleagues, a drainage company, our landscape contractors and the Housing Services Officer the vegetation and waste that was causing the issue was cleared, enabling the water to flow freely again.

Through our Environmental Improvement Budget we were able to act quickly to prevent any issues. This budget is used to address neglected areas and areas that are not easy to maintain regularly which can affect local residents.

This shows great Multi-Agency collaborative working from everyone involved!



Lifeline Alarm Update

In the forty-three sheltered schemes across the South Cambridgeshire District, there are alarm systems. Some parts of these are becoming old and will soon need updating. Tenants were sent surveys with various options that the council are considering. The surveys also asked a range of questions on communication, costs, alarm systems and importance. Out of 1307 surveys sent out, 1082 (83%) were returned.

There was two possible ways forward for the alarm systems:

Option 1— To upgrade the existing alarm systems: this would ensure the systems were reliable, but they are not movable or adaptable and are expensive.

Option 2 - To Install Lifeline units in each individual property: this would provide reliability and Flexibility, plus they are moveable.

Linked to lifeline units when needed can be a variety of assistive technology to allow you to live more independently and longer in your home. This is just a few of the extra additions that can be linked to the lifeline units: Falls detectors, Smoke detectors, Wander alerts, Pressure mats, Flood alerts.

86% of responses stated that they would have a Lifeline if the current system was not installed. With this in mind, it has been determined that taking out the old hard wired alarm systems and installing Lifeline systems where requested would be the most beneficial to our tenants. We are hoping to have all of these replaced within the next year and will keep you updated with our progress.



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



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

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

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

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

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

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

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

You can also request a member of the Crystal Insurance scheme to call you back on www.crystal-insurance.co.uk

The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks. A trading style of Thistle Insurance Services Ltd. Lloyds Broker. Authorised and Regulated by the Financial Conduct Authority. A JLT Group Company. Registered Office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AW. Registered in England No 00338645. VAT No. 244 2321 96.



Education success for housing staff

As a Council we are committed to personal development and training to ensure our staff are professional and well skilled to be able to provide you with the best service possible.

It was therefore great to see 13 of our housing staff successfully complete the Level 3 Certificate in Housing Practice accredited by the Chartered Institute of Housing. Most of the work was completed through on-line learning outside of work hours and has been very demanding on all the staff involved given how busy they are with their day to day activities. It is certainly an achievement they can all be proud of and demonstrates the dedication to learn new skills and progress their careers in housing.

As well as supporting existing staff, we are also keen to train and develop those new to housing. We run a successful apprenticeship programme, having seen our first two apprentices go on to take up employment within the Housing Service.

We currently have two staff members who are in the middle of their two year apprenticeship, learning on the job as well as undertaking a Level 2 Certificate in Business and Administration through Cambridge Regional College.



TPAS regional conference presentation

On Tuesday 12th April 2016 we travelled to Cross Keys Offices in Peterborough to attend a regional conference hosted by TPAS who are a national company with an expertise in tenant engagement.

The meetings are organised by TPAS and give a great opportunity for residents and staff to meet others from across the region, find out what they are doing and share best practice/share ideas.

For this meeting South Cambs were invited to give a presentation for 30 minutes in front of an audience of approximately 50 staff and residents from across the region. We were all quite nervous especially as

our slot was at the end of the day and straight after a presentation given predominantly by Cross keys Chief Executive Officer.

The good news is we survived and I was very pleased with and proud of the help given to me to complete the presentation by Wendy Head, Les Rolfe, Jim Watson and Angela Lewell (all South Cambs TPG members). I think this is a good example of how we have moved forward over the past few years with officers and residents now working together successfully on projects.

Peter Moston – Resident Involvement Team Leader.



imPROVE

David Gill ICIQB CIHM - Contract Manager Respose Voids & Repairs



I started my career with the council 16 years ago with the DLO. I have been based at Cambourne in one roll or another within property services for the past eight years. My duties include responsibility for a team of four surveyors and a contract administrator in developing and managing our Partnering Contract with the Councils main contractor – currently Mears. This includes overseeing all aspects of day to day repairs, void maintenance and some planned maintenance for the council’s housing stock. I also provide technical guidance for the council’s development programme which currently includes developments at Linton, Swavesey and Foxton. Last year I was responsible for delivering the redevelopment of the New Farm Travellers Site in Bassingbourn.

Joseph Minutolo - Reapirs and Voids Surveyor

I have been at South Cambs DC for just over 10 years, joining the Community Services Team in Feb 2006 as Senior Administrator. Through various re-organisations I have experienced life in the Planning Dept, Policy and Performance Dept, Environmental Health Dept and now in the Housing Dept. I have recently been made a permanent Responsive Repair Surveyor after a year’s secondment. My role involves dealing directly with tenants, contractors and other statutory bodies to initiate, manage and check repair works to our housing stock. This includes bringing void properties up to standard. Fire risk assessments, asbestos surveys and other general stock condition surveys are also part of this role.



Arkadiusz Wleczorek - Repairs & Voids Surveyor

I have been at South Cambs since October 2014. I manage void works and pre-termination inspections covering South Cambridgeshire. I make sure void turn around times are kept to a minimum and that properties are brought up to a lettable standard for all new tenants.



For this edition of InProfile we are going to give you an insight on the day to day role of our Responsive Repairs Team!

Dennis Ockenden - Contracts Administrator (Responsive Repairs)



I have been at SCDC for just over three years and for 2 years in this role. I act as the hub of the contract, providing support to the Contracts manager and our 4 surveyors. I monitor our contracts, to make sure they are being adhered to in accordance with our policies and procedures. I co-ordinate works and ensure that the correct certification is being provided from the appropriate works and keep up to date with all performance and satisfaction reports.



Tyevia Gould - Responsive Repairs Surveyor (condensation and mould)

I have been in this post for just over a year although I was familiar with SCDC as I previously worked in housing on a temporary contract for approximately 6months. My job involves inspecting properties for any repairs or upgrades that might be needed to reduce condensation in the home and provide advice and guidance so residents can do their bit to reduce condensation. We are working to the Council's Wellbeing objective and our aim is to help improve the health of the domestic environment. This is part of the Healthy Homes programme that all property services teams are committed to.

Richard Liczbinski- Repairs & Voids Surveyor



I joined South Cambs District Council January 2014; I was working through Green acre recruitment agency. I worked for the agency for around 8 months then applied for the full time position with SCDC; I was made a permanent Responsive repairs surveyor in October 2014. Before the role as surveyor I was a carpenter for a small local builder. My role involves overseeing & carrying out post inspections, Void & full house refurbishment inspections. My dealings on a day to day basis are normally directly with tenants, main contractor and sub contractors. Asbestos surveys, general stock condition surveys and fire risk assessments are also part of my role.

PARKLIFE



You can get summer under way in style with a trip to Parklife 2016 at Milton Country Park where our free annual fun day is to be held, Sunday 17 July. You can look forward to an exciting mix of sports, dance, entertainment, crafts and stalls. Whether you take to the lake for paddleboarding, canoeing or kayaking, try your hand at fishing or have a go at climbing or archery, you'll sure to find something for all the family.

There'll be bouncy castles, crafting and balance bikes for younger children, and with our cycling zone back for 2016, there will be mountain biking and the fantastic pedal powered Scalextric and smoothie maker.

There will be an entertainment area where you can enjoy the excitement of Capoeira, the incredible mix of dance and martial arts straight from Brazil, bringing a taste of the Rio Olympics, and workshops offered you can learn to play or dance along too.

With local bands and a selection of stalls to browse, why not bring a picnic or enjoy catering on site, and make a day of it.

Activities are free of charge - simply turn up and take a turn, although for some a booking system will operate on the day and for water sports some pre-booking will be available, see www.scams.gov.uk/parklife

Linton Community Orchard

In the middle of winter action was underway in Linton to plant a community orchard. SCDC staff had worked with Linton Parish Council to identify an otherwise unused parcel of council owned land in Symond's Lane which could be used for planting.

Site visits were undertaken to consider how many trees could be fitted in and a plan was conceived that proposed the planting of 11 fruit trees. Fruit trees can be particularly suitable for our villages as their blossom brings attractive spring colour and the fruit can provide for both people and wildlife.

When considering what varieties of trees to plant local residents were consulted. The final varieties decided upon included the following: Early Rivers plum, Cambridge Gage, Sunburst cherry, Morello cherry and Early Rivers Cherry. The trees were all ordered on semi-dwarfing rootstock in order to control the tree's vigour. And, the varieties chosen are fruits that will not grow too big (and present less of a problem when left on the ground) and the fruit should all ripen early in the season before the wasps start looking for sugars (and can become troublesome in gardens).

The community have now agreed to take on the management of this new community orchard; that should see them cutting the grass, watering the trees and keeping the area looking attractive.

If you want to explore the idea of establishing a community orchard please call the Consultancy Team on 03450 450 500.



35th Annual Gardening Competition entry form

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

So what's new this year?
We are introducing a new category:

✿ Best Community Garden

How do I enter?

Simply complete the form online at www.scams.gov.uk/housing/gardencompetition

or cut out and post the below form to:

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

Best Garden Competition 2016

The closing date for entries is **Friday 8th July**. Judging will take place in late July, with winners receiving their trophies, certificates and prizes at a special presentation evening at Scotsdales Garden Centre on 16th September 2016



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

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

- Best kept garden overall
- Best kept vegetable garden
- Best new tenant (April 2015 - April 2016)
- Best sheltered housing scheme communal gardens
- Best family garden
- Best window box or container garden
- Best community garden
- Best greenhouse (vegetables)
- Best greenhouse (flowers)
- Carol Johnson wildflower garden award

*You can enter in more than one category.

Please write your name, address and contact number below:

Name:

Address:

.....

Telephone number:

Email:



Photography Competition

Celebrating the Queen's Birthday!

Did you have a street party? A barbeque? Fancy dress party? Send in your pictures of how you spent the weekend celebrating the Queen's 90th Birthday and you could win a £30 Love to Shop voucher!



My proudest moment writing competition

Write in to us and tell us what your proudest moment has been, include a picture too if you would like! Whether it was gaining a qualification, seeing your child in a school play or their first day at school, a DIY project, raising money for charity or something else; we'd really like to hear your positive stories. The winner, selected by your Tenant and Leaseholder News Editorial Panel, will win a £30 Love to Shop voucher!

Competition winners

In our last edition we ran 3 competitions. The winners were Mrs Victoria Chafer from Linton who won best landscape picture and is our front cover shot, Mrs Ann Scott from Melbourn for Bonnie the dog, best pet photo and Master Joshua Webster from Bassingbourn who won the colouring competition. All 3 received a certificate and voucher, Joshua also received a knitted bear in the colours of his winning picture.



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 29 July 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@scambs.gov.uk.



Children's Colouring Competition!

Colour in the dinosaur to be in with a chance of winning a £20 Toys 'R' Us voucher!

Once you have coloured the dinosaur in, give it a name and ask an adult to send it in to us. Make sure you include your name, age, address and the name you've given to the dinosaur! You can post it to us (Resident Involvement, South Cambridgeshire District Council South Cambs Hall, 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.



All entrants must be a South Cambridgeshire District Council tenant or leaseholder and must be 12 years old or under. All entries should be received on or before Friday 29th July, any 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 1st August 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 e-mail : tlnews@scambs.gov.uk



Making People *Smile*

Recipes

Orange & Almond Cake with citrus mascarpone (gluten free)

This cake is quite expensive to make as you can see from ingredients, however for a treat it is the bees knees. Use gluten free baking powder for complete gluten free. The topping is not set in stone so if you can devise a better one, be my guest.

Ingredients

3 large oranges.

Scrap of unsalted butter.

140 g of polenta.

200g flaked almonds.

1 scant tbsp of baking powder.

7 large eggs.

2 large egg yolks.

350 g golden caster sugar.

Mascarpone topping

500 g tub of mascarpone .

3 / 4 tbsps cointreau or similar orange liqueur.

3 / 4 tbsps lime marmalade (maybe a squeeze of lime juice)

Method:

Boil two of the oranges whole in water with lid on for 1 hour or till squidgy, drain & cool.

Butter a 9" spring form cake tin, add 2 tbsps of polenta, tip around till coated, discard excess.

Whizz almond to a grainy powder in processor, mix together with polenta and baking powder.

Halve the cooled oranges and remove pips, zest 3rd orange, whizz zest and orange halves(skin on) until a smooth puree.

Preheat oven to 160c (fan)

Using mixer or beater, beat together the eggs, yolks, and sugar for a good 5/7 minutes until resembles a thick milk shake.

Quickly beat in almond mixture, then the puree until just blended.

Pour the batter in cake tin, leave about ½ to ¾ " from top of tin.

Make in middle of oven for 10 mins, then reduce to 130c , bake for 30 mins, then reduce again to 120c for a further 30 mins, the cake is ready when well risen , golden brown and centre is just firm

Leave to cool in tin, it will sink a bit, run a palette knife round before releasing the tin.

Be careful now and only attempt to transfer with a proper cake lifter.

Whisk the marmalade, liqueur and mascarpone and serve each slice with a dollop on top



Dates for your diary

Tenant Participation Group meetings

- 1 August** Nursery Way, Comberton CB23 7EL
- 5 September** Denson Close, Waterbeach CB25 9RN
- 3 October** Nursery Way, Comberton CB23 7EL
- 7 November** Denson Close, Waterbeach CB25 9RN
- 5 December** Denson Close, Waterbeach CB25 9RN

Sheltered Housing Forum Meeting

- 21 July** Chapelfield Way Communal Room, Sawston CB22
- 13 Oct** Council Chamber, SCDC Offices, Cambourne CB23 6EA

Leaseholder Forum

- 28 July** Council Chamber, SCDC Offices Cambourne CB23 6EA

Crossword answers
 Across
 1. Supersonic, 7. ROI, 8. Moonlit, 9. Svelte, 12. Raiders,
 13. Elate, 14. Playoff, 16. Adorn, 18. Nene, 19. TukTuk
 Down
 2. Unrivalled, 3. Edible, 4. Summer, 5. Ions, 6. Litmus,
 10. Airwaves, 11. Bespoke, 15. Fawn, 16. Apt, 17. Oak

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:

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

New Tenant E-Say Group

Want to get involved and have your say but are unable to attend meetings? We are looking to set up an E-Say group where all interaction is online. We would like to ask Tenants & Leaseholders for feedback on our policies, strategies and the way we provide services potentially covering a wide range of topics. This is aimed at people who are keen to get involved but would find it difficult to commit to attending meetings etc.

This is a new area of work, so it will develop as we go along, however initially we envisage setting up a database of interested residents email addresses so we can send out information for reviewing/feedback which we can then incorporate in new/updated versions of information or policies we use. An example of this would be our Tenant or Leaseholder handbooks which are updated from time to time and it would be very useful to have resident input/ideas incorporated in these reviews/updates. If you have any questions, or think you would like to become a part of the E-Say group, please contact the resident Involvement team.
resident.involvement@scambs.gov.uk



Village Voice's

Village Voice's are the eyes and ears of your village on behalf of other tenants and leaseholders of South Cambs District Council. They are the point of call for a village's issues or concerns and all they need to do is feedback to us so we can work to resolve any issues.

We supply Village Voice's with a mobile phone, and we write to tenants and leaseholders in the village to inform them of the contact details for the village voice, explaining what things they can help with and when it is best to contact them.

Get Involved! Tenant Inspectors

A Tenant Inspector is someone who has an interest in helping us make improvements to communities where they live and/or to the services we provide.

Any South Cambs tenant or leaseholder can become a tenant inspector, however certain aspects of reviewing services may need training and/or support, especially when people are new to the role. South Cambs will provide support and training when needed. A Disclosure and Barring Check (previously known as a Criminal Records Bureau or CRB check) is also required which South Cambs will organise and update every 3 years.

Interested in becoming a Village Voice or Tenant Inspector or would just like to find out more before making a decision you are welcome to come along to an event we will be holding in Cambourne at Sout Cambs offices on 10th August. Please register your interest in this event by contacting the Resident Involvement team. We look forward to seeing you there!

tlnews@scambs.gov.uk or T:01954 713037, T:01954 713295 or T:01954 713293

Housing re-structure

Over the past few months we have been re-structuring our housing service the results of which are set out below.

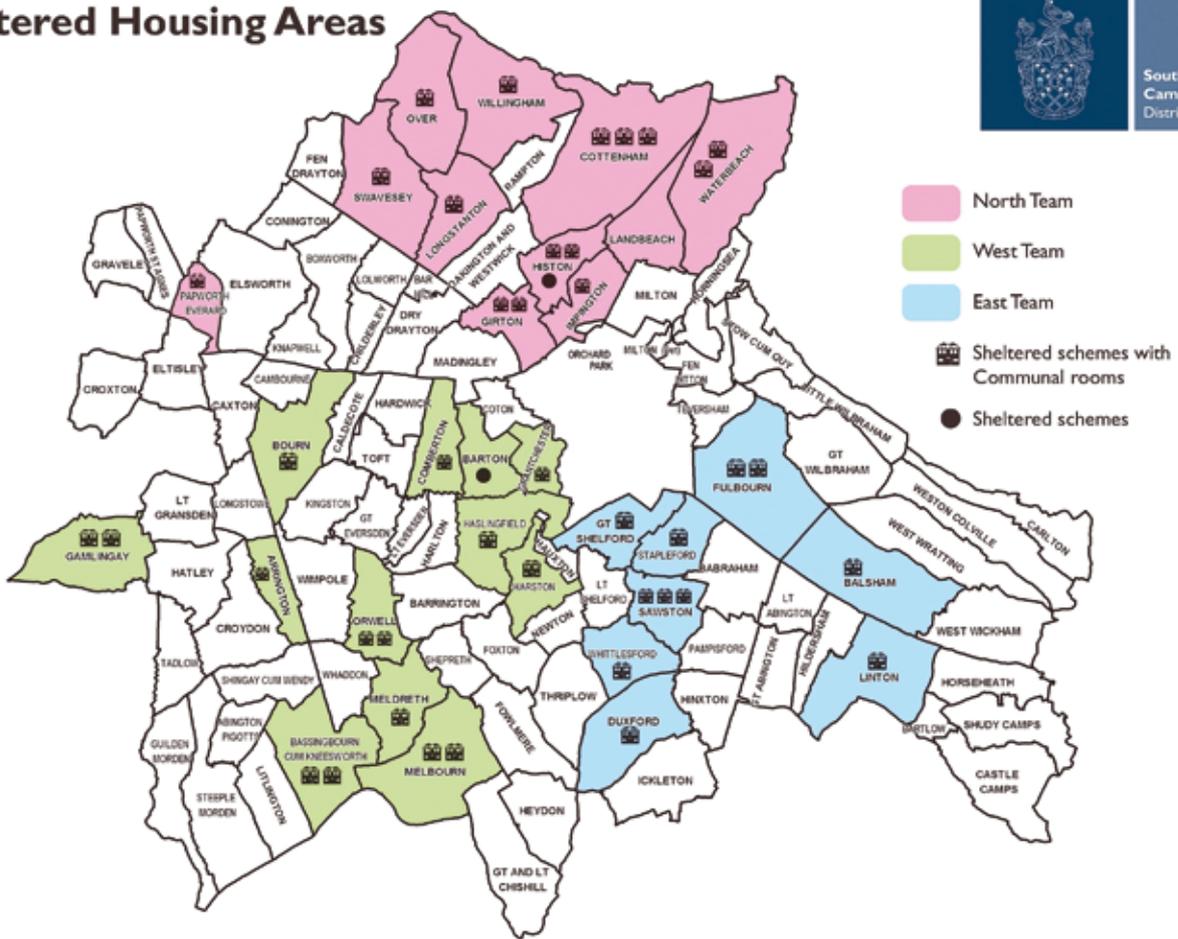
By splitting the area in to three and having allocated teams covering neighbourhood support, housing management and sheltered housing we aim to provide a more efficient and effective service with staff working closely together within each new area.

We have also created two dedicated voids officers – Simon Booth and Louise Moulding (previously Housing Officers)

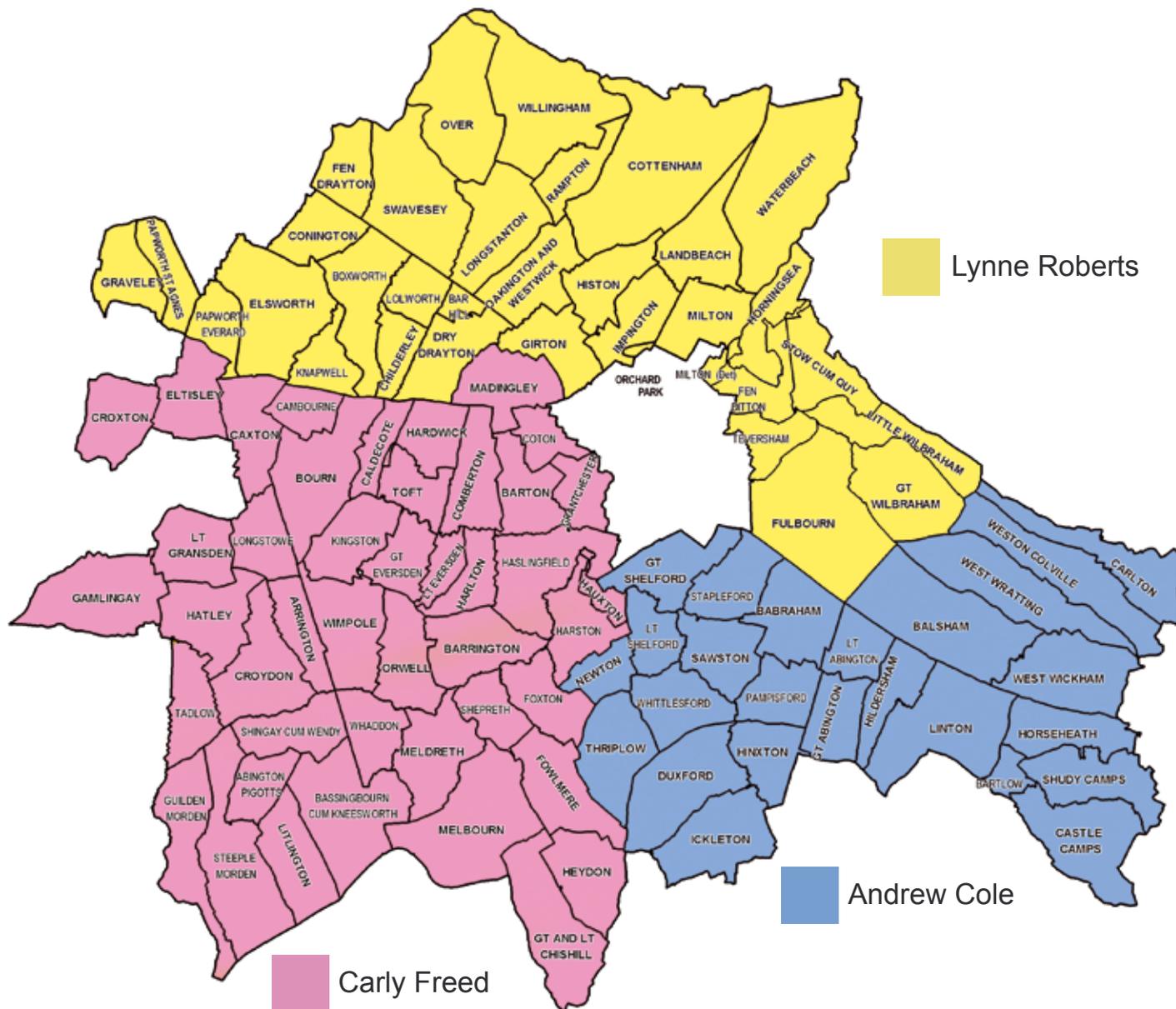
who will specialise in dealing with all terminations of tenancy, liaising with contractors on void works and working with the Home-link team to re-let properties quickly. This previously took up a lot of the Housing Officer's time so whilst the remaining three Housing Officer's will have larger patches they will be able to spend more time on the patch dealing with housing and estate management queries working more closely with the neighbourhood support officers and sheltered housing staff.

These changes took effect from 13th June 2016.

Sheltered Housing Areas



Housing Service Areas



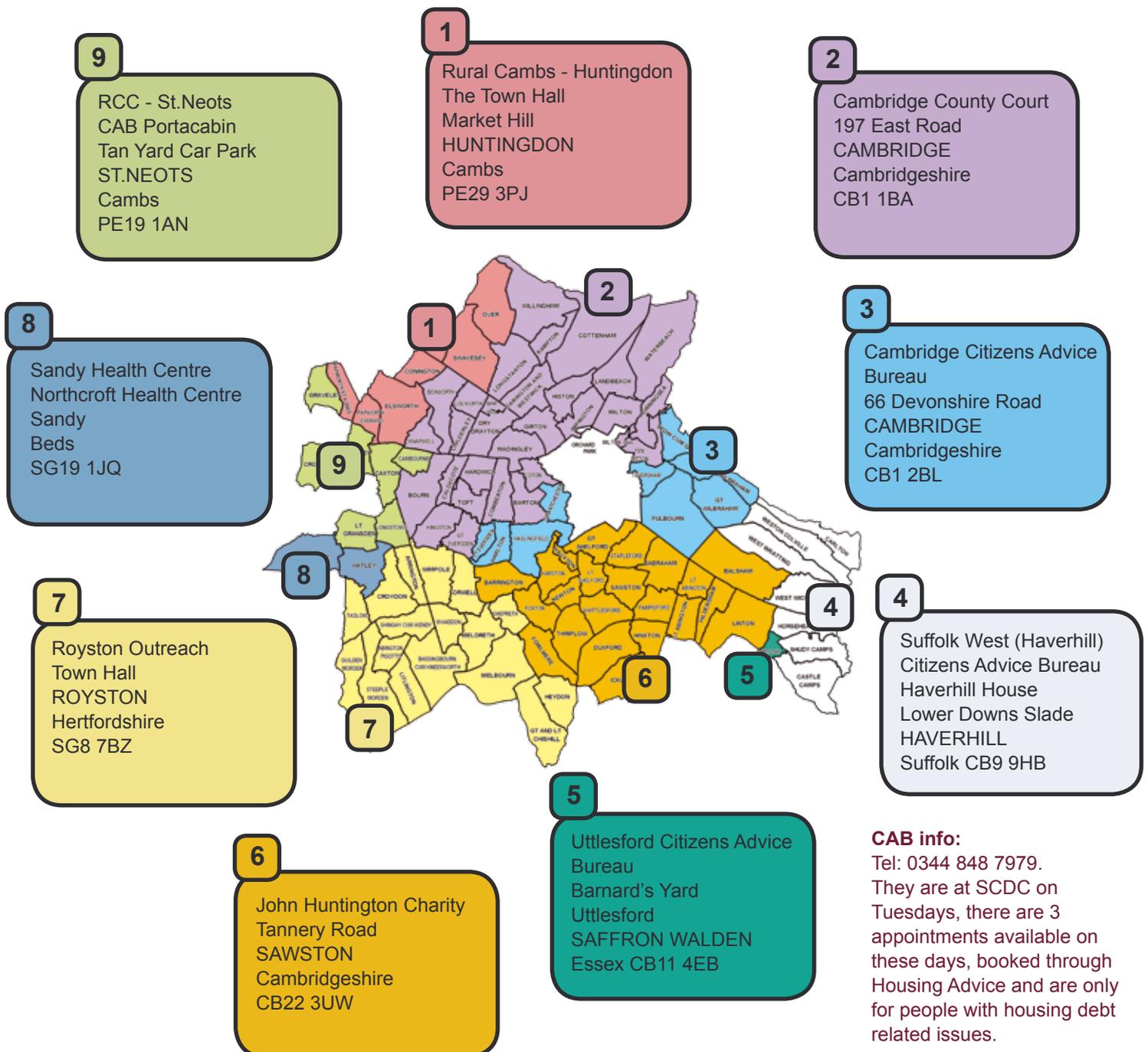
Housing Officers & Areas	North Area	West Area	East Area
Housing officer	Lynne Roberts	Carly Freed	Andrew Cole
Neighbourhood Support Officer	Claire Gilbey	Vacant	Sally Miller
Senior Estate Officer (Sheltered)	Julie Webster	Lesley Dyer	Nicky Linsdell
Estate Officer (Sheltered)	Libby Bennett Michelle Benstead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

Citizens Advice Bureau (CAB): Your local branch

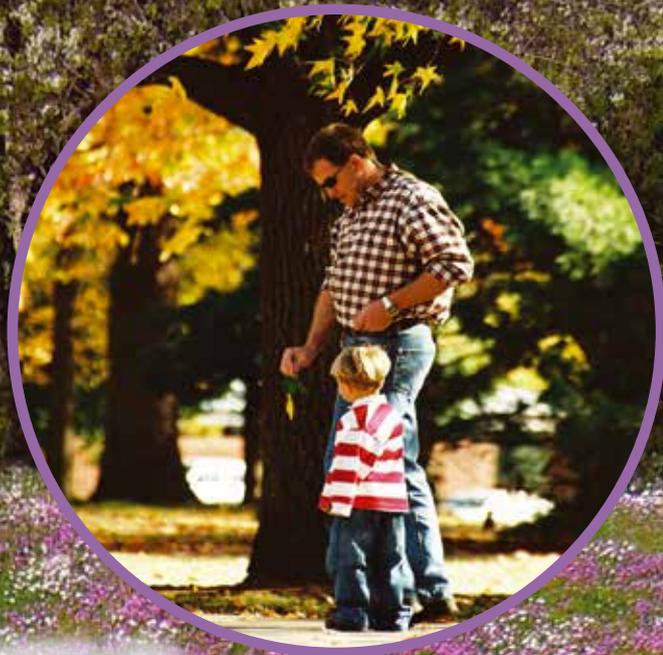
The Citizens Advice Bureau offers free, confidential, impartial and independent advice from over 3,500 locations; these include high streets, community centres, doctors' surgeries, courts and prisons.

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

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



Keeping yourself and other people safe



Disabilities

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

DISH – Tel: 01480 830833
www.dish.org.uk

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

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

Mental Health

Cambridgeshire Independent Advocacy Service
 Tel: 01223 218500

Domestic Abuse Information

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

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

Older People

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

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

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

COPE – Tel: 01223 364303
www.cambridgecope50.org

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

Learning Disabilities

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

Voiceability – Tel: 01223 555800
www.voiceability.org

Mental Capacity and Deprivation of Liberty

Website: www.cambridgeshire.gov.uk/social/mental
 Email: 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/

Safeguarding Children

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

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

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

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

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

Contact Us

Web: 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

From the
 1 July Mears will
 be our heating
 contractors
 Free phone:
 0333 2070766