



Cambridge City Council Tenant Sign Up Pack

Advice and Information
for Your New Home



01223 457000 – Customer Services



0300 303 8389 - Out of hours



www.cambridge.gov.uk/contact-us



www.cambridge.gov.uk/council-tenants



www.facebook.com/cambridgecityhomes



Useful Information

Property address:

Cambridge
CB

Contact:

- ✉ **Customer Service Centre**
Mandela House, 4 Regent Street
Cambridge CB2 1BY
***Your My Cambridge account and
your Housing Services account***
online at www.cambridge.gov.uk (top
right corner)
- ☎ 01223 457000

Housing Officer _____

Assistant Housing Officer _____

Contact: www.cambridge.gov.uk/contact-us

01223 457000

Gas meter reading

Gas supplier _____

Gas meter location _____

Electric meter reading

Electric supplier _____

Electric meter location _____

Water meter reading

Water meter location _____

Stop cock location _____

Refuse collection day _____

Council Tax band A B C D E

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Welcome to your home

About:

You're now part of a community of over 7000 Council homes in Cambridge. As your Landlord, the Council wants to make sure you get a great service for the rent you pay.

Contact:

✉ **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
🌐 www.cambridge.gov.uk/contact-us
☎ 01223 457000

The Council manages a variety of homes including houses, bungalows, flats, maisonettes and sheltered accommodation. These homes are spread across the city in a number of different estates. Your rent pays for the services provided to these homes, services like: repairs & maintenance, tenancy & estate management, advice & support, plus a dedicated team of staff on hand to help you with all your housing queries.

Cambridge City Council believes that you deserve an excellent quality of service for the rent you pay. That's why tenants are involved at the heart of the housing service, contributing through several different roles. Tenant Representatives help make big decisions alongside city councillors on the council's Housing Scrutiny Committee. Tenants also attend resident led meetings to help monitor and scrutinise estate and building maintenance services, ensuring high standards of delivery are maintained. They also play a key role in identifying areas on estates which could benefit from improvement and help communicate key service information to others across the city. If you would like more information about the opportunities available or how to get in touch, look at the Resident Involvement section of this pack.

We wish you every success in your new home.

With Best Wishes,

Samantha Shimmon
Housing and Homelessness Assistant Director

City Homes Quality Statement

City Homes is committed to the delivery of customer centred Housing Services in accordance with the City Councils specification. In order to get it right the first time.....

We invest in our people by recruiting and training competent team members who support and act upon our Customer Care Pledge, and by putting into practice the principles of 'Investors in People'.

We put our customers first by publicising service standards which set out the high levels of service our customers can expect.

We have listened to our customers by inviting feedback whenever our services are used, through regular customer meetings and surveys. We publish service guarantees that clearly set out the standards of service which customers can expect, and when standards are not achieved, have an accessible complaints procedure which offers a prompt response.

We monitor and review our performance to ensure that we are achieving specified standards in service delivery.

We act upon what we learn by ensuring that customer feedback is reviewed by our Management Team and that improvements in practise are implemented.

City Homes

Our Pledge to Customers

As part of our commitment to providing a good service, we will aim to achieve the following customer care standards:

- You will be greeted promptly and courteously. Our staff will always wear their name badges.
- Your phone calls will be answered promptly and politely.
- Your letters and emails will be replied to within 10 working days.
- If you request a home visit, this will be arranged within 10 working days.
- We will provide information in other languages, in large text or on audiotape, if requested.
- We will publish and display information about our service standards and achievements.
- We offer a clear and accessible complaints procedure.
- All complaints are monitored, investigated and complainants provided with a full explanation.

Customer Services

About:

Many answers to your queries can be found online at www.cambridge.gov.uk
You can also see information about repairs, your rent account and submit applications here too- My Cambridge portal should be your first choice for accessing up to date information

Contact:



www.cambridge.gov.uk/contact-us
01223 457000 – Customer Services
0300 303 8389 – Out of hours
Customer Service Centre
Mandela House
4 Regent Street
Cambridge CB2 1BY

Customer Service Centre

Visitors to our Customer Service Centre are seen by appointment only, so please go to www.cambridge.gov.uk and log into your My Cambridge portal to find the answer to your query, set up a direct debit or to make a service request. The portal is accessible through a link at the top right-hand side of the website. Assistance will be provided if you need extra help accessing services as well as how to use the self-service options.

Rent/council tax payments should be made online at www.cambridge.gov.uk/pay-your-housing-rent by telephone 01223 457779 or through your bank by direct debit or bacs. Cash payments can be made at a Post Office with your rent card.

Customer Services are open:

Wednesday to Friday 9am to 5.15pm excluding bank holidays (last appointment is at 4pm)

Accessing your Customer Portal




Tenants and leaseholders can now access their information, make a secure payment, check council tax bills, manage housing benefit and council tax reduction claims, request a repair, report a change of circumstances, track a request and benefit from other services on our website. To do so, Visit Cambridge City Council website at www.cambridge.gov.uk . Click [Online Accounts](#) at the top right of the page under the search pane. Under Online Accounts, click [Register to Manage Your Council Housing Online](#). You will find a video and useful information on how to use your online portal.

Tenancy Audits

About:

In April 2022, Housing Officers started to conduct Tenancy Audits at our properties, and the Housing Scrutiny Committee approved this as a permanent function within City Homes in September 2022. We aim to visit as many properties as possible each year, but realistically this will be around 10% of our stock per year.

Contact:

 www.cambridge.gov.uk/contact-us
 Customer Service Centre
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

Tenancy Audits Are Necessary to:

- Update the household information.
- Help us to deliver quality and timely services that are tailored to individual needs.
- Ensure the best use of resources and value for money.
- Check the condition of the properties and take the appropriate action where necessary.
- Help identify any customer support needs and to refer them onto specialist agencies for individual support.
- Identify tenancy fraud and other breaches of tenancy.
- Identify households who are under-occupying properties and provide support if they wish to move to smaller properties.
- Identify Housing Need and signpost to the appropriate service area.
- Ward profiling/social value to feed into the wider projects across the Council.




We have a high number of properties that we need to visit and due to this, we will be conducting most of these visits without sending an appointment first. This is also an advantage in ensuring that our properties are being used correctly and are occupied by the people they should be. We appreciate that under the tenancy agreement, we are required to give tenants 24 hours' notice before we visit and therefore, we completely understand if you prefer that the Housing Officer return the following day or as soon as they are able to. But if you are able to allow the Housing Officer to complete the visit at the time they attend the property, that would be really helpful in ensuring that we carry out this task as efficiently as possible.

Rent

About:

Paying your rent to your landlord is one of the most important outgoings you will have. Make sure you know the different ways you can pay your rent and the support available if you get into difficulty.

Contact:

 www.cambridge.gov.uk/contact-us
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

Housing Rent and How to Pay it

As a council tenant you must pay your rent in advance every week, fortnight or month, according to your tenancy conditions.

Your rent is set every April. If we have to change your rent for any reason, we will tell you in writing at least four weeks in advance.

How to Pay Your Rent

You can pay your rent in the following ways:

Pay by monthly direct debit

If you would like to pay your rent by direct debit, please visit the following website:

<https://www.cambridge.gov.uk/pay-your-housing-rent>

Pay online

Pay your rent online using our online payments service. This is a convenient, secure way to pay and is available 24 hours a day, seven days a week:

<https://www.cambridge.gov.uk/pay-your-housing-rent>

Pay in cash can be made at any Post Office

Pay by telephone

Call 01223 457779 to pay your bill by telephone. You will need your housing rent account number and your debit or credit card.

Pay by Standing Order

Pay your rent or Council Tax by setting up a standing order. Our bank account details are:

Cambridge City Council (Rents)
Sort Code: 201768
Account No: 20412090
Ref: RENT REFERENCE NUMBER

Cambridge City Council (Council Tax)
Sort code: 201768
Account no: 20232696
Ref: COUNCIL TAX NUMBER

Extra Help




If you have difficulty paying your rent, find information relating to debt support and advice on the next page. For a more detailed discussion you can also contact Customer Services on 01223 457000.

Debt Support & Advice

About:

If you are having problems paying your rent on time, please let us know as soon as possible. We can help you plan your finances and ensure you are receiving the benefits to which you are entitled.

Contact:

 www.cambridge.gov.uk/contact-us
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

Debt Advice Service

If you are concerned about your rent or Benefits, visit the Council's own Financial Inclusion Officers. Call 01223 457000 to book a friendly, confidential meeting to help you plan your finances and ensure you are receiving all the benefits you are entitled to.

Citizen's Advice Bureau at the City Council

There are self-help kiosks at the Customer Service Centre for general advice from the CAB.

You can visit CAB at their offices at 66 Devonshire Road, Cambridge CB1 2BL. Please phone their Advice line at 0844 848 7979 to make an appointment or visit them online at www.cambridgecab.org.uk

Credit Unions

If you're looking for better ways to save and borrow, contact your local credit union:

- [Eastern Savings and Loans](#)

Credit unions are co-operatives that are typically run by volunteers, which means any profits are put back into the union to fund loans to members.

Housing Support

You may be eligible for help if your income is not enough to pay your rent.

Contact for Universal Credit:

Department for Work and Pensions

73-79 Chesterton Road
Cambridge CB4 3BQ
www.gov.uk/universal-credit
☎ 0800 328 5644

Contact for Housing Benefit:

🌐 www.cambridge.gov.uk/contact-us
✉ **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
☎ 01223 457000

Universal Credit

If you are under state pension age, you may get help to pay your rent as part of a Universal Credit claim. To make a claim for Universal Credit from the Department for Work and Pensions, you can claim online here www.gov.uk/apply-universal-credit.

More information on Universal Credit can be found here:

- www.gov.uk/universal-credit
- Free Universal Credit Helpline 0800 328 5644
- www.cambridge.gov.uk/universal-credit-information-for-claimants

You need to let Universal Credit know if there are any changes in your circumstances. Please, be aware that changes to your address, rent and service charges can only be reported to UC on the day (or after) the tenancy agreement or new charges become effective (not in advance).

Housing Benefit

If you (and any partner you may have) are of pension age or you are currently already receiving housing benefit, you may get housing benefit to help you pay your rent.

Claim housing benefit online at www.cambridge.gov.uk/make-a-benefit-claim

If you are currently claiming housing benefit and are moving, please let us know.

www.cambridge.gov.uk/tell-us-about-changes-in-your-circumstances

Am I Eligible?

You may claim Universal Credit or housing benefit if you pay rent and your income, savings and investments are below a certain level but you cannot usually get help if:

- you have savings of over £16,000, unless you are a pensioner and getting the 'guarantee credit element' of pension credit
- you live in the home of a close relative
- you are a full-time student, unless you are disabled or have children
- you are an asylum seeker or are sponsored to be in the UK

If you live with a partner or civil partner both of your incomes and savings will be looked at to see if you qualify for Universal Credit or housing benefit.

If you are single and aged under 25 the amount of help is restricted.

Council Tax

You may also get help towards your Council Tax if you have a low income. If you claim housing benefit, we will also look to see if we can help you with your Council Tax at the same time.

If you are claiming Universal Credit, you will have to make a separate claim online at www.cambridge.gov.uk/council-tax-reduction.

If you are concerned about your rent or Benefits, visit the Council's own Financial Inclusion Officers. Call 01223 458418 or 01223 458345 to book a friendly, confidential meeting to help you plan your finances and ensure you are receiving all the benefits you are entitled to.

Repairs

About:

During your time living in your property, you may need to request a repair if something is broken. This will either be an emergency, urgent or routine repair, or it may be part of a long-term planned maintenance plan

Contact:

 www.cambridge.gov.uk
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000 - Repairs
 0300 303 8389 (Out of hours)

Request a Housing Repair

You can request a repair to your property online at www.cambridge.gov.uk/repairs, or you can call 01223-457000 / Out-of-hours emergencies: 0300-303-8389

You can also request a repair online on your MyCambridge portal, accessed from the top right hand side of the Cambridge City Council homepage.

If you have a caretaker, they will also be able to log a repair to the communal area on your behalf.

When the Repair Will Be Done

For routine repairs, we will offer you either a morning appointment (8am to 12noon) or an afternoon appointment (12noon to 16:00). Up to date information about any changes to these services will be on the City Council website.

If we give you an appointment this should be within twenty working days of ordering the works.

Your repair will fall into one of these categories.

- Emergencies - Dealt with within 24 hours
- Urgent repairs - Dealt with within 3 working days
- Routine repairs - Dealt with within 20 working days
- Long-term planned maintenance – Added to long-term maintenance plan

Repairs Responsibilities

About:

Though the Council will maintain the structure of your home, as well as some of the fixtures and fittings, it's important to know which things in your home you are responsible for.

Contact:

 www.cambridge.gov.uk/contact-us



Customer Service Centre

Mandela House
4 Regent Street
Cambridge CB2 1BY



01223 457000



0300 303 8389 (Out of hours)

Things We Are Responsible for

- Drains, gutters and outdoor pipes
- Roofing, outside walls and chimneys
- Outside doors and windows
- Outside paintwork
- Steps and paths to the front door and around the property to the back door
- Marking the boundary of a property
- Outside sheds and stores which we provided
- Inside walls, ceilings, floors, skirting boards, door frames and kitchen units
- Repairing internal plaster
- Tap washers
- Heating and hot-water units
- Electric, gas and water services and fittings, including basins, sinks, baths, toilets, pipes and wiring

Things You Are Responsible for

- TV aerials – However, on blocks of flats 3 storey and above the council is responsible
- Sweeping your chimney
- Window glass (where you have broken it)
- Inside doors
- Renewing door handles, hinges and latches on inside doors
- Renewing a broken toilet seat
- Renewing waste plugs and chains on sinks and baths
- Replacing fuses, plugs and light bulbs
- Decorating the inside of your home*
- Repairing any item that you fitted yourself or that was fitted by a past tenant
- Renewing curtain rails
- Shelves
- Maintaining your garden
- Cleaning waste-water gullies outside your kitchen from leaves and debris
- Repairing your own washing lines, posts and rotary driers
- Replacing gate fittings
- Repairs to back-garden paths
- Unblocking baths, wash basins and sinks
- Blockages inclusive of the waste gully

*Please refer to page 15 for information about Asbestos and page 32 for information about Lead Paint

Alterations

About:

If you want to make alterations to your home, you must get permission from the Council first. The Council also provides adaptations for tenants who need them. To apply for either, contact the Council for a form.

Contact:



www.cambridge.gov.uk/contact-us



Customer Service Centre

Mandela House
4 Regent Street
Cambridge CB2 1BY



01223 457000



0300 303 8389 (Out of hours)

Making Alterations to Your Council House

You must contact the Council for permission and advice about making alterations to your home, otherwise you will be asked to remove it or the council will remove it and charge for the cost. You will need to fill out a form and planning permission may be required. If you are unsure whether you require permission to make an alteration, please contact the Council to check before making any changes.

If you are an introductory tenant, you are not allowed to make alterations.

Examples of Required Permissions

- Installing a satellite dish
- Changing the bathroom suite
- Installing new kitchen units
- Laying laminated or wood floors
- Changing external doors
- Installing or removing a water meter
- Removing or building internal walls
- Building a conservatory
- Installing roofing over a passageway
- Building an extension
- Changing electrical, heating, gas or plumbing works

***Please note this is not a full list*

Home Adaptations for Older or Disabled Council Tenants

The Council will supply and install disabled adaptations free of charge to tenants who need them.

If you are a council tenant and need grab rails, lever taps, half-steps or second banister rails you can ask for these at our customer service centre. These items do not require an occupational therapy assessment.

Larger adaptations to your home can also be carried out but require an occupational therapy assessment. The occupational therapist will visit you at home and assess your needs, then contact the Council requesting any necessary adaptations.

Asbestos

About:

Asbestos is a mineral that was commonly used in building materials in the past. Buildings constructed or refurbished before the year 2000 may contain asbestos. It was commonly used in walls, drains, flues, roofing, guttering, airing cupboards and floor tiles. It is usually safe if not disturbed. If asbestos materials are damaged and fibres are released, they can pose a risk to health.

Contact:

 www.cambridge.gov.uk
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000
 0300 303 8389 (Out of hours)

How Will I Know if There's Asbestos in Property?

We will make all asbestos survey information in our possession available to you when you occupy the property. This information will assist you and others in avoiding disturbing any known asbestos containing material during maintenance or if you wish to decorate or make alterations to your property. Remember it only poses a risk to health if damaged or disturbed.

What if No Survey Information Is Available or I Misplaced the Information?

Please contact us and we will review our records and if available we will supply it to you. If you would like to decorate or make alterations to your property, please ensure to follow the tenant alterations procedure. For certain activities, you may need our permission at which point we can obtain an asbestos survey. You may not need permission to decorate; however, if you are likely to sand down or prepare surfaces you need to be aware that asbestos might be present.

Tenant Alterations and Asbestos

Any asbestos material identified within the scope of your alteration will be your responsibility and all the conditions for the safe removal or encapsulation will be agreed as part of the permissions within the tenant alterations procedure. Any known asbestos containing material to be encapsulated or painted will need to be identified with an asbestos labelled/sticker to prevent accidental exposure for future maintenance or repairs.

What if a Known Asbestos Containing Material is Damaged or Deteriorating

Please get in contact with us to make an assessment of the risk and any remedial work that may be required.

Reconnecting Your Gas

About:

Your new home will not be connected to a gas supplier when you move in. To get your gas supply reinstated, make sure to follow the instructions below.

Contact:

-  www.cambridge.gov.uk
-  **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
-  01223 457000
-  0800 111 4044 (TSG)
-  0800 111 999 (Gas Emergencies)

Getting Your Gas Supply Reinstated

Contact the energy company who currently supplies the gas to the property. Your housing officer will inform you of the energy company to call. You do not have to stay with this company to pay for gas but you must contact them initially and register as a new account holder in order that the gas can be reconnected. Make sure the gas meter is read when you move in and you can give that reading to the energy company straight away (so you only pay for the gas you use in the property).

Prepayment Meters

If there is a prepayment meter, ask for a new prepayment meter key or smart card

- Ask for the best rate – energy suppliers will not automatically give it to you
- Ask about arrangements for a temporary meter card if needed

The energy company will advise you on:

- The nearest shops and Post Office locations as well as their opening times
- How to top up your new prepayment meter key or smart card
- What to do if you lose your new prepayment meter key or smart card

Top up your new prepayment meter key or smart card with credit (the meter will give you on-screen instructions).

Getting the best tariff

Once you have registered a new account with the energy company, compare prices with different energy companies to find the best tariff (both for gas and electricity). One way to do this is using price comparison websites – for help and information look at <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-a-better-energy-deal/choosing-energy-tariff/>

Contact the Council's gas servicing contractor, TSG





TSG Building Services Plc (tel. 0800 111 4044) will arrange for a gas engineer to service the boiler, reinstate the gas and instruct you on how to use your heating system. Ask the TSG gas engineer to show you their Gas Safe Registration card. Always view proof of ID before allowing access.

Gas Safety Information

About:

There are some important things you need to know about using gas in your home. If you think there is a gas leak and can smell fumes, you should call the gas emergency service on: 0800 111 999.

Contact:

-  www.cambridge.gov.uk
-  **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
-  0800 111 4044 (TSG)
-  0800 111 999 (Gas Emergencies)

Inspecting Gas Appliances

Under the Gas Safety (Installation and Use) Regulations 1998, Cambridge City Council must inspect all gas appliances in Council homes once a year. The Council's gas contractor carries out all heating and hot water repairs (which does not include tenant alterations), services on the gas appliances we own and inspection of gas appliances owned by the tenant. They will need to enter your home once a year to carry out the Annual Service / Inspection.

Appointments

Our contractor, TSG, will let you know when they are going to call. If the appointment is inconvenient, please call TSG on 0800 111 4044 to rearrange it.

If you miss your first appointment, TSG will leave a second letter with a new appointment date and time, if that is inconvenient, please rearrange it. If you fail to keep the second appointment, you will then be left a third letter asking to contact TSG with a convenient appointment date and time before the compliance due date.

If you fail to book a third appointment before the compliance due date, then we (CCC) will arrange a gain entry appointment to your property to complete the mandatory service. **You will be recharged to recover the costs of gaining entry with a locksmith and for the previous missed appointments. The recharge can be up to £100, depending if you are present on the gain entry appointment. If you are present the recharge will be reduced to £50.**

When the gas engineer's visit, please:

- Refrain from smoking in the same room as the gas engineer
- Keep all pets secured safely
- Ensure clear access to the boiler, appliances, central heating and gas meter.

What to do if you smell gas?

1. Extinguish any naked flames
2. Turn off the gas supply at the gas meter by turning the valve handle downwards.
3. Open doors and windows to ventilate the building
4. Phone the gas emergency service immediately FREE on **0800 111 999** (telephone lines are open 24 hours a day, 7 days a week)





Energy & Water

About:

If you have questions or concerns about the cost of energy or water in your new home, you can contact PECT at www.pect.org.uk/projects/warmhomes/ or find information on: www.cambridge.gov.uk/cost-of-living-help

Contact:

PECT

-  www.pect.org.uk/projects/warmhomes/
-  Ham Lane House
Ham Lane
Peterborough, PE2 5UU
-  01733 568408
-  warmhomes@pect.org.uk

When You Move in

- Make sure you know what the meter readings are for gas and electricity and water if you have a water meter – ask your housing officer if you do not know.
- Follow the instructions for gas reconnection on a previous page.
- To pay for electricity, there are three options to pick from:
 1. contact your previous supplier (if you paid for electricity at your last address) and tell them you have moved – if you want to continue on the same tariff
 2. use the supplier the previous tenants used by contacting the company to set up a new account – you can then choose one of their tariffs
 3. look around for a new supplier and tariff (for help and information on how to do this look at <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-a-better-energy-deal/choosing-energy-tariff/>)
- These options are the same regardless of how you pay – if you have a pre-pay meter or not.
- You may save a little more (and it will be less complex) if you have gas and electricity with the same supplier.
- You must give the energy company the meter reading from the day you move in so you only pay for the energy you have used.
- Contact Cambridge Water on 01223 706 050 to set up a customer account at your new address to pay for water. Ask about payment options and the different tariffs as you may be eligible for reduced, special tariffs.
- The quicker you set up your energy and water accounts, the more accurate your bills will be and the less likely you are to have problems with bills in the future.

Settling into Your Home

- Check you understand how to use your heating and hot water, for example how the thermostat works (if its digital) or how to set the programmer. If you are not sure or would like extra help to keep your bills down, contact the council's home energy officers.

Below are some tips on saving energy and water (to help keep your bills down):

We work with PECT www.pect.org.uk/projects/warmhomes/ to support tenants with household bills and heating your home for less. Their contact details are at the bottom of this page.

- Turning your thermostat down just 1% could save you up to £75 per year.
- Your hot water cylinder only needs to be a maximum of 60 degree Celsius. Save money by keeping your water at this temperature.
- Always remember to draw your curtains at dusk - this will reduce heat loss.
- 5% of your energy bill will come from lighting your house. Fit A+ rated LED light bulbs – they use 85% less electricity than halogen bulbs - and adjust curtains and blinds to let in as much light as possible during the day.
- Fill fridges and freezers as they use less energy when full and defrost your freezer regularly.
- When buying appliances look for A+ energy efficiency ratings.
- Wash clothes at 30 or 40 degrees as most of a washing machines energy is used to heat water.
- Spin clothes on high before tumble drying them, and dry outside when possible.
- Don't leave water running while brushing teeth or shaving
- When you can, use cold water rather than hot – it will save energy and money.
- Use a washing up bowl to wash dishes, vegetables, etc. rather than a running tap.
- Get a drip or leak fixed as quickly as possible.
- Use a watering can rather than a hose in the garden

For more help and information on energy and water at home, especially if you are struggling with your bills, look at the support offered on our website:

www.cambridge.gov.uk/




Or contact PECT 01733 568408 / warmhomes@pect.org.uk

Your Tenancy

About:

The Council aims to provide you with a safe and comfortable home. It is important that you understand the rules regarding your tenancy and how this relates to your household.

Contact:

 www.cambridge.gov.uk/contact-us
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

Tenancy Agreement

Your tenancy agreement is a legal contract between you and Cambridge City Council (the landlord). It sets out the rights and responsibilities of tenants and of the landlord. A copy of how your tenancy agreement might look like can be found at:

<https://www.cambridge.gov.uk/media/7507/tenancy-agreement.pdf>

The agreement explains that you will need to ask the Council's permission for certain things, like carrying out home improvements or taking in lodgers. It also sets out your responsibilities – like arranging your own contents insurance. Along with our responsibilities as your landlord.

Joint Tenancies

If your tenancy is held jointly with someone else, the tenancy conditions apply equally to both of you. You will both be responsible for paying the whole rent (not just your share of it), any missed rent payments and for keeping to the tenancy conditions.

Introductory Tenancies

If you are a new tenant, you will have signed an introductory tenancy agreement. This means that for the first 12 months you do not have all the rights of a secure tenant (i.e. the right to exchange, sublet or buy your home), and could be evicted more quickly and easily if you break your tenancy agreement. These can also be extended to an 18 month period if we have concerns about the tenancy.

After the introductory period, you will be a secure tenant - which means you will only be evicted, if you break your tenancy conditions or fail to pay your rent.

Ending Your Tenancy

You must give at least four weeks' notice if you are going to end your tenancy. Sometimes, a tenancy can be passed on to a partner or close relative if the existing tenant dies. The Council may not allow the tenancy to be passed on if the property is bigger than the partner or relative needs. Please check the following link to find more details about ending your tenancy: www.cambridge.gov.uk/moving-out-of-your-council-home

Social Housing Fraud

We really hope that you will enjoy your new home but it is important that you understand that there are some reasonable limitations. The law states that it may be illegal for you to abandon or sub-let the property without permission. If you are found guilty of either of these criminal offences in court (under the Prevention of Social Housing Fraud Act 2013), you will lose the property and have to serve the sentence - which can include imprisonment or very substantial financial consequences.

Fire Safety in Flats

About:

Purpose-built flat blocks have been designed to protect you in the event of a fire. If a fire breaks out, make sure you know what to do.

Contact:

In the event of a fire, dial: ☎ **999** or **112** from a landline or mobile phone (Notice: this might be different for Sheltered Housing. Please check your welcome booklet.)

At All Times

- Make sure all smoke alarms in your home are working – we recommend you do a weekly test.
- Do not store anything in communal areas. These could catch fire and/or prevent your escape.
- Make a fire action plan so everyone in your home knows how to escape. Make everyone familiar with the way out of the building.
- Make sure everyone can easily find door and window keys.
- Think about a room you can go to where you can be seen from outside.
- Get into the habit of closing all doors at night.
- Keep exits from your home clear.
- Use the fixed heating system in your home. If this is not possible, only use a convector heater in your hall/corridor.
- Do not use radiant heating, especially a flame (gas or paraffin) or a radiant element (electric bar) heater.
- Do not store things in the cupboard(s) where the gas and electricity meters are.
- Do not block access roads to the building.

If the Fire Is Not in Your Flat:

- Stay in your flat unless you are affected by heat or smoke. If in doubt get out. Kingsway flats have different evacuation policy. In all flats, there are fire action notices in the communal areas which you should read.

If the Fire Is in Your Own Flat:

- **Alert everyone** in the flat and leave, closing doors and windows behind you.
- **Feel doors with the back of your hand.** Do not open doors if they feel warm.
- **Do not look for the fire** or try to put it out. Ensure Everyone Leaves the flat
- It is important that you **close your main flat entrance door** on your way out.
- If it is safe to do so, **make your neighbours aware of the fire.**
- If there is a lot of smoke, stay low or crawl along the floor where the air is clearer.
- **Do not use the lift.**
- **Do not re-enter the building.**
- **Dial 999 or 112 from a landline or mobile phone even if it is a small fire.**
- **Give the telephone number you are ringing from and ask for FIRE.**
- **Tell them clearly the address where the fire is.**
- **Do not end the call until the fire brigade have repeated the address to you and you are sure they have got it right. The fire brigade cannot help if they do not have the full address.**

Fire Prevention in the Flats Where You Live

The most common causes of fires are:

Kitchen Fires

Take extra care when cooking and avoid the use of deep fat fryers. Distraction is also a common cause of kitchen fires.



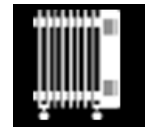
Appliances

Switch off appliances at night and buy appliances from trustworthy sources. It is recommended that you register your appliances at www.registermyappliance.org.uk. If possible don't leave appliances on when you go out.



Heating

Use only the fixed heating system in your home. Be careful how you use portable heaters – use only a convector heater in your hallway. Do not use gas, paraffin, or electric bar heaters.



Electrical Sockets

Don't use adapters to overload sockets. Have no more than one plug in each socket. The Council will periodically inspect fixed electrical wiring to ensure it is safe.



Cigarettes and Candles

Stub out cigarettes and dispose of them properly. Keep smoking materials hidden and out of reach of children. Make sure candles are in a fireproof holder and don't light them near children, pets, curtains or other fabric. All candles should be extinguished when leaving the property and when going to bed.



Rubbish

Put all rubbish in the bins provided and ensure any bin-room doors are closed behind you.



Gas Appliances

If you have a gas boiler, ensure the Council is given access to service and maintain it annually.



Deliberate Fires

Arson is a cause of fires. Where possible keep where you live secure and keep communal areas clear of combustible items.



Sprinklers: If you have sprinklers in your flat, do not paint over them; they look like small disks in the ceiling. Do not tamper with sprinklers.

Fire Doors: There are fire doors in the building where you live – these are very important to protect you and others in the building from fire. Your flat entrance door is a fire door designed to keep fire and smoke from entering the escape route also known as the communal area. When not in use, flat entrance doors should be kept closed.

Estate Services

About:

Part of your rent/or service charge pays for the upkeep of your building and estates by caretakers, cleaners and external contractors.

Contact:



www.cambridge.gov.uk



Customer Service Centre

Mandela House

4 Regent Street

Cambridge CB2 1BY



01223 457000

Your Estate Services

These include: caretaking, cleaning shared areas, window cleaning to communal areas (including lifts), communal lighting, grounds maintenance and more.

These services are monitored by various staff and residents– including independent living facilitators, housing officers, the estates champion and volunteer resident inspectors.

Maintenance Calendar

The estate maintenance calendar gives information about when various estate services will take place during the year. These include communal window cleaning at flats, grass cutting and shrub-bed re-planting. The calendar can be found here:

<https://www.cambridge.gov.uk/estate-services>

Estate Champion

Many Council properties in the city are covered by an Estate Champion. This role includes monitoring and coordinating feedback to contractors on the maintenance of the estates and day to day management of the caretakers.

Engagement, Education & Enforcement (EEE)

Many Council properties in the city are covered by an EEE Officer. This role improves safety for our residents, investigates instances of fly tipping on housing land, enforces the Council's Zero Tolerance Policy and acts on and resolves identified fire safety risks. This role works closely with the Estate Champion.

Community Engagement Officers

The Community Engagement Officers provide a street-level, face-to-face contact point to raise any cleanliness and public safety issues in your neighbourhood. Residents can also nominate projects for a tidy up by community payback in their area.

Bulky Waste Collection

If you cannot take your items to a recycling centre, we offer a bulky waste collection service for items like fridges, freezers, bulky garden waste and old furniture - starting at

£30 for up to three items. To arrange a collection date, call 01223 458282.

Domestic Abuse

Information & Advice for Tenants

About:

The Council is committed to providing support to those affected directly and indirectly by domestic abuse.

Contact:



www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse



Customer Service Centre

Mandela House
4 Regent Street
Cambridge CB2 1BY
☎ 01223 457000

What is Domestic Abuse?

The government definition of domestic abuse is:

“any incident, or pattern of incidents, of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.” As part of this definition, children are recognised as victims if they see, hear or otherwise experience the effects of abuse.

What Will We Do to Help?

We will respond confidentially, sympathetically, and effectively to any customer who discloses that they are experiencing domestic abuse:

- Staff can arrange to meet tenants in private interview rooms or at an agreed choice of safe venue with the safest method of contact agreed.
- Translation services will be provided where required.
- Housing Advice drop-in service offers free, confidential advice offering assistance with a range of housing issues.
- Information can only be shared on a need-to-know basis and in accordance with the Council’s Safeguarding Children and Adults at Risk Policy. Staff can discuss concerns with a Safeguarding Designated Officer.
- You can tell staff in confidence if your need for repairs have been caused by domestic abuse.
- The council will assess for target hardening works.

The Council respects the right of the customer to make their own decision on what, if any, action is to be taken. However, if there are safeguarding concerns, we have a legal duty to share information with relevant agencies.

Domestic abuse is a crime. Always call 999 in an emergency.

More Help and Advice

Domestic abuse is a crime. Always call 999 in an emergency.

Cambridge City Council Advice for people affected by domestic abuse

Website: <https://www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse>

Cambridge City Council Domestic Abuse Directory

Website: <https://www.cambridge.gov.uk/domestic-violence-directory>

Cambridge Rape Crisis

Helpline Telephone: 01223 245888

Office Telephone: 01223 313551

Local Website: <http://cambridgerapecrisis.org.uk/>

Email support service: support@cambridgerapecrisis.org.uk

National Helpline Freephone: 0808 500 2222

National Website: <https://rapecrisis.org.uk/>

Cambridge Women's Aid

Telephone: 01223 361214 Website: <http://cambridgewa.org.uk/>

National email: helpline@womensaid.org.uk - response within 5 working days

National Helpline Freephone 24 hour Tel: 0808 2000 247

National Website: <https://www.womensaid.org.uk/>

Cambridgeshire & Peterborough Domestic Abuse & Sexual Violence (DASV) Partnership

Website: <http://www.cambsdasv.org.uk>

Cambridgeshire Deaf Association

Text: 07902 281668

Website: <https://cambndeaf.org/get-support/support-courses/freedom-programme/>

Childline

Telephone: 0800 1111 Website: <https://www.childline.org.uk/>

Digital Tech Safety

Website: <https://refugetechsafety.org/digitalbreakup/>

Discrimination and harassment

Website: <https://www.cambridge.gov.uk/discrimination-and-harassment>

Domestic Abuse National Helpline

Telephone: 0808 2000 247

Website: <http://www.nationaldomesticviolencehelpline.org.uk/>

Domestic Abuse Support Services (DASS) provides a countywide mobile advocacy/outreach service offering a range of support to victims and survivors.
Telephone: 0300 3731073
Website: <https://impakt.org.uk/domestic-abuse/>

The Elms Sexual Assault Referral Centre (SARC)
Tel: 01480 425003 (9am-5pm) Out of Hours: 0800 193 5434 (24/7 Free Phone)
Email: theelms.sarc@nhs.net
Website: <https://www.theelmssarc.org/>

Female Genital Mutilation

Website:
<http://safeguardingcambspeterborough.org.uk/children-board/ professionals /fgm-2/>

FLAWS - Finding Legal Options for Women Survivors

Telephone: 0203 745 7707 (Monday to Friday 9am-5pm)
Website: <https://www.flaws.org.uk/>

Galop - LBGT + anti-violence charity

National Helpline Telephone: 0800 999 5428
Website: <http://www.galop.org.uk/>

Jewish Women's Aid

National Helpline Telephone: 0808 801 0500
Website: <http://www.jwa.org.uk/>

Karma Nirvana - supporting victims of 'honour' crimes and forced marriages

National Helpline Telephone: 0800 5999 247
Website: <https://karmanirvana.org.uk/>

Latin American Women's Rights Service (LAWRS)

National Helpline Telephone: 0808 145 4909 (Monday to Friday 11am-1pm)
Website: <https://lawrs.org.uk/>

Men's Advice Line

National Helpline Telephone: 0808 801 0327
Website: <http://www.mensadvice.org.uk/>

Muslim Women's Network UK

National Helpline Telephone: 0800 999 5786
Website: <http://mwnhelpline.co.uk/>

National Stalking Helpline

Telephone: 0808 802 0300
Website: <https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline>

One Voice for Travellers – help and information for survivors of violence within the travelling community

Telephone: 01945 430724
Email: onevoice4travellers@hotmail.com
Website: <https://onevoice4travellers.co.uk/>

Parental Education Growth Support (child to parent abuse)

Website: <https://www.pegssupport.co.uk/>

Respect Phone line – Help & Information for domestic abuse perpetrators

National Helpline Telephone: 0808 802 4040 Website:

<http://respectphoneline.org.uk/>

Restored – International Christian Alliance offering help & Information for supporting survivors within Christian faith

Website: <https://www.restoredrelationships.org/>

Sikh Helpline

Telephone: 03000 3000 63 or 07999 004 363

Website: <https://www.sikhhelpline.com/>

Surviving Economic Abuse (SEA)

Website: <https://survivingeconomicabuse.org/about-us/>

Southall Black Sisters - Black (Asian and African-Caribbean) women

National helpline telephone: 0208 571 9595 (Monday to Friday 9am-5pm)

Website: <https://southallblacksisters.org.uk/>

Trafficking

Website:

<https://www.cambs.police.uk/advice/advice-and-information/ms/human-trafficking/>

Victims Services - Victim and Witness Hub with Support Directory

Telephone: 0800 781 6818

Website: <https://www.cambsvictimservices.co.uk/>

You can also check our website: www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse for more information.

Anti-Social Behaviour

About:

You are responsible for the behaviour of every person within your household and those who visit your property. If you or any member of your household commit Anti-Social Behaviour, you could be evicted.

Contact:

 www.cambridge.gov.uk
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

What Is Anti-Social Behaviour?

Anti-social behaviour covers a wide range of unacceptable activity that affects the lives of people on a daily basis. Terms such as 'nuisance', 'disorder' and 'harassment' are also often used to describe this type of behaviour.

ASB is defined as "Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person".

ASB Categories

Personal - Targeted at an individual or group rather than the community at large

Nuisance - Causing trouble, annoyance or suffering to the community at large rather than an individual or group.

Environmental - Not aimed at an individual or group but targets the wider environment, e.g. public spaces/buildings.

Your Responsibilities

You must ensure that you, or anyone living in or visiting your home (including children) do not cause a nuisance, annoyance or disturbance to other people.

If you, or anyone living with you, take part in any Anti-Social Behaviour, the Council will take legal action which can include eviction.

If you are evicted from your home due to anti-social behaviour, the Council is unlikely to offer you accommodation in the future unless there have been major changes in your circumstances. The Council will also inform other landlords that you have been evicted for anti-social behaviour if they ask us.

Resident Involvement

About:

Involved tenants are already making big decisions, helping to get better services for tenants and improve their street, estate or block. Why not join them? It can take up as much or as little time as you want and earn you Time Credits.

Contact:

Resident Involvement

- ✉ Cambridge City Council
PO Box 700, Cambridge, CB1 0JH
- ✉ resident-involvement@cambridge.gov.uk
- ☎ 01223 458323

Resident Involvement

We want to deliver an excellent service to all our customers. To do this, we believe that residents should have input into the development and delivery of policies, services and decisions which impact them. We are always looking for new ways to involve residents at a level that suits the individual so if you have ideas, let us know. Here are some of the ways you can take part.

Opportunities to Get Involved:

- **Stand for election as a Tenant Representative:** Every 4 years, five new representatives are elected by tenants to sit on the council's Housing Scrutiny Committee
- **Resident and Officer Asset Management (ROAM)/ Void Meetings:** Getting an insight into maintenance conducted by the City Council and reviewing/scrutinising the planned works program.
- **Resident Associations and community groups:** Located at various sites across the city. Officers can also provide assistance if you would like to set up a new group or apply for funding.
- **Resident's Panel:** Meets at least 4 times a year to provide two way communications for consultation and insight between residents and city council officers.
- **Volunteering as a Resident Inspector:** Inspecting internal and external areas of City Council owned residential blocks/land to assess maintenance standards.
- **Garden competition:** Annual event in summer. Garden entries cover a variety of categories regardless of the size of your green space.

Skills and knowledge




You don't need any previous experience in housing to get involved. You will be fully supported by staff and provided with training depending on the role. Expenses will also be paid if any cost is incurred from taking part.

Communal Areas

About:

If you live in a block of flats, there are a number of communal areas you will have access to including corridors, stairwells and gardens. Make sure you know what your responsibilities are for these areas.

Contact:

 www.cambridge.gov.uk/contact-us
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

Fire Safety

If you live in a block of flats, your communal staircase or hallway must never be used for storage, even overnight. Communal areas do not belong to any resident, either tenant or leaseholder, including the area immediately outside a front door.

You must not store or leave anything in the communal areas of the building, or you will be in breach of our Zero Tolerance Policy. The Council reserves the right to remove any item left in communal areas.

If a fire broke out and your escape route was obstructed, items stored on stairs or in hallways can impede your means of escape.

Firefighters need a completely clear path to get to the part of the building on fire.

Where lifts are provided in flats, they are normally **not** to be used in the event of fire. Fire doors to escape stairways should **not** be held open.

Individual wheelie bins should not be left in communal areas or under staircases. Where provided, wheelie bins should be stored in areas away from the building.

Service cupboards in communal areas are for council staff access only. Please do not use these cupboards for storage, as this is also a fire risk. Electrical meter cupboards must not be used for storage and should be kept locked shut.

Bin store doors should be kept closed – large items of household waste such as furniture should not be left in the bin store.

Smoking is strictly forbidden in these areas. Where fire fighter controls are fitted you are not to touch these controls.

Communal Gardens

Most flat blocks include communal gardens. These are for the use and enjoyment of all tenants living in the block and do not belong to individual tenants. Even in low rise two or three storey blocks, these gardens are for the use of everyone – not just those tenants whose flats back directly onto them.

Please do not leave any items anywhere in the communal garden. It can prevent access for the grounds maintenance team.

Any residents wishing to make changes to their communal gardens must get permission from the council first.

Lead Paint

About:

Up until the mid-1960s, lead was used in certain paint - so old paintwork is one particular source of lead that you may still come across in your home. Make sure you know how to deal with it.

Contact:

 www.cambridge.gov.uk
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

How Will I Know if There's Lead in My Paintwork?

The age of your home is a good guide. If it was built before the 60s and has original coats of paint, there could be lead around. It can also be locked in older layers of paint.

Am I or My Family at Risk?

The groups most at risk are young children and pregnant women but only if there is a risk of lead paintwork being disturbed and ingested.

If you think your home does have lead paintwork, especially if it's in bad condition, or if you are planning any redecoration, it's best to take some simple precautions.

How Can I Minimise any Risk?

If the paint is in good condition - seal it with an over coat of modern paint.

Use methods that don't create dust/fumes

- solvent or caustic-based liquid stripper
- Hot-air gun - use it just enough to soften the paint - don't burn it
- Its recommended to keep the heat gun set below 450°C

Follow simple good practice guidance

- Wear protective clothes, gloves and a good quality face mask with a filter - just ask your DIY dealer
- Isolate the work area and cover carpets and furniture
- Use waterproof sandpaper and moisten the surface - don't use dry sandpaper
- Clean the room and any coverings used with water and detergent

What's Next?

If you're not sure you can deal with the paintwork safely by yourself, call in a qualified firm of decorators.

Condensation and Mould

About:

There is always some moisture in the air, even if you cannot see it. Condensation is when moisture in the air collects on a cooler surface. Most people have a little bit of condensation in their homes, but condensation can lead to mould if there is too much moisture in the air, or if moisture is left on surfaces for too long.

Contact:

 www.cambridge.gov.uk
 **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
 condensation@cambridge.gov.uk
 01223 457000

Causes of Condensation

There are four main factors that cause condensation:

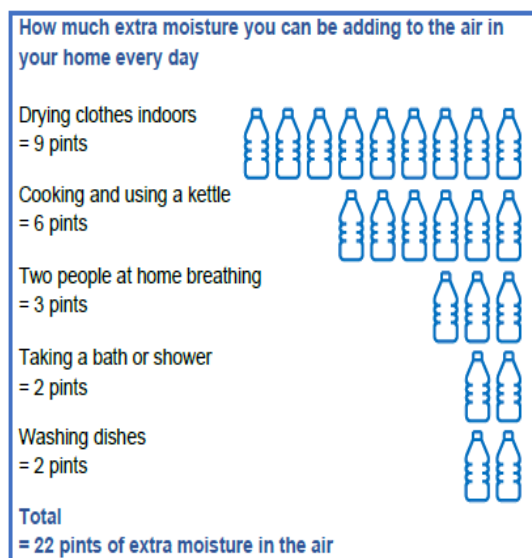
- Too much moisture produced in the home
- Lack of airflow and ventilation
- Insufficient temperature control
- Cold surfaces



What to Look For?

Condensation can appear on or near windows, it can be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls. It can also be found in corners or behind wardrobes and cupboards. Condensation forms on cold surfaces and places where there is little movement of air.

Dampness caused by excessive condensation can lead to mould growth on walls and furniture, mildew on clothes and other fabrics and the rotting of wooden window frames.



How to Manage Condensation and Mould?

There are some simple things everyone can do to manage condensation and mould in their homes:

Reduce moisture in the air

1. Hang your washing outside to dry if possible or hang it in a sunny room with the door closed and a window slightly open. Don't be tempted to put it on radiators with the windows closed.
2. Wipe down windows and windowsills with a sponge every morning if there is moisture on them, as well as surfaces in the kitchen or bathroom that have become wet.
3. Always cook with pan lids on, and only boil as much water as you need in a kettle. This won't just prevent steam escaping, but also saves energy.
4. Make sure you always have your extractor fans on when you're in the shower or bath, or when you're cooking. If you don't have extractor fans, keep your windows slightly open whilst bathing or cooking if you can, and close doors to other rooms in the house.
5. When filling your bath, run the cold water first then add the hot, it will reduce the steam by 90% which leads to condensation.
6. Use a dehumidifier if you have one to reduce moisture levels



Increase airflow

7. Open windows when you can to let fresh air in and moist air out - especially first thing in the morning even if it's just for 10 minutes.
8. Don't put furniture, including beds, against any outside walls and try to leave a gap between the wall and furniture to allow air flow.



Heat your home efficiently

9. Set your heating to come on for a longer period but at a lower temperature rather than putting it on in short, high bursts. Try to keep all rooms throughout the house at a similar steady temperature (between 18°- 21°).
- 10.
11. Insulation and draught proofing will also help keep the whole house warmer and will cut your fuel bills. If you can, lay thick carpet with a good thermal underlay and hang thick, heavy lined curtains in rooms.



Key points to help reduce condensation:

- Reduce the amount of moisture you produce in the home
- Improve airflow and ventilation in your home
- Maintain an adequate temperature in your home
- Reduce the number of cold surfaces by adding insulation

Dealing with mould

The best way to prevent mould is to follow the tips above. If you do have mould in your home the first step is to remove it from affected areas by using a special fungicidal wash or mould spray.



Special paints can also delay the return of the mould, but unless you take steps to reduce condensation it will eventually grow back.

If the problem continues after you have removed the mould and taken steps to reduce condensation you can contact the Council to arrange an inspection.

This visit can be booked through the Cambridge Online Portal or by emailing condensation@cambridge.gov.uk

Further help and advice

Keeping your home warm will reduce the impact of condensation and mould, but if you're struggling with the cost of living, please visit www.cambridge.gov.uk/cost-of-living-help for advice and the financial support you may be eligible for.

If you have a pre-pay meter and are struggling to afford to top it up, contact our partner PECT. They can offer advice, support and assess you for an emergency fuel voucher. They can also provide free energy saving products. Call their freephone on **0800 8021773** or email warmhomes@pect.org.uk

You can also contact LEAP which helps people who meet their criteria by offering energy tariff comparisons and installing simple energy saving measures. Book an appointment with LEAP by visiting www.applyforleap.org.uk or by calling their freephone **0800 060 7657**.

If you require any further help or advice in relation to condensation and mould issues please contact the Customer Service Centre team on **01223 457000**.

Garage Rentals & Parking Spaces

About:

We have garages and parking spaces available to rent at various sites across Cambridge, available to tenants, leaseholders and commuters. Some areas are more popular than others, so there may be a waiting list.

Contact:

✉ **Customer Service Centre**
Mandela House
4 Regent Street
Cambridge CB2 1BY
🌐 <https://www.cambridge.gov.uk/rent-a-garage-or-parking-space>
☎ 01223 457000

Weekly Rents

For more information on prices for private tenants or commuters and the difference between low and high demand areas please visit the website at: [Rent a garage or parking space - Cambridge City Council](https://www.cambridge.gov.uk/rent-a-garage-or-parking-space)

Size

The approximate dimensions of our garages are:

- Length 4.9m
- Width inner 2.33m
- Width door 2.14m

Apply

You can apply online at: <https://www.cambridge.gov.uk/rent-a-garage-or-parking-space>

You can also apply by post – contact us for an application form and return it to our housing office.

Priority is given to council tenants and applicants with restricted mobility. You will be placed on a waiting list if there is no available garage or parking space at any of your preferred locations.

If we offer you a garage or parking space, you must sign a tenancy agreement, which outlines your responsibilities on usage of the garage. We will not issue an agreement to Cambridge City Council tenants or leaseholders who are in arrears with their rent or service charges.

If you breach your garage or parking space tenancy conditions, including not paying your rent, we may serve a notice on you to end your garage or parking space tenancy.

Complaints

About:

We want to know when we get things wrong. If you have a complaint about any of the services that we provide, please let us know.

Contact:

✉ **Customer Service Centre**

Mandela House

4 Regent Street

Cambridge CB2 1BY

www.cambridge.gov.uk/contact-us

☎ 01223 457000

Complaint or Service Request?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Council, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

A service request is contact from a resident that brings a matter to the Council's attention for the first time, and requests a service offered by the Council, for example, reporting a missed bin or telling us about noise nuisance.

How we will deal with your complaint:

You can complain online by visiting www.cambridge.gov.uk/compliments-complaints-and-suggestions, or you can phone us - **01223 457000**.

The Council aims to respond to all complaints within 10 working days. If your complaint is not dealt with to your satisfaction, you can ask for your complaint to be escalated to a senior manager.

Contacting the Housing Ombudsman

If you have gone through the Council's complaints procedure and you are not happy with the Council's final response, you can take your complaint to the Housing Ombudsman.

If you would like to refer a complaint to the Ombudsman, please use their online complaint form: www.housing-ombudsman.org.uk/complaint-form or call 0300 111 3000.

In the Bathroom

About:

Don't flush things like wipes, nappies or cotton buds down the toilet. This could block your drain, flooding you and your neighbours.

Contact:



www.cambridge.gov.uk/contact-us



Customer Service Centre

Mandela House
4 Regent Street
Cambridge CB2 1BY
01223 457000



Wipe Out Blocked Drains

The wastewater drain which runs from your house to the public sewer is usually about 4 inches wide, which is less than the diameter of a DVD.

Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours.

It is easy in the bathroom - just follow our Three P's rule and only flush pee, poo and toilet paper.

'Never Flush' Items

Everything else should go in the bin, not down your toilet- check out the bathroom checklist of **never** flush items below:

- All wipes (baby, personal cleansing, toilet and household cleaning)- even if the pack says 'flushable'.
- Sanitary items (sanitary towels, tampons, liners, applicators and backing strips).
- Cotton wool, cotton buds, disposable nappies and nappy liners.
- Condoms, incontinence pads, colostomy bags, used bandages and contact lenses.

Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items, special disposable bags are available at most pharmacies and supermarkets.

In the Kitchen

About:

Fat, oil and grease in liquid form may not appear to be harmful but as they cool, they harden and stick to the insides of drains, which can cause drains to block, flooding you and your neighbours.

Contact:



www.cambridge.gov.uk/contact-us

Customer Service Centre

Mandela House
4 Regent Street
Cambridge CB2 1BY
 01223 457000

Oil Does Not Make Everything Run Smoothly

Fat, oil and grease in liquid form may not appear to be harmful as they do not get stuck in the plughole, but as they cool they congeal, harden and stick to the insides of drains and sewers, which can cause drains to block, flooding you and your neighbours.

Did You Know?

- All fats are equal. Whether it is saturated fat (like lard), mono-unsaturated fat (like olive oil) or vegetable oil. They all congeal and harden.
- It is an offence under the Sewerage (Scotland) Act 1968 to dispose of fat, grease or oil down your sink.

Your Kitchen Checklist:

- Fat, oil and grease: leave to cool and then scrape into a sealable container and put it in the bin.
- Give plates, pots, utensils and containers a quick scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food going down the sink.
- Believe it or not: soup, stocks, sauces and milk products all contain fat which can also congeal and harden in your drains. Leave these to cool/harden, scrape into a container and put them in the bin.
- Peelings: put any waste food and peelings into your household rubbish.

Recycling and Waste

What goes in your blue bin?

Yes

Recycle ✓ Clean ✓ Empty ✓ Don't bag it



Cardboard



Paper & magazines



Tins, cans & foil



Aerosol cans



Glass bottles & jars



Cartons



Plastic pots, tubs, trays & bags



Plastic bottles



Shredded paper (in envelope of clear sack)



No

- ✗ Black bin bags or rubbish
- ✗ Nappies, tissues, kitchen paper, wipes & sanitary waste
- ✗ Polystyrene
- ✗ Glasses, flat glass or glass dishes
- ✗ Mirrors, Pyrex, plates/crockery
- ✗ Foil-lined plastic pouches e.g. from pet food

The following can be recycled elsewhere - check our website.

- ✗ Clothing and textiles
- ✗ Food, liquid or garden waste
- ✗ Wood, plasterboard & DIY waste
- ✗ Furniture or electricals
- ✗ Scrap metal e.g. pans
- ✗ Hard plastics e.g. bucket
- ✗ Crisp packets



Please put used batteries in a clear plastic bag. Tie the bag to the handle of the blue bin. Batteries must not be put inside the bin. Small portable household batteries can be put in the clear bag - e.g. AA, AAA, 6v, 9v, D, C, button, laptop and mobile phone batteries.

What goes in your green bin?

Yes

Compost



Cooked/uncooked food waste (including meat, fish and dairy)



Untreated wood and sawdust



Garden waste



Used paper tissues and kitchen paper



No

- ✗ Plastic & plastic bags
- ✗ Compostable bags e.g. Biobags
- ✗ Nappies, wipes and sanitary waste
- ✗ Soil or stones
- ✗ Painted or treated wood
- ✗ Cat or dog waste
- ✗ Plant pots and seedling trays

What goes in your black bin?

Yes

Reduce Please try to reduce other rubbish that cannot be recycled or composted



General rubbish including nappies, wipes, sanitary waste, polystyrene, crisp packets, pet food pouches, drinks pouches, broken crockery or glassware (wrapped)



No

- ✗ Rubble/bricks
- ✗ Soil
- ✗ Very heavy items
- ✗ Electrical items
- ✗ Batteries

Take these items to Household Recycling Centres at Milton or Thriplow