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OPEN DOOR

**For the tenants and leaseholders
of Cambridge City Council**



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I think it is really important that we report back to you every year, letting you know what the major achievements in housing services have been, and where we plan to make improvements in future years. So I am pleased to present our **Annual Review** in this edition of **Open Door**.

The features in the main **Open Door** magazine show how improving housing services is a team effort, where residents, councillors and staff can all make a difference. At the **Residents' Festival** many people gave their time and ideas about how to improve neighbourhoods. Our **Local Heroes** award highlights the impact good neighbours can have on the lives of others. Our **Neighbourhood Policing** article shows how Council staff, the police and residents together successfully tackled drug-related anti-social behaviour. This **Open Door** is packed with more examples of working together to improve services.

Sometimes people can feel very alone struggling with daily pressures. Our feature on 'loan sharks' on page 7 aims to make you aware of the dangers of borrowing from illegal money lenders. And it gives some wise advice on money management around Christmas time. We also have a feature on what to do and where to go if you are likely to be alone over Christmas.

Wishing you all seasonal best wishes

Liz Bisset

Director of Community Services



Cover: Residents, councillors & staff on the 2008 Residents' Housing Tour

Your Home, Your Say

Residents' Festival 2008



The **Residents' Festival** (above) was a big success again this year, thanks to the input of so many residents and staff. The theme of the **Festival** was **Respect!**, showing how effective **Neighbourhood Policing** can be when residents, police and Housing staff really work together to tackle anti-social behaviour in their neighbourhood. On page 4 of this **Open Door**, you'll see how residents and staff have won awards for working successfully together to rid their neighbourhood of anti-social behaviour. The **Festival** audience got involved in a group role-play, exploring how anti-social behaviour develops, how damaging it can be, and how by working together we can challenge and overcome it.



Respect!

These two youngsters are professional actors who helped the audience at the **Festival** to explore stereotypes and see how threatening anti-social behaviour can feel to us all. The audience were extremely resourceful in coming up with strategies and responses for reaching across the stereotypes and building more communication between the generations. (For more on teenagers' involvement in the **Your Home, Your Say** service, see the **Year Review** pullout enclosed with this issue of **Open Door**.)

Local Heroes

An example of a resident making a real difference to people's lives is Hazel Moor (on the left in the photo). She won the **Local Heroes** award and a prize of £150 for her selfless volunteering to help her neighbours and community. Tenants Mary Denny and Bette Burchell were runners-up winning £100 each.



Do you know someone who does a lot for the local community? Just send your nomination to **Open Door** at any time of the year. Prizewinners will be announced in future editions.



Signing up for Respect!

Your representative, elected tenant Terry Sweeney (on left in photo) joined the Mayor and Liz Bisset (Director of Community Services) in signing the **Respect!** standard. The standard is a policy that commits all parts of the community to come together to tackle anti-social behaviour.

Residents' Diary Dates

To influence your housing service, just come along

Robert at Home - Tenants influencing City Homes North services

- 20th January, 2.30pm, Mansel Court, Arbury

South Side Partnership - Tenants influencing City Homes South Services

- 17th February, 6.30pm, Mill Road Depot

Consulting Leaseholders - Quarterly meetings with leaseholders

- 21st January, 2-4 pm, Function Room, 1st floor, Parkside Pool, Gonville Place, CB1 1LU

Tenants' Forum - Tenants influencing Council housing citywide

- 27th January, 7.30pm, Cherry Hinton Village Centre

Sheltered Scheme Residents' Association - Influencing how Independent Living Services & sheltered schemes are run

- 14th January, location and time to be confirmed (phone 01223-568318 for details)

This year's **Residents' Housing Tour** had the best turn-out ever. 27 residents, 6 city councillors and 6 Housing staff toured the city's council estates together. They got an overview of the condition of properties and communal areas, work done during the year, and environmental work needed in the year ahead.

Three of your elected resident representatives from the Housing Management Board were on the bus. They were joined by Cllr. Catherine Smart (Lead Councillor for Housing), Robert Hollingsworth (Head of City Homes) and Dave Coventry (Head of Streetscene). Five residents used the coach's wheelchair-access facilities. Andrew Latchem (Head of City Homes North) and Sandra Farmer (Head of City Homes South) guided the coach around the estates pointing out places of interest, sites that have improved, and sites that need improving.

The tour's residents' competitions were won by residents Margaret Betson (Rawlyn Court), Doreen Brady (Taunton Close) and Gwen Wesley (Bridewell Road).

Some comments from residents about the Housing Tour:

"I enjoyed the tour, very friendly. I thought parts of the city were very well maintained and clean. But some places in Kings Hedges need signs on the flats saying no rubbish dumping or fly-tipping".

Big improvements since two years ago. Now please attend to the garages at Arbury Court!

An informative day that covered a number of housing sites. I learnt a lot and increased my knowledge of how the City Council operates.

Helpful and informative. Cambridge is a leading city, and can still make efforts if there is a will.

I was delighted with all the changes which I have seen in place and work in progress. It was good to see new faces. But please order nicer weather next time!

Residents on the tour were asked how spending on environmental improvements should be prioritised. They felt that environmental improvement money should be prioritised in the following way:

1. Footpaths
2. Tackling anti-social behaviour
3. Lighting
4. Reducing litter & rubbish
5. Reducing dog mess
6. Recycling
7. Fencing
8. Removing graffiti
9. Improving clothes-drying areas

Places they noted as needing attention were Edgecombe, Nuns Way, Kings Hedges, Rawlyn Court footpaths, Taunton Close and Budleigh Close.

This feedback will help the Council to prioritise its environmental spending for the year ahead. Look out for updates on the work in **Open Door** in 2009.



Residents, councillors and staff get on board the 2008 Housing Tour



Neighbourhood Policing

Making communities safer for all

In all major surveys over the past few years, you have told us that tackling anti-social behaviour is one of the top priorities you want the Housing service to have for your neighbourhood. In 2006 a new scheme for **Neighbourhood Policing** was rolled out across the city. This partnership approach got residents, police and Housing staff working closely together to deal with anti-social behaviour in their localities.



Neighbourhood Policing has been a real success in many neighbourhoods. You may remember one such partnership featured in **Open Door** back in summer 2006. Residents of the East Chesterton Action Group

had worked together with police and Housing staff to tackle local anti-social behaviour. They were so successful that they won two national **Respect!** awards, and inspired residents in many other neighbourhoods to do the same.

Money for your community project!

Did you know that you and other residents could apply for a grant of up to **£5000** for a community project that reduces crime and disorder in your local neighbourhood?

What do you need? CCTV, more secure gates or fences? The chance to remove graffiti and hire a skip to tidy up rubbish from gardens? A school project or photo exhibition that breaks down the barriers between youth and older people?

To find out more about these **Safer City** grants and other grants for community projects, just phone Paul Griffin at 457042, or look at the guidelines on the **Community Safety** section of the Council's website at www.cambridge.gov.uk

Housing staff commended for tackling drug-related anti-social behaviour



Council housing in Cambridge recently won another award for successful work against anti-social behaviour. *City Homes* housing officer Katie Wood and Marianne Crozier of the Council's *Anti-Social Behaviour Team* (above) were awarded a police commendation for their dedicated work with residents and police in closing a known 'drug-house' in the Abbey area.

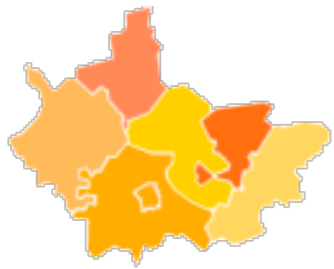
As part of **Neighbourhood Policing** for the east area of the city, Katie and Marianne helped enforce this closure order on a Council property suspected of drug-involvement. Such a closure order can be enforced on a property that is suspected to be associated with the illegal use or supply of 'Class A' drugs.

This was the fourth closure order that Council staff and police enforced on a Council property suspected of drug-involvement. This case was a further example of how seriously the Housing service is taking this issue. Council staff are making it a real priority to tackle these most serious problems in our communities, targeting these key areas that tenants have told us they want improved.

For more information about any aspect of **Neighbourhood Policing**, phone 01223-457045 or email Paul.Griffin@cambridge.gov.uk



You said it, we did it! Home-Link



Home-Link

In spring 2007 **Open Door** asked you to help design a scheme that made the process of applying for housing much easier, more open and up to date. Hundreds of you filled in our questionnaire and your feedback helped create **Home-Link**, the new and easier way to apply for social housing.

The **Home-Link** scheme was successfully launched in February. Properties available for rent are advertised in fortnightly cycles so that applicants can apply or 'bid' for them. There have already been 16 successful cycles of advertised homes since February. There has been a really good take up of the scheme among applicants, especially those bidding for a home via the internet, and almost all the feedback from applicants has been positive. On the **Home-Link** website we have been gathering applicants' feedback to

help us review the scheme and ensure it stays user-friendly. The feedback below is from over 2,500 applicants in Cambridge city and the wider region.

Do you find the Home-Link website easy to use?

Yes: 91.7% **No:** 8.3%

Do you understand how the Home-Link scheme works?

Yes: 90.1% **No:** 9.9%

Easy Access

You said it...

You wanted a better, easy to access way of applying for Council properties in Cambridge.

We did it!

Through **Home-Link**, 87% of applicants are using the **Home-Link** website to bid for properties, 6% are using the phone and 7% of people are either texting or getting support from staff to bid. So far we have let 375 properties through **Home-Link**, 24% of which have been let to Council tenants transferring to a different property.



Home-Link at your Customer Service Centre

Your *Customer Service Centre* at Regent Street House in St. Andrew's Street is now up and running. **Home-Link** has its own facilities there for the public to use. It is a comfortable, spacious area that is very well used by people applying for housing or bidding for a specific advertised property. They can use the **Home-Link** computers or the special telephone line dedicated to **Home-Link**. Feedback from customers about the **Home-Link**

facilities in the centre has been very positive. *Customer Service Advisors* are on hand to give one to one help to anyone wanting to use the **Home-Link** scheme. And a member of the **Home-Link** team is on hand too to help customers with more complex or in-depth enquiries.

As Annette Grindsted, a Council officer working with **Home-Link**, puts it: "The transparency of the new system means that with **Home-Link**, customers have a better understanding, so we can give them better advice on their realistic chances of getting housed."

If you have any comments or questions about **Home-Link**, please phone our Customer Service team at 01223-457000 between 8am and 6pm, Monday to Friday.

Your Housing Officers

A new team in City Homes South

Tenants in the south and east of the city now have an almost completely new team of housing officers. Working under Frances Swann, senior housing officer, the City Homes South team have a broad range of experience in tackling crime and providing support for tenants. The 'new look' team now consists of:

Samantha Ficarra
Housing Officer

Petersfield, Romsey and Market

Email: Samantha.Ficarra@cambridge.gov.uk

Justin Hicks
Housing Officer

Abbey ward, excluding Ditton Fields

Email: Justin.Hicks@cambridge.gov.uk

Katie Wood
Assistant Housing Officer

Trumpington & Ditton Fields

Email: Katie.Wood@cambridge.gov.uk

Samantha Emerick
Housing Assistant

Deals with Home-Link visits, changes of tenancy, supports the Housing Officers

Email: Samantha.Emerick@cambridge.gov.uk

Lynda Paul
Housing Officer

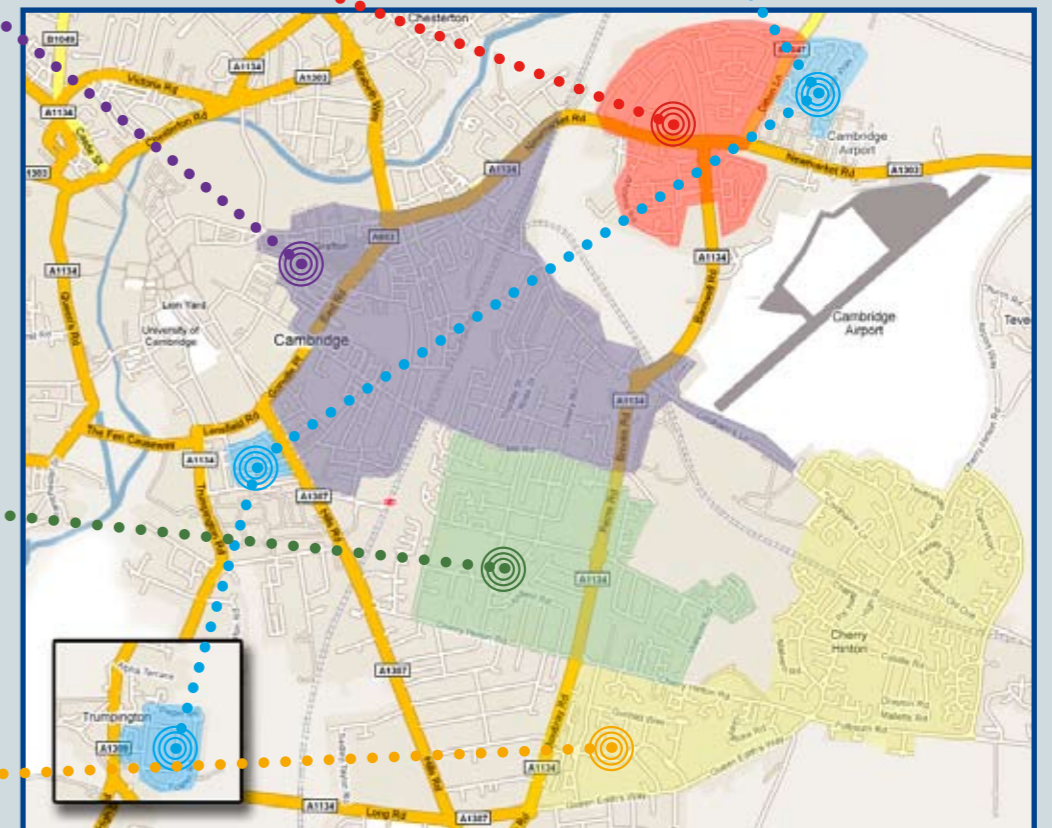
Coleridge

Email: Lynda.Paul@cambridge.gov.uk

James Bannister
Housing Officer

Cherry Hinton & Queen Edith's

Email: James.Bannister@cambridge.gov.uk



Tenants pleased with new Mansel Court

Tenants of the *Independent Living Service* recently moved back in to their newly-modernised accommodation at Mansel Court. Their feedback has been extremely positive. The new apartments are comfortable and warm, with a lot of natural light, and they have all been adapted to make life easier for people with disabilities or in wheelchairs.

The successful modernisation of Mansel Court is part of a £9.8 million project over 10 years to bring the quality of all the Council's sheltered accommodation up to the latest standards. The work is being overseen by tenant representatives, as well as by the elected tenants on the *Housing Management Board*, who voted for the work to go ahead. See news of further modernisations of sheltered schemes in **Open Door** during 2009.





Help with your Finances

What is a 'loan shark'?

'Loan sharks' are people who run an illegal money-lending business without a license. The Council is working with the Trading Standards office to clamp down hard on loan sharks and bring them to justice.

It's a crime!

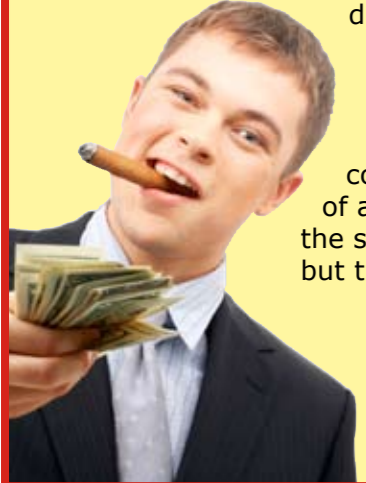
Any money-lending business must be licensed by the Office of Fair Trading. Without a license, it's illegal for a loan shark to lend you money. If reported, they will be in serious trouble with the authorities. They often use threats of violence to intimidate borrowers into paying back much more than they had borrowed, and they are often involved in other illegal activities like drug-dealing and money-counterfeiting.

Who borrows from loan sharks?

Mostly it's people borrowing to pay day to day living expenses, or to cover an unexpected expense like replacing an item that has broken down. The cost of borrowing from a loan shark can be three times higher than the cost of a loan from a legal lender. Their interest rates can be many times more than the sum originally borrowed. One victim was receiving benefits of £74 per week, but the loan shark took £50 a week leaving them just £24 to live on.

Report it!

To report illegal money-lending in the strictest confidence, just phone 0300-555-2222 (at local rate, including inclusive minutes from mobile phones). In Cambridge phone 01223-458418 or email James.Stephenson@cambridge.gov.uk.



Don't overspend this Christmas!

It can have serious consequences if you fall behind with paying your rent. The past year saw 19 evictions for prolonged non-payment of rent. So around Christmas-time, don't be tempted to spend more than your budget can afford. Remember that simple things often bring the greatest pleasure. Try just spending time with loved ones, friends or neighbours. Sharing a simple meal, playing games, walking in nature, or making a homemade gift by hand - people may value these more than anything you could buy for them.



But if you do run into trouble with your rent or with debt during or after the Christmas season, don't wait and let the problems mount up. Make sure to phone 01223-458418 in the north of the city or 01223-458302 in the south straight away to get advice on rent, housing benefit, council tax benefit and debt.

Timebanking - Residents exchanging what they need

TimeBanking helps local residents exchange services for free. Members build up hours of 'time-credits' by helping others in the **TimeBank**. They then spend those 'time-credits' by receiving for free the services they want from others. So what can we do for you? Free DIY, gardening, computer help or language lessons? The *Your Home, Your Say* service works in partnership with the **TimeBank**. So if you give any of your time to activities with *Your Home, Your Say* (eg. going to tenant meetings, attending the *Residents' Festival* or doing a project with your neighbours), you could receive that many hours of **TimeBank** services for free in exchange! If you're interested, phone 01223-458325 today. Or to just join the **TimeBank** as an ordinary member, phone David Boffey at 07757-103149, email david@fctb.org.uk or visit www.fctb.org.uk

Watch this space for **Help with your Finances** across the year. We'll have features on how to save money, find bargains, avoid debt and get through the credit crunch with your finances in a good state... For advice on rent or debt at any time, phone the Council at 01223-458418.

Updating your Tenancy Agreement & Conditions of Tenancy

The Council is reviewing and updating the current Tenancy Agreement and Conditions of Tenancy that it has with tenants. This review will not fundamentally change your tenancy rights. But the improved and updated Tenancy Agreement will give you much clearer information about your tenancy, and your rights and obligations as a tenant. The new Tenancy Agreement should:

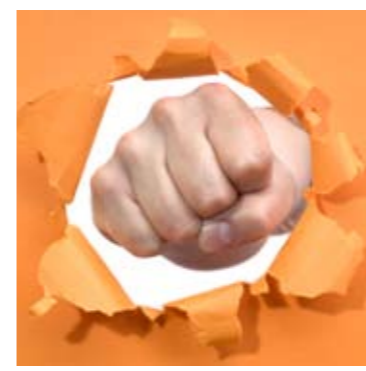
- Be more up to date and easier to understand
- Help the Housing service take firm action against tenants causing anti-social behaviour
- Make clear the tenant's obligation to allow contractors in for gas servicing

- Meet all the requirements for tenancies in sheltered schemes

Tenant consultation

In December 2008, every Council tenant will receive a copy of the proposed new Tenancy Agreement, showing you the proposed changes. It will come with a questionnaire for you to give your feedback. This is your opportunity to tell us what you think of the proposed changes. All questionnaires must be returned to the Council by 9th January 2009. Your comments will help to shape the final version of the new Tenancy Agreement. All tenants will receive a copy of this new Tenancy Agreement, with a notice explaining that it will replace your existing one. For more information, phone Diane Docherty at 01223-457977 or email Diane.Docherty@cambridge.gov.uk

Let's put an end to domestic violence today



Phone the free confidential 24-hour hotline 0808-2000247

One in four people experience some form of domestic violence in their lifetime, and no other crime has such a high repeat rate. If you or anyone

you know is a victim of domestic violence, help is available. City Homes works with the *Housing Advice Team* to prevent homelessness being caused by domestic violence. For instance we can use a scheme called *Sanctuary* to make a victim's home secure and keep them safe in their home. Organisations like *Women's Aid* also give free,

confidential help to victims. In Cambridge, the *Women's Aid* helpline's phone number is 01223-460947 (07730-322098 outside of office hours). There is information for victims on their website at www.womensaid.org.uk. This website can help you prepare a 'crisis plan', and explains the effects domestic violence can have on children. (In more than half the cases where a parent is being abused, their children are also being directly abused as well.)

Whatever your gender, your housing officer can give you free, confidential advice, and the police also have specialist workers who give support and advice. We must also recognise that the person causing the violence or emotional abuse also needs help to control their behaviour. Support groups and special programmes exist for them too. So if you have been violent to someone you care about or if you struggle to control your temper at times, you should get help now or phone the **Respect** hotline at 0845-1228609 (Mon-Fri, 10am-1pm).

Don't forget to squash your bottles!

Don't forget to squash all your plastic bottles before putting them out for recycling! They'll take up less space that way, which makes the whole recycling process more energy-efficient. And on windy days squashed plastic bottles are less likely to be blown around. And to ensure papers don't blow out of your Black Box, just put them at the bottom with glass bottles, jars and cans on top. But remember not to put other plastic things like trays or pots in your Blue Box - the Council can't recycle those yet.



If you're recycling so well that your boxes get too full or too heavy, just phone 01223-458282 or email Customer.Services@cambridge.gov.uk. They'll be happy to give you an extra box for free.



Older residents reach for the skies

As we get older we all need to stay involved in life in a meaningful way. Older people should expect a secure home, adequate income

and a meaningful role in life. As well as having these rights, older people are also citizens - often parents and grandparents - who have responsibilities and can make a real contribution to society as 'elders'.

Through our *Active Ageing, Ageing Well* programme, the *Independent Living Service*

supports older tenants to look after their health, stay active and seize opportunities to share their knowledge and experience with the generations that follow. Examples of the way our older tenants do this include:

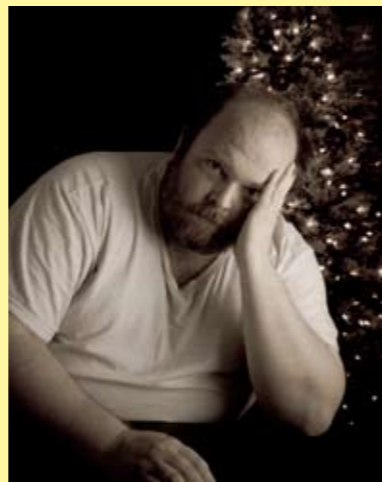
- Taking computer classes, and going to Chesterton Sports Center for regular swimming sessions
- Holding inter-generational sessions with schools across the city, and taking educational trips to places of interest in and around the city
- Having regular exercise sessions in our sheltered schemes, and some of our older tenants taking the trip of a lifetime in a hot air balloon this summer!

In 2009, we intend to have even more activities. These are for all the community, not just our sheltered schemes. So why not ring 01223-314800 to come and join us?

Dont' be alone this Christmas

...unless you want to be. For some, Christmas can be a lonely, stressful time of year. If you feel like a bit of company around Christmas, why not phone the Council's sheltered schemes and arrange to join in with some of their Christmas celebrations? Phone 01223-314800 to book yourself a place. If you'd like to join in with Christian celebrations you could go along to St. Paul's Church, at the town centre end of Hills Road. To find out times of their services and community activities, just phone 01223-576899. Non-religious community groups also meet at St Paul's over the Christmas period, so just give a ring if you'd like to join in.

We could all take heed too of the *Samaritans'* suggestions for getting through the festive period. They say: Be kind to yourself. Try not to have unrealistic expectations and don't worry if things don't go completely according to plan. Don't drink too much. Instead make sure you get out for a walk or other exercise and remember, Christmas doesn't have to be a big deal - it can also be just an ordinary day. But if you feel unable to cope, you needn't be alone. Anyone can contact the *Samaritans* just to talk, by phoning 08457-909090. You could email them at jo@samaritans.org, or just drop in to see them at 4, Emmanuel Road, Cambridge CB1 1JW, around the corner from Drummer Street bus station.



The Spirit of Christmas

At this time of year Christians of all nationalities celebrate the birth of Jesus. These days around 72% of people in

England describe themselves as being from a Christian background, though the majority are not fully practicing. Over 15% of people in the UK describe themselves as having no religion. They enjoy Christmas as a secular festival bringing light, gifts and merriment in the dark of winter. In fact, even before Christianity, the winter solstice around December 21st was an ancient festival for

the British Celts all over what is now the UK.

Many other cultures and religions also have a major winter celebration. About 800 Council tenants and leaseholders in Cambridge have a background in such cultures from outside the UK. For instance, the Council's many Muslim tenants celebrate the festival of Eid, marking the end of their long Rhamadan fast, in late October. The Hindu festival of lights, called Dhiwali, and the Jewish Hanukka are both celebrated by residents on the Council's estates as well, during November and December. The Council marks Christmas by giving tenants two 'rent-free' weeks, as well as by decorating the streets with lights and the Market Square with a giant Christmas tree.

Christmas & New Year Opening Times

Council services Customer Service Centre, Mandela House, 01223-457000

You can phone or visit the Customer Service Centre for a wide range of enquiries on:
Dec 24, 8am-2pm
Dec 25, & 26 closed
Dec 29, 8am-6pm
Dec 30, 8am-6pm
Dec 31, 8am-4pm
Jan 1, closed
Jan 2, 8am-6pm

The Guildhall, City Homes Offices, North and South, 01223-457000

Dec 24, 9am-2pm
Dec 25 & 26, closed
Dec 29, 9am-5pm
Dec 30, 9am-5pm
*Dec 31, 9am-4pm
Jan 1, closed
Jan 2, 9am-4.30pm
(*City Homes 10am-4pm)

Homeless People

Emergency contact number, 01223-457457
Out of hours emergency number, 01706-242818

Waste & Noise Recycling, 01223-458282

Christmas trees can be recycled at Cherry Hinton Hall, Dec 29-Jan 18. **The Recycling Centre** at Milton will be open as normal except for Christmas Eve closing at 1pm. Also use kerbside recycling and the city's recycling centres.

Emergency Noise Service 01223-457457

Daily 7pm-7am & 9am-5pm.
Dec 24, 9am-2pm
Dec 25/26, closed
Dec 27, 9am-5pm
Dec 28, 9am-4.30pm
Dec 31, 9am-4pm
Jan 1, closed
*Jan 2, 9am-5pm
(*City Homes 10am-5pm only)

Entertainment Abbey Pool and Gym, 01223-213352

Dec 24, 8am-2pm

Dec 25, & 26 closed
Dec 27, & 28 8am-6pm
Dec 29, & 30 8am-8pm
Dec 31, 8am-2pm
Jan 1, closed
Jan 2, 6.30am-10pm

Parkside Pools, 01223-446104

Dec 24, 7am-2pm
Dec 25 & 26, closed
Dec 27 & 28, 8am-2pm
Dec 29, 30 & 31, 7am-2pm
Jan 1, closed
Jan 2, 7am-9.30pm

Corn Exchange Box Office, 01223-357851

Dec 24, 10am-3pm
Dec 25, closed
Dec 26, 6pm-8pm
Dec 27 & 28, 10am-8pm
Dec 29, 10am-6pm
Dec 30, 10am-8pm
Dec 31, 10am-4pm
Jan 1, closed
Jan 2, 10am-8pm

Shopping Shopmobility Grafton Centre (01223-461858) & Grand Arcade (01223-457452)

Dec 24, 10am-2pm
Dec 25/26, closed
Dec 27/28/29, 10am-4pm
Dec 30, 11am-5pm
Dec 31, 10am-3pm
Jan 1, closed
Jan 2, 10am-4pm

Shopmobility Park Street 01223-457452

Dec 24, 10am-2pm
Dec 25/26, closed
Dec 27/28/29, 10am-4pm
Dec 30, closed
Dec 31, 10am-3pm
Jan 1, closed
Jan 2, 10am-4pm

Market, 01223-457446

Dec 24, normal opening
Dec 25 & 26, closed
Dec 27-29, normal opening
January 1, closed

Remembrance Cemetaries & Crematorium enquiries, 01954-780681

December 24 9am-2pm

December 25-28 closed
December 29 & 30 9am-5pm
December 31 9am-4pm
January 1 closed
January 2 9am-5pm

The Crematorium Gardens will remain open daily. The **Book of Remembrance** will be open 9am-4pm on Christmas Day, Boxing Day and New Year's Day, and 9am-5pm on all other days.

Newmarket Road Cemetary will remain open throughout the Christmas and New Year period, 9am-4pm

Cambridge Federation
Dec 23rd - Jan 4th, Closed



A loud alarm going off for a long time with no-one there to turn it off can be a real nuisance for neighbours. If your fire, smoke or burglar alarm is ringing and you're not there to switch it off, it could cost you a lot of money. If the noise is bad enough, the Council can get a warrant from a Magistrate to go into your property and silence the alarm, and you may have to pay hundreds of pounds for this. To prevent

this happening, *Environmental Services* at the Council holds a list of all the properties in the city that have alarms, including the homes of Council tenants and leaseholders. The list has emergency contact details for the owner or tenant who is responsible for the property.

If you have a fire, smoke or intruder alarm, you can avoid potential problems by giving the Council your emergency

contact details and those of another keyholder for your property.

Just phone Sarah Shackell at 01223-457696 or email Sarah.Shackell@cambridge.gov.uk. Your information will be treated in strictest confidence and used only to help if there was a problem with your alarm.



Open Door is also available in other languages, including the ones listed below. If you need an interpreter or would like this document translated for free, please ask at any Council Housing Reception.

如需使用口譯服務或索取本資料的免費譯本，請與任何一所房屋辦事處聯絡。

Jeśli potrzebują Państwo tłumacza lub chcieliby otrzymać bezpłatne tłumaczenie tego dokumentu, proszę poprosić w dowolnej recepcji do spraw mieszkaniowych.

Если вам требуются услуги переводчика, или вы хотели бы бесплатно перевести этот документ, пожалуйста, обращайтесь в приемную Жилищного Отдела

Eğer bir tercümana ihtiyacınız varsa veya bu dökümanın ücretsiz olarak tercüme edilmesini istiyorsanız, lütfen Ev İşlerine bakan Resepsiyonlardan birine başvurunuz.

Useful Phone Numbers

Rents (free call)
North: 0800 731 5030
South: 0800 731 4878

Repairs (free call)
North: 0800 731 4876
South: 0800 731 5274

CityCare (gas servicing)
0845 6500065

Out of Hours emergency repairs
01223-457457

Racial Harassment: 01223-457967 or
07973 883261 (out of hours)

Anti-social behaviour team 01223-457950
asbsection@cambridge.gov.uk

Police general number: 0845 4564564

Cambridge Mediation Service: 01223-
302514

Touch-tone phone payments
with debit or credit card
01223-457779

Internet payments
www.cambridge.gov.uk

Open Door is available online at www.cambridge.gov.uk/opendoor

To ensure **Open Door** continues to reflect tenants' and leaseholders' interests, it has a **Residents' Panel** that currently includes tenants Terry Sweeney, Anna Vinelott and Margaret Betson. Many thanks for their time and help throughout 2008. Why not come and join them if you'd like to be involved in producing **Open Door** in 2009? Or send your letters and articles for publication to:

Open Door
City Homes
89 Cherry Hinton Road
Cambridge
CB1 7BS

Tel. 01223-458323
Email yourhomeyoursay@cambridge.gov.uk

Open Door is also available in large print or on tape. Please call 01223-458323.

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