

Spring 2026

Open Door

For the Tenants & Leaseholders of Cambridge City Council



Contents

Sheltered housing 3

Our sheltered housing schemes	3
Support and activities there	3

Your satisfaction 4

Your feedback to us this year	4
Detailed results	4
Knowing you better	5
Our performance	5
How to make a complaint	5

Free summer activities 6

<i>Splash Pads</i> and water-play	6
Community centres' summer	6
Free concerts in the parks	7
Free street festival for you	7

Free for kids & families 8

<i>Hello Summer!</i> fun & events	8
Free lunches in the holidays	8
<i>Active Families</i> activities	9
A tenant's view on Café venues	9
<i>National Play Day</i> , 5th August	9

Your tenancy 10

Reporting damp and mould	10
What to watch out for	10
Contacting your housing staff	11
The services they provide	11

Involving you 12

New residents on the Board	12
New strategy to involve you	12
Funds for residents' groups	13
Tenant Census coming soon	13

For leaseholders 14

Breaches of your lease	14
How to avoid breaching it	14

Environment 15

Low-cost cooling in summer	15
Heatwave tips & resources	15
Get online for healthcare	16

Contact the Council 16



Samantha Shimmon

Assistant Director for
Housing & Homelessness

Welcome to this Summer edition of *Open Door*. Our cover shows one of your homes, which was a prize-winner in our Residents' Garden Competition last year.

This edition brings you the headline results of the Tenant Satisfaction Survey that you returned to us earlier this year. Our Autumn edition will bring you lots more detail, as part of our Annual Report.

It will also bring you leaseholders' satisfaction rates, and our Action Plan for using all your feedback to improve.

Meanwhile, this edition brings you four full pages of free activities for all in the city this summer. From families to music-lovers, to those on a tight budget, to those feeling isolated or excluded - there really is something for everyone, and a real sense of welcome at these community celebrations.

Page 3 gives you an overview of our sheltered housing for tenants around the city. It's a quality service that we are very proud of, which deserves to be better known in the wider community.

On page 10 we have an important feature on tackling damp and mould. It remains a top priority for us. We now have a specialist team for surveying cases of damp, mould and condensation, and a dedicated contractor for doing these remedial works. The article shows you what to watch out for in your home, and how to report damp and mould as early as possible.

Page 11 brings you a feature on how our Customer Service Centre and our patch-based Housing Officer teams work together to bring you the full range of tenancy services. The article also explains who to contact for which services.

On page 12 we are pleased to introduce you to the new tenant representatives who have recently come forward to represent you on the Council's Housing Advisory Board. We also show you the first phase of our new Resident Involvement Strategy, which they will help to oversee.

Page 13 looks ahead to our forthcoming Tenant Census survey. It will help us to understand much better the profiles of those who live on our estates. We will then have a much clearer picture of your needs, and of the services that we can signpost you to for support.

Remember too that *Open Door* is overseen and guided by a *Residents' Editorial Panel* of tenants and leaseholders. Please let us know if you'd be interested in joining them.

Wishing you a lovely summer in our beautiful city,
Samantha Shimmon



Why not receive *Open Door* by email instead of on paper?

It's easy to read on any device with wifi, saving on paper and carbon. To receive it by email instead of by post, visit <https://camcit.co/opendooremail>

A *Residents' Editorial Panel* meets to help guide and edit the content of every *Open Door* edition. They ensure that *Open Door* continues to reflect residents' needs and interests. To get involved, please email opendoor@cambridge.gov.uk



www.facebook.com/camcitco



www.facebook.com/getmovingcam



cambridge.gov.uk/opendoor

Our sheltered housing for tenants

Did you know that the City Council has 13 attractive schemes of sheltered housing for rent around the city? They offer beautiful, secure complexes of flats or small bungalows where you can continue to live independently, while benefitting from however much care or support you want to add in over time. Pictured on the right here is our Ditton Court scheme, with its communal garden.



Whether you are an existing council tenant or not, our sheltered housing is available to anyone who:

- is over 60 and has lived or worked in Cambridge, or who has relatives here
- needs some support to live independently and would benefit from the security of sheltered housing
- needs assistance with managing their care and support

All of our sheltered schemes have a communal garden for residents' enjoyment. Most properties have one bedroom, though some have two. Some have been adapted for disabled people. And some properties have their own private garden. Cats and dogs are allowed, with written permission (not needed for assistance dogs).

The homes and gardens are all inside the secure front door or gating of the overall scheme. As are the communal indoor areas, such as communal lounges, kitchens or dining areas, where residents can socialise and enjoy group activities. Nine of our schemes are 'indoor' schemes, where residents' front doors open onto a corridor inside the building, rather than opening onto the scheme's grounds. We clean and maintain all schemes' communal areas, grounds and windows regularly.

To see a map of our schemes around the city, visit www.cambridge.gov.uk/map-of-sheltered-housing-schemes And at www.cambridge.gov.uk/living-in-sheltered-housing, you can read the views of tenants who actually live in some of them.

Note that housing benefit can contribute towards sheltered housing rent. So for new tenants moving in, we also offer a financial assessment to ensure you'll receive all the benefits that you are entitled to. For details on applying, see the article below.

Sheltered support and activities



Our sheltered housing schemes are each managed by an experienced Independent Living Facilitator. The Facilitator is the residents' main point of contact for anything to do with life at the scheme. They make regular contact with all residents.

The Facilitator will work with new residents to ascertain and agree what type of contact and support they need, and to create an individually tailored Support Plan (at no extra cost). They can also provide advice about, or help to arrange, any other services the tenant might require.

The kinds of additional support that residents can receive from our Independent Living staff for no

extra cost include help with:

- settling into their new home, and managing their tenancy
- reporting housing issues and requesting repairs
- managing their finances, and paying rent and council tax
- attending appointments or social activities
- staying physically and mentally healthy

Further support can be arranged for short periods, for instance following an illness, bereavement or hospitalisation. Or we can arrange for professional carers to visit the resident, just as they would in the wider community. A council-provided handyman also visits each scheme regularly, to help residents with smaller repairs and alterations.

Each sheltered scheme runs a busy calendar of events and activities where all residents are welcome to join in (like this arts and crafts session at our Ditchburn Place scheme, pictured below). Popular regular events include bingo, tea and cakes, craft groups, and a range of exercise activities. Some are free, while others cost a small amount to help fund them and provide resources.

To find out more, have a look at our *Sheltered Housing Herald* newsletter, on the Council's website at www.cambridge.gov.uk/living-in-sheltered-housing And visit our Facebook page, called Cambridge Older People's Housing.

You can apply for sheltered housing on the Home-Link website at www.home-link.org.uk Or visit www.cambridge.gov.uk/applying-for-council-housing or phone the Council at 01223-457000.

If you are eligible, we'll meet you when a sheltered property becomes available, to discuss and assess your support, care and housing needs. Or if we feel your needs are too great for sheltered housing, we'll give you advice about other housing options. For more information, email independent.living@cambridge.gov.uk or phone us at 01223-457199.



Satisfied with your housing?

2,027 of you have spoken up



The national Social Housing Regulator requires all social housing landlords to survey tenant satisfaction annually, using specific regulatory questions called **Tenant Satisfaction Measures**.

Between January and March this year, all Cambridge City Council tenants were invited to take part, either online, by post or by phone, in this survey run by an independent company. It was completed by 2,027 tenants - a significant rise from the 1,596 tenants who completed it last year. Thank you to all who participated.

Tenants' 'Overall satisfaction with the Council as your landlord' is always considered the 'headline' result. This scored 69%, down by 4% since last year. Other scores are summarised below. Some show the percentage who agree, for instance, that they have a 'Well maintained home', a 'Safe home', or that it's 'Easy & affordable to heat'. Other scores show the percentage of tenants who feel the Council is 'Easy to deal with', or that

the Council 'Listens & takes action'.

Our *Annual Report* in the Autumn/Winter edition of *Open Door* will bring you more details and insights. This year we also did a full satisfaction survey with our leaseholders, so details of their results and feedback will also be given in our *Annual Report*. In the meantime you can see this year's detailed report by the independent surveyor on both tenants' and leaseholders' results at www.cambridge.gov.uk/resident-involvement. The report includes useful comparisons with the satisfaction rates at other council landlords.

But the most important aspect of surveys is always the yearly **'You Said It, We Did It' Improvement Plan** that we create using your feedback, to improve the services you were less satisfied with. The next edition of *Open Door* will outline the improvement actions that we have now derived from your feedback, to implement across the year ahead. Your resident representatives will act as a critical friend, helping to drive and oversee these improvements.



Your headline feedback to us

Key Results

- ◆ The highest satisfaction is with the repairs service at 79%, up 1%
- ◆ Satisfaction with the time taken for repairs is 72%, down by 4%
- ◆ 69% feel their home is well maintained
- ◆ But some satisfaction rates have gone down since last year
- ◆ Still low is satisfaction with our handling of anti-social behaviour, at 49%
- ◆ And our handling of complaints, with only 27% satisfied



69% Well maintained home



56% Positive contribution to neighbourhood



73% Safe home



49% Anti-social behaviour



59% Easy & affordable to heat



67% Easy to deal with



79% Repairs - Last 12 months



55% Listens & Acts



72% Time taken - Last repair



64% Keeps you informed



65% Repairs - Overall satisfaction



70% Treats fairly & with respect



64% Communal areas clean & well maintained



27% Complaints handling



www.facebook.com/camcitco



www.facebook.com/getmovingcam



cambridge.gov.uk/resident-involvement

Involving you

Knowing you better

In satisfaction surveys you tell us you want to see better communication between you and the Council. You want us to listen more closely to who you are, and what you need. So we are taking steps to get to know you better.

The Council is asking all tenants to please ensure that we have up to date contact information for you, and for anyone named on your Tenancy Agreement.

Over the years, your phone number or email address (if you use email) may change. And the people who make up your household may also change. Please ensure that we have all this information updated correctly.

Please ensure too that you have given us the contact details of your Next of Kin, and the Next of Kin for anyone named on your tenancy. This is crucial for ensuring that your wishes are respected, in terms of how you want your home's contents dealt with in the event of your death.

To update your information with us, please phone the Council at 01223-457000 or visit <https://forms.cambridge.gov.uk/contactus/launch>

We want to build up a much richer understanding of exactly who our tenants are, and what your needs are. Year on year, we will increase our understanding of you, so as to better target the services we deliver to you, and those we can signpost you to at other organisations.

See page 13 for another example of how we are doing this, through our forthcoming Tenant Census.



How services performed

Overseen by your elected resident representatives, the Council has annual performance targets for each service delivered to your home and estate. The 'traffic-light' colours below give you a snapshot of whether these six services reached their targets in the months from January to March 2026.

Homes with valid gas certificate: 100% (Target = 100%)	Saved from homelessness: 397 households (Target: 450)	Repair appointment kept: 95.7% (Target: 90%)
Emergency repairs done on time: 92.7% (Target: 97%)	Non-emergency repairs on time: 94.3% (Target: 85%)	Repairs completed in one visit: 78.4% (Target: 85%)

An easy Complaints Process

If you are ever unhappy with a service from us, please try first to resolve it with the staff involved. If still unhappy, please use our simple Complaints Process at www.cambridge.gov.uk/complaints-complaints-and-suggestions, or phone us at 01223-457000. Just tell us...

- your name, contact information, and the details of your complaint
- what you would like us to do to put things right
- whether you have raised this issue with us before and if so, with whom

We will tell you who is dealing with your complaint. We aim to reply within 10 working days but if we need longer, we'll say why.

If you are unhappy with the final outcome of a formal complaint to us, you could then take it to the Housing Ombudsman at www.housing-ombudsman.org.uk, tel. 0300-111-3000. They are an independent body who can investigate the problem for you.



Free summer activities

'Splash Pads' water play



Free Splash Pads

Your kids can paddle and play for free this summer at the city's many *Splash Pads*, set in our beautiful green outdoor spaces. Children adore these *Splash Pads* in the warm weather.

Elaborate water-play facilities are provided for free by the Council at several of these sites. For instance:

- *At Coleridge Recreation Ground*: there's tractor-themed play, interactive water-features and a crawling-tube.
- *Behind Abbey Pool*: there are 11 water features with tipping buckets, water cannons and spray jets.

To locate all the city's free public water-play equipment, just visit www.cambridge.gov.uk/splashpads

Research shows that this sort of water play is excellent for child development. As well as being relaxing, therapeutic and good physical exercise, it also helps them to develop their motor skills, problem-solving abilities and social skills.

So why not pack a picnic and make it a free day out? Parents and carers can relax nearby while the kids are happily occupied for hours.

The *Splash Pads* are usually open until mid-September. Before visiting a specific one, you can email recreation@cambridge.gov.uk or phone 01223-457000 to confirm that it's open.

Free paddling pools

Many of these are on the same greens as the *Splash Pads*. For instance, Coleridge Recreation Ground has a paddling pool. And Lammas Land is a beautiful, secluded green in Newnham with a paddling pool, accessed from Barton Road. Meanwhile, the grounds of Cherry Hinton Hall have two paddling pools.

To locate the city's free public paddling pools, see the map at www.cambridge.gov.uk/map-of-swimming-pools

Community centres' summer

Community centres will remain at the heart of our neighbourhoods all summer, welcoming you with open arms into local communal spaces where you can really feel at home.

With 16 of them spread around the city, there's always a Community Centre near you, so just drop in and have a look around! You can get support there, join a class, meet new people, or just get out of the house and hang out.

To find them, visit www.cambridge.gov.uk/map-of-community-centres
For details about each centre, visit www.cambridge.gov.uk/community-centres

All summer, they will be offering free family activities close to home. For instance, why not pop in to the Meadows Centre in Arbury for a look at what's on offer? It's at 1 St Catharine's Road, Arbury, CB4 3XJ, phone 01223-508140 or email meadows@cambridge.gov.uk

These vibrant hubs have so many free or low-cost activities and services that will enrich your family's lives.

Many also have cafés and patios or gardens where you can just drop in, enjoy a coffee and relax as long as you like.

For instance, Brown's Field Community Centre in East Chesterton provides a Lego club, and soft play sessions. It's at 31A Green End Road, CB4 1RU; phone 01223-420309 or email brownsfield@cambridge.gov.uk

Clay Farm Community Centre is a very modern facility in Trumpington. It houses a library, a café, and meeting rooms for activities, fostering a strong sense of community. Why not just drop in to get to know the place?

Storey's Field Community Centre is a stunning architectural landmark in Eddington. It has a diverse programme of cultural events, and community activities. It's at Eddington Avenue, CB3 1AA, tel. 01223-656696, email info@storeysfieldcentre.org.uk

See our tenant interview on page 9 for a similarly welcoming vibe at the city's two *Edge Cafes*, at Mill Road and in Fulbourn.

Enjoy summer events for free

Picnics, parks and perfect summer sounds

On lazy summer afternoons, why not pack a picnic and head to one of Cambridge's free, much-loved **Music in the Parks** concerts? They're happening on six Sundays, from June to September, at 3pm-5pm.

This free, family-friendly tradition is very popular, and is open to everyone. It transforms some of the city's most beautiful green spaces into open-air concert venues.

You are encouraged to pack a picnic, grab a blanket and bring a chair to enjoy an afternoon of free music as Cambridge's open spaces are filled with symphonies, songs and sound.

A small number of chairs are available, if you're not able to bring your own, and portable toilets are available on-site.

Across six free Sunday afternoon performances, audiences will enjoy an uplifting mix of musical styles. They'll range from stirring brass bands to soaring choral harmonies, to joyful wind ensembles. Or you can chill out to the sounds of *Some Voices*, contemporary choirs from around the country.

There's also a special folk performance, in partnership with Cambridge Folk Festival at Cherry Hinton Hall.

But no summer outing is complete without great food, so delicious treats will be available on-site from Napoli Eat Pizza and Cambridge favourite, Jack's Gelato.

The fun began at Romsey Recreation Ground on Sunday 21st June, with Waterbeach Brass Band on stage. This was followed on Sunday 28th June by Cambridge Wind Band at the beautiful Cherry Hinton Hall.

On Sunday 5th July, the *Some Voices* choir entertained the crowds at Dudley Road Recreation Ground. And on Sunday 26th July, in association with Cambridge Folk Festival, local folk musicians Chris Fox and Lizzy Hardingham will play at Nuns Way Recreation Ground, showcasing Cambridge's local folk talent.

The City of Cambridge Brass Band will perform on Jesus Green on Sunday 9th August. And the summer will be brought to a close at Chesterton Road Recreation Ground on Sunday 6th September with a performance from Soham Comrades Band.

Your summer-long music diary

Keep these dates to hand, to plot them across your social diary for the rest of the summer.

On 26th July: Chris Fox & Lizzy Hardingham will play at Nuns Way Rec, in association with Cambridge Folk Festival.

On 9th August: The City of Cambridge Brass Band will entertain you for the afternoon at Jesus Green.

On 6th September: The Soham Comrades Band will strut their stuff at Chesterton Recreation Ground.

All concerts last from 3pm-5pm.



Attend the free street festival in August



For a truly unforgettable experience, don't miss the spectacular **Out of the Ordinary Festival** on 29th-30th August.

Expect the unexpected! This free outdoor arts festival fills Cambridge's historic streets and open spaces with creativity, colour and wonder.

Events take place around the city centre streets, and on Christ's Pieces near the bus station, where people can relax, eat and drink, and watch fantastic acts.

Acclaimed performers from across the globe transform the city centre with dazzling displays, larger-than-life characters, comedy, music and breathtaking visual theatre.

Local community groups and talented young performers will also take centre stage, making this one of Cambridge's most exciting summer celebrations.

The entertainments will be spectacular, comic, colourful and acrobatic. There will be visual comedy shows, music and dance, wellbeing activities and local food vendors.

For instance, Granny Turismo is a truly hilarious outdoor panto on wheels, driven by fabulous wild grannies. Meanwhile, the wonderfully wacky world of Circus Fudge brings you street circus as you've never seen it before.

There will be street-based magic from the unforgettable Italian street artist Luigi Ciotta. And from Circo Rum Ba Ba - an extraordinary, exuberant troupe of women performers, bringing a stunning spectacle wherever they go.

You'll see the classic English double-act Rudkin and Hicks, inspired by variety shows and music halls of the past. Their physical comedy and eccentric dances tell amazing tales before your eyes.

There will be slapstick hilarity, abundant mystery, absurd logic, and maybe a baby unicorn flying high above the crowd... As one reviewer put it, this is "modern street theatre at its immersive best - hilarious, ridiculous and yet mysterious and subversive. By the end we are left equally baffled and enlightened, wiping away tears of delight, and you want to see it all over again."

Watch out too for local dance schools, musicians, artists and performers showcasing their talents during the festival's two days. In all, you will be treated to poetic and thought-provoking performances, memorable physical displays, playful interactions, and a celebration of summer living.

For more details of all events, please visit www.camcityevents.co.uk or www.facebook.com/CamCityEvents

Free support for families

Family fun across Cambridge this summer



Looking for ways to keep the children entertained this summer without stretching the budget? Cambridge City Council has everything you need to make this a holiday to remember.

Our **Hello Summer! booklet** is packed with inspiration, activities and events. It's your essential guide to an unforgettable summer in Cambridge. Best of all, many of its activities are completely free.

From exciting bookable activities and relaxed drop-in sessions to vibrant community events, there's something for every age, interest and energy level.

From 6th of July, the booklet is available to download from the Council's website at www.cambridge.gov.uk/summer-events, and printed copies will be available through schools and community venues.

This year, we've expanded our grants programme to support a wide range of local organisations to deliver activities all across the six-week summer school holiday.

Summer launch events

Look out for these events in the first week of the school holidays. To kick things off, they are a fantastic opportunity for families to get a peek at some of the activities that will be available for you across the summer programme.

- Wednesday 22nd July, 11am–2pm at Nightingale Recreation Ground and Pavilion in Queen Edith's
- Friday 24th July, 2-5pm at Brown's Field Community Centre in Chesterton

This summer, Cambridge really is bursting with opportunities to move, play, explore, create and connect. Wherever your interests lie, Cambridge City Council is ready to help you make every day extraordinary.

As well as providing our own activity programmes, we have also awarded grants to nearly 40 different organisations, helping them deliver an incredible range of free, accessible activities for children, young people and families throughout the summer holidays.

From gaming workshops, musical dance sessions and Lego building to community sports, fishing, climbing, laser tag, foraging, capoeira and so much more, there's an adventure waiting around every corner.

Full details and booking information will be available on the Council's website from 6 July at www.cambridge.gov.uk/summer-events

Something for everyone

To give you an idea of just how diverse and exciting the programme of free activities will be, they will include...

- Sports coaching sessions
- Climbing, and games of laser tag
- Outdoor play and foraging sessions in the city's green spaces
- Family Capoeira sessions
- Gaming and Lego workshops
- Free family swimming lessons
- Dance and movement workshops
- Family fishing
- Easy 'Come & Try It' gymnastic sessions
- Nutrition workshops, including pizza-making
- Art, craft and graffiti art sessions

Plus much more! There really is something on offer for all ages and abilities. Why not bring the family along and have a laugh trying something you've never done before?



Free, friendly lunches in the school holidays



During the school holidays, children and their families can enjoy **free lunches** and activities at a range of community venues around the city. Just turn up!

Supported by the City Council and Cambridge Sustainable Food, the Holiday Lunch Network will be providing free meals and activities for families of nursery-aged and school-aged children in the school holidays.

The free lunches and activities will be at selected community venues across the city such as the Meadows, Brown's Field, Trumpington Pavilion, Clay Farm, Arbury Road Baptist Church, Storey's Field and others.

Everyone is welcome, no booking required, just drop in. Scan the QR code for dates, locations and more information. Visit <https://cambridgesustainablefood.org> and click



Holiday Lunches on their home page.

The free lunch at Darwin Community Centre on 5th August will also feature a free *National Play Day* event. See the article on the opposite page for details, and for *Street Play* opportunities.



More free activities

Active Family fun & games

Get your gang moving with *Active Family* events this summer! The Council's Active Lifestyles team is bringing families together with a fantastic programme of fun.

These informal sessions encourage families to get active together, building wellbeing and relationships.

Expect laughter, adventure and plenty of opportunities to get moving together. Whether you're a budding athlete, an energetic explorer or simply looking for a fun day out, these sessions are designed for all ages and abilities.

Drop into the **Family Play Zone** where you can enjoy everything from skipping ropes and hula hoops to space hoppers.

Local sports clubs will also be on hand, offering a huge range of activities including football, short tennis, orienteering, skating, scooting, archery, table tennis, dance sessions, laser tag and even a thrilling bouldering wall.

If you complete the on-the-day *Activity Challenge*, you'll be in with a chance to win a medal. And you'll also learn how you can easily stay active all year round.

Come along for sessions, 10am-2pm, on:

- Tues 28th July at Coldham's Common
- Tues 4th August at Trumpington Recreation Ground
- Tues 11th August at St Albans Recreation Ground
- Tues 18th August at Coleridge Recreation Ground

A tenant recommends *The Edge Cafés*



"I'm Nadia, a middle-aged woman renting a council flat, which I love. But I can get isolated, due to mental health issues like severe anxiety. Yet like most, I enjoy being among others sometimes, even if not directly interacting. It's so important for our mental health and well-being.

So one place I go for this is *The Edge Café* and *Food Hub* at Mill Road (open to anyone, regardless of income). 'Compassion through Community' is their motto, and sustainability. Their *Food Hub* puts to good use food that would otherwise go to waste. Today I got a variety of breads there that would cost far too much for me to buy. But even if I was wealthy, I'd check there first to see if they have bread I like. Because you know where that perfect bread goes if no-one takes it? The bin! That's an incredible waste.

The Edge is so welcoming. It's down-to-earth, but still has the best coffee, soups and cakes! And they run free support groups. In today's political climate, 'outsiders' like queer or disabled people, or those with mental health issues, can feel anxious. But *The Edge*, with its ethos of being welcoming, is a refuge for people like us, and a place of safety for all.

Visit *The Edge Café & Food Hub*, 351 Mill Road, CB1 3DF, or the other *Edge Café* at Fulbourn Hospital site, CB21 5EF. See them online at www.theedgecafecambridge.com

National Playday, 5th August

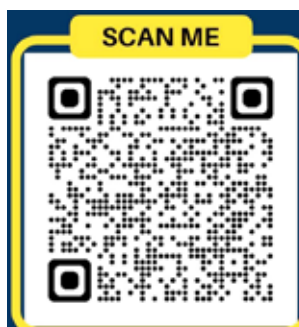
This year, *Playday's* theme highlights the need for inclusive, welcoming spaces where youngsters of all abilities can play freely, and feel part of their community. The Council is supporting family-friendly events that bring people together, enjoying the power of play. No booking needed - just turn up for hands-on fun:

- Tues 4th August, 10am-2pm, at Trumpington Recreation Ground: play for the whole family including sports, dance, and wellbeing sessions.
- Wed 5th August, Darwin Community Centre, 12-2pm: free lunch, plus *Find Your Wild* will offer nature crafts and outdoor play.
- Same day, C3 Church on Coldham's Lane, 10am-noon: messy play for little kids aged 1-6 to explore and get stuck in

with their families.

Bring play to your street too! Residents can apply to temporarily close their street, as a safe, car-free space for kids to play right outside their doors. It builds community spirit and local play. Applications to close a road require at least 8 weeks' notice. So use it to extend the spirit of Play Day beyond the holidays!

For info, scan the QR code. Or visit www.cambridge.gov.uk/play-streets



Fight damp and mould

Spot it early, report it early

Tackling damp and mould in homes remains a top priority for us. We now have a specialist team for surveying cases of damp, mould and condensation, and a dedicated contractor for doing these remedial works. This article tells you what to watch out for in your home, and how to report damp and mould as early as possible.

Keeping your home in good condition doesn't always require major repairs. Sometimes it's small things that make the biggest difference. Issues like damp, leaks, and mould often start small but can quickly develop into serious problems if left untreated. As a tenant, spotting these early warning signs and reporting them promptly can help protect your home and your wellbeing.

Water damage and damp are more than just cosmetic concerns. If ignored, they can lead to:

- structural damage to walls, ceilings, and fixtures
- increased energy costs due to reduced insulation efficiency
- health issues, including respiratory problems linked to mould
- more disruptive repairs needed later

By acting early, you help us to resolve issues for you before they escalate.

General repairs v. damp & mould - what's the difference?

To help us respond quickly and correctly, it's important to report issues in the right way. General or standard repairs include maintenance issues such as:

- broken gutters, pipes, or vents
- external damage (e.g. brickwork, pointing)
- minor leaks

Report these by visiting www.cambridge.gov.uk/council-home-repairs or phoning 01223-457000.

Damp and mould are higher priority reports that include:

- visible mould growth (black spots on walls or ceilings)
- persistent condensation and damp patches
- musty smells indicating hidden damp

For an advice video and guidance on reducing damp, condensation and mould, visit www.cambridge.gov.uk/reducing-damp-in-your-home

To report an issue, visit www.cambridge.gov.uk/reducing-damp-in-your-home or phone 01223-457000.

Damp: what to look out for

Be aware of these common signs of leaks, damp, and drainage problems. Report it if you notice:

- overflowing or leaking gutters
- water running down external walls
- missing or damaged vent covers
- broken, loose, or damaged downpipes
- black mould spots or a persistent musty smell indoors
- missing or deteriorating grout between external bricks
- air vents that are obstructed or unable to provide proper ventilation

A Quick 5-Minute Home Check

Carrying out a simple check every now and then can help you identify issues before they become serious.

Indoors...

- Look behind large furniture on external walls. Move sofas, wardrobes, or cabinets slightly away from walls to check for hidden damp or mould.
- On windows and their frames, check for condensation build-up, especially in colder months; this can cause mould.

Outdoors...

- During or after rainfall, check whether



gutters are overflowing or if water is spilling down walls.

- On drainage fixtures, look for loose or damaged pipes that are not directing water away properly.

For a video and guidance on reducing damp, condensation and mould, visit www.cambridge.gov.uk/reducing-damp-in-your-home

To report an issue, visit www.cambridge.gov.uk/reducing-damp-in-your-home or phone 01223-457000.

Your housing staff teams

Contact the Customer Service Centre first

A minority of tenants sometimes misuse the Council's Customer Service Centre. They insist on being put through to a Housing Officer, even though the staff answering their call are fully qualified to deal with their issue.

This wastes staff time, reducing other tenants' access to the staff that they need. So you must, please, first discuss your issue with the Customer Service Centre: if you refuse, they will not be able to progress your call.

Customer Service Centre staff are well trained on most housing issues. They are only allowed to pass your call on to Housing Officers' teams if they are unable to deal with it themselves. They cannot just transfer it at your request. By accepting this system, you help our staff provide a quicker, more efficient service for all.

This page gives you a reminder of:

- the housing-related services you can access at any time online
- the issues that our Customer Service Centre staff can get resolved for you when you phone 01223-457000 for housing services or to request a repair

Your Housing services online

You can access many of our housing services through self-service online, using the *My Cambridge* customer portal on the City Council's website at <https://my.cambridge.gov.uk>

There, you can request a service, report a problem or check many housing issues without needing to speak to staff.

You can check your rent account, print a statement, update your personal information, and much more. You'll also find links to our online forms on the relevant webpages.

So please do register now, if you haven't already. It will make your contacts with your housing service much easier.

And you can look on there at any time to check the progress of your recent service requests. Some of our online services can also send you progress reports by email.

But if you can't find what you want on the Council's website, there are contact details on each webpage so you can email or phone the relevant staff.

Who to contact for...

Paying your rent

There are several ways that you can pay your rent. You can pay it:

- online at www.cambridge.gov.uk/pay-your-housing-rent
- over the phone at 01223-457779
- at any Post Office, or anywhere that displays the *PayPoint* sign

Requesting a repair for your home

- Log on to your Housing Account on the Council's website at <https://housing.cambridge.gov.uk/housing/www/dashboard>
- or phone 01223-457000
- outside of office hours, phone our Out-of-Hours emergency line at 0300-303-8389

For your repairs requested, we will respond within the following timescales:

- for emergency repairs, within 24 hours
- for urgent repairs, within 3 working days
- for routine repairs, within 20 working days

Services provided by your housing teams

Any issues not listed below should be reported to the relevant council department, not to your housing service. Your Housing Officer teams provide services for...

Income Management

- Rent payment and rent arrears
- budgeting advice and support
- assistance applying for benefits or grants, where necessary
- issuing vouchers
- pursuing former tenants' arrears

Tenancy Management

- Applications for new tenancies
- queries about your *Tenancy Agreement*
- adding someone to your tenancy
- for deaths, succession, survivorship or name change requests for your tenancy
- advice on exchanging your home for another council home
- abandoned, under-occupied, over-occupied or sub-let tenancies
- renting of garages and parking spaces
- Tenancy Audits, for visiting homes

Help with neighbour problems

- Enforcing tenancy rules
- neighbour disputes

- animal-related nuisance
- misuse of communal areas
- misuse of parking
- overgrown gardens
- evictions

Caring for homes

- Inspections of homes
- assisting with forced entry for gas safety checks
- handling vacated properties (except on redevelopment sites)

Caring for vulnerable tenants

- Safeguarding concerns
- supporting victims of domestic abuse
- hoarding
- liaising with other agencies, from police to social care

Tenancy Management staff cover geographical 'patches', handling complex aspects of all the issues above. They may occasionally visit homes unannounced, and will always carry identity badges.

If unsure whether they are genuine, phone the Council at 01223-457000 to confirm. You can also use this number to request any of the services above.

Who to contact for...

Reporting anti-social behaviour

To report anti-social behaviour or a dispute with neighbours that you can't resolve yourself, email us at asbsection@cambridge.gov.uk or phone 01223-457950.

Exchanging your council home

To exchange homes with another council tenant, first visit the council-approved website www.homeswapper.co.uk. Then your *Tenancy Management* team will process your application if you decide to proceed, at tel. 01223-457000.

Making alterations to your home

For many alterations, you must first get permission from us. To see the alterations concerned and download the application form, visit www.cambridge.gov.uk/making-alterations-to-your-council-house. Or phone the Council for advice at 01223-457000.

Involving you in your housing

New tenant reps on *Housing Advisory Board*



Cambridge City Council tenants and leaseholders are represented at the heart of the Council by your tenant and leaseholder representatives on the Housing Advisory Board. They debate and advise on the big decisions about your housing, alongside City Councillors.

Your current reps are now being joined by three new tenant representatives who have come forward from your estates to represent you.

They are Renata Wais (above, left), Isabella-Jowitta Misk (above, right), and Victoria Davies, who speaks to you in the rest of this article. They will all go on to introduce themselves to you in *Open Door* over the months ahead.

"Hello, I'm Victoria Davies, one of your new tenant representatives on the Housing Advisory Board.



I'm bringing lived experience to the Board, and a strong commitment to fairness, accountability and inclusion.

I am in my forties and a single parent. My experience of balancing housing needs with family responsibilities has given me a clear understanding of how vital stable, appropriate housing is.

I know how decisions made at Board level can have real, day-to-day impacts, and I want to ensure those decisions are grounded in reality.

I am nonbinary and queer, and I want to help ensure that housing services are respectful, inclusive and safe for people of all gender identities and sexualities.

Too often, systems are designed with narrow assumptions, which can leave people feeling excluded or unseen. I aim to bring that perspective into discussions, so services work better for everyone,

not just those who fit traditional expectations.

I am also neurodiverse, which shapes how I engage with services and systems. Clear communication, flexibility and understanding are not extras - they are essential.

I want to advocate for approaches that reduce unnecessary barriers and make it easier for people to access the support they need without added stress or confusion.

I chose to become a tenant representative because I care about amplifying diverse voices.

I am committed to listening, speaking up, and helping to create housing services that are equitable, accessible and responsive to the full range of people they serve.

To contact us, your resident representatives, at any time, you can just email hsc.residents@gmail.com or phone 01223-458323 and leave a message for us."

Your new *Resident Involvement Strategy*

Over the past few months, we've been working closely with your elected tenant and leaseholder representatives to bring the new *Tenant and Leaseholder Involvement Strategy* to life.

Together, we are developing a clear, practical Action Plan that turns ideas into measurable change for residents.

Your elected resident representatives, sitting on the Housing Advisory Board, play a key role in making sure your voices are heard and reflected in what we do with this strategy, and your housing services in general.

What is the Action Plan all about? The strategy sets out our four big priority objectives, namely:

1. Embedding resident involvement across all of your housing service
2. Making it inclusive, so that all sorts of residents are equally represented
3. Empowering your voice, so it appears formally within all our processes at the Council
4. Making sure we really listen, to register your views and make service improvements based on them

The Action Plan takes these priorities and turns them into practical steps that we'll deliver with you over the coming year. For example, we're committed to:

- Making sure resident involvement is built into everything we do, including staff training, policy development and even recruitment panels
- Having a '*Resident Voice in All Policies*' approach so your views help shape decisions from the very beginning
- Refreshing our menu of involvement opportunities so there's something for everyone - whether you have just five minutes, or more time to give

We know that for resident involvement to truly work, it needs to reflect the full diversity of our communities. At the moment, some groups are under-represented in our involvement activities, and we're committed to changing that.

As part of the Action Plan, we'll be building a clearer picture of who is currently getting involved and where there are gaps, so we can take steps to reach those who may not yet have had the opportunity or confidence to take part.

Why this matters

Our *Resident Involvement Strategy* defines all the different ways that we will involve you in shaping your housing service. It also shows the feedback loops we will use for consulting and communicating with you.

Its Action Plan is about building trust, improving services, and making sure residents are at the heart of decision-making. It's shaped by your feedback and driven by your resident representatives.

To find out more and explore the full *Tenant and Leaseholder Involvement Strategy*, you can visit our dedicated webpage at www.cambridge.gov.uk/tenant-and-leaseholder-involvement-strategies-and-surveys

The page includes the full Strategy. And to keep you up to date with our progress, it will also give you updates on how we are delivering the related Action Plan.

Involving you more

Funding for your local group

The City Council is offering an extra £250 Start-up Grant for groups of neighbours starting a new residents' association on their estate. It's in addition to up to £1,000 that we already provide to each residents' association.

A residents' association is basically just a group of estate residents who get together to improve life on their estate. It can be a great way to get your idea or project funded. It can help you to:

- get funding from the Council
- get crime and anti-social behaviour in your area tackled effectively
- get done any repairs needed on your estate's streets or homes
- distribute a newsletter to keep other residents informed

The basic grant is based on the number of homes that your association covers. At least 35% of the homes in your chosen area must be City Council homes.

A residents' association normally has a chairperson, a secretary and a treasurer. Usually, the chair runs the meetings. The secretary looks after paperwork like invitations, minutes of meetings, and newsletters. And the treasurer is in

charge of the money, ensuring it is spent correctly. But these are not formal roles like jobs: we can train you up for any of them if you'd like some help.

Your residents' association must have a constitution - a document stating the aims of your group. We can provide a template if you want to just fill in your group's details. The association must also have a bank or building society account, with at least two signatories named on it.

Visit www.cambridge.gov.uk/residents-associations and see our guide to setting up and running a residents' association.

To apply for a residents' association grant or help in setting one up, download our application form at www.cambridge.gov.uk/residents-associations

Note that existing residents' associations who have received a grant from us before must provide a copy of their association's bank statements, receipts and any cheque stubs.

For further advice or support, please email resident-involvement@cambridge.gov.uk or phone 01223-458323.

Your Tenant Census ahead

Satisfaction survey results tell us that you want better communication between you and the Council. You want us to listen more closely to who you are, and what you are telling us you need. And you want to see that we act on what you have told us.

Last year, we wrote and told you that the Social Housing Regulator requires us to collect more information about our tenants, and show that we are using it to improve services that support you.

In response, we will launch a **Getting To Know You survey** later this year. It will let you tell us about yourself so we can better understand your individual requirements, and make reasonable adjustments for people with disabilities and other needs. It will also help us connect you to other services and support that you may need or be eligible for but are not yet receiving.

A dedicated Data Insight Officer will lead this work. Tenants will be contacted via phone, postal survey or in person. Customer Services and Housing staff will also collect the information, so it is gathered in one go, rather than from

several requests. Staff will introduce themselves and provide identification, so you know they are from the Council. But if you have any concerns, phone the Council at 01223-457000 to verify who they are and what the information is for.

A dedicated **Getting To Know You webpage** will also be created on the Council's website, providing further information about why we are conducting the survey, what it is for and our approach to gathering the data.

Hopefully this more personal approach will enable all tenants to feel that we treat you 'fairly and with respect', as the Housing Regulator requires.

What action can you take, even before the survey? If you are a tenant and already have a tenant portal account, please log on and check all your contact information is up to date. If you do not already have an account, you can sign up at <https://housing.cambridge.gov.uk/housing/www/dashboard> Check your personal details shown there. And then you can use the account to carry out tasks for which you might otherwise have had to telephone the Council.



For leaseholders

Don't breach your lease

Your lease is a legal document that sets out your rights and responsibilities as a leaseholder. Breaching its terms can have serious consequences, including enforcement action, legal proceedings, and in extreme cases, losing your home. To avoid this, understand your responsibilities, and seek permission when required. Below are some of the most common breaches of lease that you should be aware of and avoid.

Flooring requirements

Many leases include specific requirements about flooring, to reduce noise between properties. All of our leases require the property to be "substantially covered with carpet throughout," except for kitchens and bathrooms where suitable noise-reducing materials like cork or rubber may be used.

Hard flooring such as laminate or wood can increase noise for neighbours. If prohibited flooring is installed and a complaint is received, you will be required to replace it with carpet.

Alterations to your property

You may need to get permission from the Council as your landlord before carrying out any alterations. This applies to a wide range of changes, including installing new kitchens or bathrooms, replacing windows or doors, upgrading heating systems, or making external changes to sheds or driveways.

Even smaller changes, like fixing items to the structure of the building, require approval. Failure to obtain consent could be considered a breach of the lease, but can also cause problems for selling your property. Buyers and solicitors often require evidence that all alterations were authorised.

Many residents ask about installing CCTV or camera doorbells, but they are not permitted in communal areas. CCTV is only allowed to cover areas owned exclusively by the leaseholder, such as private gardens.

Letting your property

Our leases state that the property must be used by a single household, living together as a family unit. Renting out individual rooms to unrelated sharers is not allowed. And short-term holiday lets, like those advertised on platforms such as Airbnb or [Booking.com](https://www.booking.com), are not permitted. You can only let your property under a single tenancy agreement where all occupants form one household.

The Council has previously taken legal action against leaseholders letting their

properties as holiday lets or to sharers. It is important to review your lease and seek advice if you are unsure about what type of letting is permitted.

Repairs and maintenance

You are responsible for maintaining inside your property, including plumbing, fixtures and fittings. Failure to carry out necessary repairs could be a breach of your lease and lead to serious consequences, particularly if damage affects neighbouring properties. Regular inspections and prompt repairs are key. For example, leaking pipes left unrepaired can cause water damage to flats below. You could face enforcement action, but also be liable for neighbours' repair costs and damages.

Nuisance and disturbance

Your lease prohibits excessive noise, anti-social behaviour, and activities that interfere with others' enjoyment of their homes. While Councils receive many complaints particularly about noise, not all are considered a statutory noise nuisance.

Everyday living noise, such as footsteps or normal conversation, is expected in flats. But persistent or excessive noise, particularly at unsociable hours, is a breach of your lease.

You also remain responsible for any persistent anti-social behaviour or excessive noise by your visitors, and by your tenants if you sublet. These will also be considered a breach of your lease.

Use of communal areas

Communal areas like hallways, stairwells, and meter cupboards must be kept clear at all times. Storing any personal belongings in them is not ever permitted. This is to ensure safe, clear escape routes in case of fire, and to allow access for maintenance and emergency services.

Paying your service charges

Under the terms of your lease, your service charges must be paid when due. Most leaseholders meet this obligation promptly, with many choosing to pay by Direct Debit for convenience. But falling behind on your service charge payments can lead to additional charges and, ultimately, legal action if not resolved promptly enough.

If you are ever unsure about your obligations as a leaseholder, it is always best to check your lease or seek advice before taking action. For queries or advice, you can email the Council at leasehold.services@cambridge.gov.uk or phone 01223-457835.



Cooling your home this summer

Cool down with the *Stop, Flow, Slow* method

The *Heatwave Toolkit* is a set of low-cost home-cooling tips provided online by a chartered environmental engineer.

He was frustrated at the lack of information in the public domain about cheap, homemade solutions that are available for keeping homes cool.

Especially for the 35% of UK households who rent their homes, he proposes

cooling methods that don't require a big investment, or landlord permission for making alterations to the home.

Visit online at www.heatwavetoolkit.com to see his full range of easy tips and ideas. On there you can download the full version of his *Stop, Flow, Slow* poster that is summarised below.

The poster's points may seem obvious,

but remembering to set them up methodically in advance can make a big difference during the hottest weather. They help you to...

- 1. Stop** the sunlight from entering your home.
- 2. Flow** cool air currents through your home during the coolest parts of the day.
- 3. Slow** down your own physical movements during the peak heat of the day.

STOP the sun
FLOW
SLOW

Shade windows and rooflights from the outside — it's far more effective. Shade them however you can!

- Hang up a towel or bed sheet
- Set up a camouflage net
- Rig up a solar sail
- Use shade cloth
- Paint the outside of windows with yoghurt
- Add an anti-heat external blind to your roof window
- Grow Plants
- Use a half-parasol

Yes - Really!

Let cool air **STOP FLOW SLOW**

- Close windows during the heat of the day
- Open windows when it's cooler outside than in
- Use a desk fan
- Install a ceiling fan
- Pull in cool night air

STOP FLOW SLOW down

- Use less energy at home
- Drink water
- Take cool showers
- Avoid exercise in peak heat
- Don't go outside in peak heat
- Use a cold flannel on your skin
- Carry a parasol when outside

Heatwave tips and resources

Summer sunshine can be lovely, but climate change is making summers hotter and bringing increasing numbers of severe heatwaves.

These heatwaves are expected to continue becoming even more frequent and extreme, reaching over 40°C most years in much of South and East England. And Cambridge sits within the UK's leading heatwave hotspot!

Most homes, even modern ones, are poorly designed for this, which may cause extremely uncomfortable or even dangerous conditions indoors, especially for the young and the elderly.

So Cambridge Carbon Footprint, supported by the City Council, and Carbon Neutral Cambridge are raising awareness of what you can do to make your home cooler in a heatwave and be heatwave resilient:

1. Keep the summer sun out of your home. Ideally use external shading from awnings, blinds, shutters or plants. If that's not possible, draw internal blinds and curtains.

2. Keep your windows closed during the heat of the day but open them (if safe) when the air feels cooler outside. In the hot season, it's recommended that windows not be open when it's more than 24C outside. Instead, ventilate much more effectively by getting the cooler air flowing through your home in the mornings and evenings. Only open windows when it's cooler outside than inside.

3. Make sure that any hot water tanks and pipes in your home are well insulated. And ensure that your central heating and any unnecessary appliances (which can generate heat), are turned off.

4. Growing tall plants outside can provide shade to your home, which may be particularly helpful in front of south-facing windows. And plants growing inside may help cool the air.

Meanwhile, see how the City Council's new Climate Change Strategy is working towards net zero carbon at www.cambridge.gov.uk/climate-change-strategy

Resources

Carbon Neutral Cambridge provide cheap, easy tips for creating a more heatwave resilient home.

See their guides online for putting cheap, temporary external shading on your sun-lit windows during a heatwave. Visit <https://carbonneutralcambridge.org/heatwave-resilient-homes>

You could get the kids involved as a quick, fun project that will make the home more comfortable for everyone.

The *Heatwave Toolkit*, described in the article above, gives a similarly low-tech, hands-on guide to homemade solutions for external shading that's 'landlord-friendly' for tenants renting their home. Visit www.heatwavetoolkit.com

And this City Council webpage is packed with tips for adapting your home and lifestyle to deal with climate change, at www.cambridge.gov.uk/adapt-to-climate-change

Get online for health services & independence

Being comfortable 'online' (i.e. using the internet) is an important gateway for people's health, wellbeing and independence. For instance are you, or someone you know, struggling or failing to:

- book GP appointments?
- fully use NHS services?
- complete online forms for claiming benefits?
- use email or video calls?
- have a smartphone or laptop available to use?
- understand and use social media if you would like to?
- use internet devices for education or employment?

For all these purposes and more, the **Cambridgeshire Digital Inclusion Directory** can quickly connect you to the right free, local support for you. It signposts you to free training and support that will get you confidently online. Pick it up at your local library.

In Cambridge, many health and support services are now online. This includes GP appointments, NHS advice, social prescribing, mental health support and managing long-term conditions. But not everyone can use these services easily. Almost 8 million adults in the UK don't have basic internet and computer skills, and 1.6 million don't have access to an internet device. A further 27% have only limited internet skills or confidence. So about a third of the population may be 'digitally excluded', or not fully using the internet.

These people are more likely to miss health and wellbeing appointments, delay getting help, and struggle to access preventative support. This means 'digital exclusion' is creating health inequalities. Older people, disabled people and people on low incomes are often those most affected.

Cambridge's Digital Inclusion Directory brings together a very

wide range of free local support for getting online. It helps you access local support for getting:

- free training to use computers and the internet
- devices for accessing the internet
- affordable plans for your own ongoing internet access

It also signposts you to reliable help to apply for benefits, get health advice, manage online accounts and stay connected to services and communities across Cambridge.

Just ask at your local library for the **Cambridgeshire Digital Inclusion Directory**

If you have family or friends who need digital support, encourage them to visit their local Library to see what's on offer or pick up a copy of the Digital Inclusion Directory

Or scan this QR code to download your copy:

Cambridge|Online connecting CAMBRIDGESHIRE CAMBRIDGE CITY COUNCIL

Who to contact for council services



Register for your personal **Housing Services account** at www.cambridge.gov.uk/online-accounts

Need to request a service?

It's quicker online at www.cambridge.gov.uk for links to all our teams and services, 24/7, 365 days a year.

Just want to report an issue?

Visit www.cambridge.gov.uk/report-it

Need to speak to someone?

Phone 01223-457000, Mon-Fri, 9am-5.15pm, and ask for a team or service. Eg. Ask for 'bins', 'repairs' or 'rent team': our automated switchboard will put you through to the advisors who can help you.

Want to apply for housing?

Visit www.home-link.org.uk

A repairs emergency out of hours?

Emergency repair needed? Phone 0300-303-8389

Emergency homelessness & temporary accommodation, outside office hours

Tel: 03300-538-109 (same cost as a normal landline)

Leaseholder question?

Visit www.cambridge.gov.uk/leaseholders
Email: leasehold.services@cambridge.gov.uk, tel: 01223-457835

Housing for Older People and Visiting Support Service

Email: independent.living@cambridge.gov.uk, tel: 01223-457000

Need to report antisocial behaviour?

Email: asbsection@cambridge.gov.uk
Tel: 01223-457950

Noise complaints

Email: env.health@cambridge.gov.uk
Tel: 01223-457000

Bulky waste collection

Visit www.cambridge.gov.uk/arrange-a-bulky-waste-collection

Report tenancy fraud

E: fightfraud@cambridge.gov.uk

To complain about council services

Visit www.cambridge.gov.uk/compliments-complaints-and-suggestions
Tel: 01223-457000

Need support for contacting the Council?

Contact Council in Sign Language

Register at www.convo.io/uk/home, then dial 01223-457000 for a live interpreter

Need help in another language?

Phone 01223-457000 and ask for a translator.

Council's contractors on estates

TSG Services

E: enquiries@tsgplc.co.uk
Tel: 01223-426739 for installs
For gas or hot water, tel. 0800-111-4044

Foster Property Maintenance

E: info@fpm-ltd.co.uk
Tel: 01945-586999

Goshen communal cleaning

E: cs@goshenmultiservices.com
Tel: 0800-037-1958

Atlas Window Cleaning

Tel: 01375-370800

Domestic Abuse 24-hour National Helpline

Visit www.nationaldomesticviolencehelpline.org.uk
Tel: Freephone 0808-2000-247