

Living in the city's new neighbourhoods

Frequently asked questions



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ALLOTMENTS

How do I register for an allotment?

Residents living in the new neighbourhoods can apply for a nearby allotment. See [allotments on the growth sites](#) on the City Council's website.

BINS (REFUSE AND RECYCLING)

How do I get refuse and recycling bins for my new home?

Your house-builder is responsible for ensuring bins are provided for your property before you move in. If there are any special arrangements for putting out your bins (for example, on streets still under construction), your house-builder or landlord should let you know.

Each house is provided with three wheelie bins (blue for recyclables, green for garden & food waste and black for other household waste). Apartment blocks have shared refuse bins for general waste and recyclable waste. See [bins, rubbish and recycling](#).

When are the bins collected?: Visit [find out your bin collection day](#).

BUILDING WORKS DISRUPTION

What is being done to help keep the disruption of on-going construction works down to a minimum for those who have already moved into their new homes?

All developers are asked to join the [considerate contractor](#) scheme. This is a voluntary code of good practice, over and above the legal minimum requirements, to ensure that construction work doesn't make life unpleasant for people who live and work nearby.

COMMUNITY (FEELING PART OF)

What can I do to connect with my neighbours and get involved locally

Moving to a new home can be an exciting time, but it can also be difficult if you've moved away from a strong network of family and friends. Here are a few ideas to help.

- Chat to your neighbours and organise an afternoon tea, coffee morning or street party to get to know one-another. When everyone is new, we all need to make connections. If you need help with this, contact your [community development officer](#)
- Social media: Most areas have a resident led Facebook and Twitter presence to help neighbour-to-neighbour exchange. If you can't find one, why not start a new one?
- Stay active or start a new hobby: check out the classes and groups on offer at your [local community centre](#).

What support does the Council offer to help residents build a sense of community

Funding has been provided to help neighbours, groups of residents and community organisations kick-start new activities.

If you want to start a book-club, sports collective, set up a community swap-shop, host a street party or similar, chat to your [community development officer](#) about what support is available

HOUSE PROBLEMS

Who should I contact if I have concerns about my new house?

- If you have bought a home, contact your house-builder's customer care team. If they cannot resolve your issues, get in touch with the [National House Building Council](#).
- If you are a tenant in affordable housing, please contact your registered provider's housing manager.
- If you are a private tenant, contact your managing agent or the property owner.

SCHOOL ADMISSIONS

What schools are being provided for the new neighbourhoods and how do I apply for a school place for my child?

On Cambridge's Southern Fringe, in addition to the existing [Fawcett Primary School](#), there are two new primary schools ([Trumpington Meadows](#) and [Trumpington Park](#)) and a new secondary school ([Trumpington Community College](#)).

On Cambridge's North West quadrant, there will be two more primary schools and another secondary school. This includes the new [University of Cambridge Primary School](#).

To register your child for a school space, contact the [school admissions](#) service at Cambridgeshire County Council.

YOUR LOCAL COUNCILLORS AND MP

How do I contact my local councillor and MP?

The ward you live in will have 3 local representatives. Use the search facility to contact your [Cambridge City Councillors](#) and your [County Councillor](#).

To find your MP, use the [MP finder here](#)

MORE INFORMATION

For more information visit Cambridge City Council's [urban growth](#) web pages. If you have other questions, email growth@cambridge.gov.uk.