Autumn 2026

Open Door

FOR THE TENANTS & LEASEHOLDERS OF CAMBRIDGE CITY COUNCIL





Providing quality homes

Maintaining standards and building new council housing

Keeping your home warm this winter

Reaping the benefits of improving energy efficiency

2025/26 Annual Report

A range of information and highlights from your housing service

Winner of *Best in Show* at the 2026 Garden Competition

CAMBRIDGE CITY COUNCIL

Open Door

Autumn/Winter 2026





Resident involvement 14
Adam rewarded for his hard work with a win in the Garden Competition

This edition brings you our 10-page Annual Report for Tenants and Leaseholders. Covering the financial year 2025/26, it gives you a snapshot of the performance of our services; an overview of your satisfaction with each service area; and insights into the ways we are learning from your feedback and complaints. There is information on the work we did last year to keep your homes safe; the work of our repairs service, and the long-term maintenance of homes. You can read about how we manage tenancies and the wide range of extra support that we provided last year for tenants in need. There is a snapshot of how we care for your estate environment and communities. And finally, you can see how we re-invested your rent in the housing service, and the value for money it gives.

I also want to welcome two new members of staff to the Resident Involvement team, Alejandra Amor and Sarah Littleton. This increased capacity means we have even more resource to enable involvement and scrutiny of your housing service.



With best wishes,

S. Shimmon

Samantha Shimmon
Assistant Director Housing and Health

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On the cover: Winner of best in show for 2026 Tenant and Leaseholder Garden Competition

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



Keeping your home warm this winter



Improving the energy efficiency of our homes means less energy is needed to keep them warm.

Below are some suggestions of simple steps you can take to keep your home feeling comfortable. Using less water and energy in your home can mean lower gas, electric and water bills too.

- **Keep cold air out** by reporting any issues promptly, if your draught proofing isn't working, or a door or window is damaged and letting in cold air, please report it via the housing portal, or email **housing.repairs@cambridge.gov.uk**

- **Use your heating controls.** Use your thermostat, timer, or other heating controls to manage when and how your home is heated. For most people, 18–21°C is a comfortable indoor temperature, although some people may need their home warmer. Turning the thermostat higher won't heat your home faster, but it may cost you more money in the long term. If you can comfortably turn your thermostat down by 1°C, this could help reduce your heating bill.

- **Heat the rooms you use.** If there are rooms you are not using, you may be able to turn the radiators down and keep the door closed, so you are not using energy by warming empty spaces. Avoid turning the heating or radiators off completely during cold weather, as very cold rooms can increase the risk of damp, condensation and mould.

- **Think about your home decor.** Soft furnishings like carpets and rugs on your floor, or throws and blankets on your sofa, keep your home feeling cosy in cooler weather. Closing the curtains in the evening also helps to prevent heat loss, and opening curtains through the brightest parts of the day allows sunshine in to help warm a room. Try not to place furniture directly in front of radiators, as this can stop heat moving well around the room.

- **Reduce your water use.** Try to take shorter showers (keep it to the length of your favourite song!), only fill kettles and pans with what you need, and remember to report any leaks or dripping taps via the housing portal to be fixed.

You can find more information, including how the City Council are making their buildings more energy efficient on our webpages, **cambridge.gov.uk/home-energy-and-water-use**. You can also join the mailing list to receive our new newsletter for more tips and information, **SustainableCity@Cambridge.gov.uk**

Stock Condition Surveys

The Council has appointed a company called Pennington Choices to survey the condition of its housing stock.

The Council owns 7,800 properties, and it's important that we check the condition of homes – inside and outside – on a regular basis. We use the result from stock surveys to set plans and budgets for long-term replacements and improvements.

Carrying out regular stock surveys is also something we must do under the regulations for social housing. Over the next 12 months around 4,500 tenants will be contacted by Pennington Choices to arrange a survey. Tenants will get a letter from Pennington Choices about the survey; no one will arrive without notice. When the surveyor visits, they will carry an official ID card. Please make sure to check this ID before allowing the surveyor into your home.

Appointments should last around 30-45 minutes and it's important that surveyors are allowed into your property to complete them. You don't need to do anything to prepare for the visit, or remove any furniture, just be home and open the door.

Your participation helps us plan future improvements and ensure our homes remain safe and in good condition. Thank you in advance for your cooperation in helping us complete this important work.

You can call the council on 01223 457000 at any point if you have any questions or concerns.

Annual Report

For tenants and leaseholders

Introduction from Cllr Gerri Bird, Cabinet Member for Housing

Welcome to Cambridge City Council's Annual Report for Tenants and Leaseholders. I am the lead Cabinet Member for Housing at the Council, and a local City Councillor in the East Chesterton ward.

This Annual Report for 2025-26 brings you a range of information and highlights about – how resident involvement, tenant satisfaction and complaints influence your services and how we learn from their insight. We also look at a range of social housing performance measures; the safety checks that we do on your homes and the planned maintenance that we invest in. The report gives an overview of the help provided to support tenants and the range of services delivered to improve your estates and neighbourhoods.

I also want to welcome the new Tenant Representatives; Renata Wais, Isabella Jowita Miszk and Melanie Ellwood, who have joined the Housing Advisory Board. They bring with them lots of experience and insight, championing the interests of tenants and ensuring a resident focus is at the heart of everything we do as your housing provider.



With best wishes,

Gerri Bird

Cllr. Gerri Bird
Cabinet Member for Housing



KEY HIGHLIGHTS

126 new council homes built

397 households saved from homelessness

225 low-income households received energy improvements

£100 million secured to build 1400 new council homes

£3.3 million was targeted for adaptations, resulting in 300 people with disabilities settled and supported

Introduction from your elected Tenant and Leaseholder Representatives



Diane Minns



Isabella-Jowita Miszk



Mandy Powell-Hardy



Diane Best



Renata Wais

Melanie Ellwood

Welcome to the 2025/26 Annual Report for Tenants and Leaseholders. We are your elected tenant and leaseholder representatives. Our role is to be a "critical friend" to your housing service, making sure you get the best service and that your homes are safe and secure.

As your voice at the City Council, we sit on the Housing Advisory Board. During the inspection of the housing service last year, the Housing Regulator recognised the challenge we bring to councillors and officers, with real impact on decisions.

If you are interested to know how you can get involved, visit: **cambridge.gov.uk/tenant-and-leaseholder-involvement**

If you want to speak to us directly, contact **hsc.residents@gmail.com**

How residents have influenced your housing service

In the last 12 months:

- **4 Housing Advisory Board Meetings** have taken place, where your resident representatives influenced 22 housing areas
- **4 Housing Advisory Board Working Group meetings** have taken place where maintenance and repair data has been heavily scrutinised by resident representative
- **11 walkabouts** have been held across the city. Allowing residents to raise issues on their estate
- We hosted **26 community days** around the city
- **Resident volunteers attended 8 meetings** to scrutinise the council's housing maintenance service and estate management services, such as communal cleaning and window cleaning contracts
- **3 Open Door magazines, 3 Sheltered Herald Magazines** and a **Resident Engagement e-Newsletter,** have been produced and reviewed by a panel of City Council residents.



Tenant satisfaction measures
2025/26

Tenants were asked:

"Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridge City Council?"

This is the key measure in any tenant perception survey, and the results were:

69%
of tenants were satisfied with the overall service provided

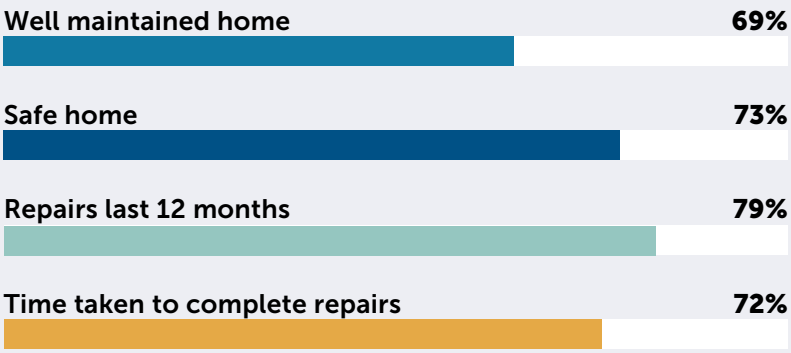
This is down

4%
points on 2024/25 (73%), the largest single-year drop, alongside a fall in satisfaction with repair timescales

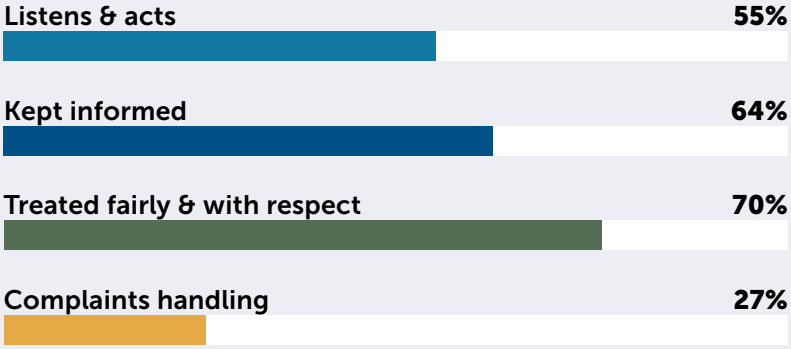
Satisfaction varies by housing type:

67%
among general needs tenants, compared with 86% among tenants in sheltered and supported housing.

Keeping properties in good repair



Keeping properties in good repair



Responsible neighbourhood management



Communal areas	Neighbourhood contribution	Approach to ASB
27%	56%	49%

What's shaping tenants' views?

This year, new questions were included in the survey to help us understand what experiences helped shape tenants' views about their housing services:

What tenants told us was working well:
- Prompt, polite responses for routine repairs, gas checks, and refurbishments
- Supportive staff

What tenants told us needs to improve:
- Delays or non-completion of repairs
- Poor-quality contractor workmanship
- weak communication

Complaints

Every year, we monitor our housing complains performance and report these figures to the Housing Advisory Board. We are also members of Housemark, which allows us to compare our performance with other social housing landlords and track where we need to improve.

Total complaints received

In 2025/26, Housing received **203 Stage 1 complaints**, down from 281 the year before — a fall of around 28%. There were **34 Stage 2 complaints** (the more serious complaints that are escalated), also down on last year's 40.

203 stage 1 complaints
Down from 281 last year

34 stage 2 complaints
Down from 40 last year

Complaint resolution

72.4% of Stage 1 complaints were resolved within our target timescale, against a target of 85%. This is a step back from 2024/25 (82.1%), and we recognise there is more work to do here.

64.7% of Stage 2 complaints were resolved within timescale, against a target of 90%. This is an improvement on last year (60%), though still below where we want to be.



While fewer residents complained this year, we know that speed and consistency in how we respond matters just as much as the number of complaints we receive. We are using the feedback gathered through our Annual Customer Feedback Report, together with our Housemark benchmarking data, to identify where processes need to be faster and more consistent, and we will report back on our progress in future editions.

Learning from your complaints

This is where residents' voices are already shaping change. Our first case study shows how engagement translates into action:

CASE STUDY: Working with residents to improve repairs

The Housing Advisory Board Working Group chose to focus their research on transparency and communication in repairs for new build sites. Formed of elected tenant representatives and councillors, the group have been meeting monthly to develop a research scope focused on; ***How can we ensure that follow-up to repairs issues in new build council homes, once the 12-month snagging period has ended, is effective and understandable for tenants, and that lessons are learnt for future design and development projects?*** The research report will be presented to the Cabinet Member for Housing and the Housing Advisory Board.

Progress so far:

- Agreed to focus on housing issues that arise after a property's defect period ends, so that common themes can be identified and used as lessons to improve future repairs.
- The process for residents to report issues will be reviewed to understand how they can be simplified
- Repairs data has been supplied by officers to aid the research
- Once the research is complete, the recommendations will be presented by the Cabinet Member for Housing to Cabinet for decision to implement.

Quality of your home

During 2025/26 your repairs service completed:

92.7%
of emergency repairs within timescale

94.3%
of non-emergency repairs within timescale

78.4%
of repairs on their first visit

As part of the Tenant Satisfaction Measure survey, residents were asked about the experiences that shape their view of the housing services:

- The most common theme raised was the timeliness and responsiveness of the repairs service (619 comments), which tended to carry a more negative tone, often because residents are more likely to comment when they've experienced a delay or problem.
- By contrast, our communication and transparency (306 comments) were viewed more positively. This lines up with what our Tenant Satisfaction Measures show more broadly: residents are quickest to praise us for prompt, polite responses to routine repairs, gas safety checks, and refurbishments, and for the support they receive from staff, but feel let down most by delays or non-completion of repairs and poor-quality contractor workmanship.

How to keep your home safe

Advice from Service Improvement Manager, Laura Herrera-Martin

The Council is focused on the safety of the homes of all tenants. Independent assessors recently confirmed its full legal compliance, expectations for building safety, and its approach to tackling damp and mould.

- Number of damp and mould 'live' cases in March 2026 was 296 or 3.84% of the housing stock

As of 31 March 2025, **only 38 of our 7,640 homes** (0.49% of total stock) did not meet the Decent Homes Standard, and we are working to bring these up to standard as a priority.

Preparing your home for winter

As the colder months approach, here are some simple steps to help keep your home comfortable and reduce the risk of damp, mould and condensation. Working together we can keep your home warm, safe and healthy. Here is some advice from our expert teams on:

Keep your heating working
If your radiators are cold at the top but warm at the bottom, trapped air may be stopping your heating working properly. Your radiators may need bleeding. Turn your heating off first and let radiators cool. Using a radiator key, turn the valve slowly anti-clockwise until you hear hissing, let the air escape, then close the valve once water flows steadily. Never bleed a radiator while it's hot and only open the valve slightly. If this doesn't help, or if your boiler or hot water isn't working properly, please report it: TSG: **0800 111 4044**.

Ventilation and condensation
Extractor fans remove moisture from cooking, bathing and showering and should be used year-round, please report any that are broken, noisy, or not clearing condensation. You can also help by opening windows briefly when safe, keeping doors closed when creating steam, avoiding drying clothes on radiators, and wiping condensation from windows.

Check outside
Blocked or damaged gutters and downpipes can let water in and cause damp, please report any overflowing, leaking, or broken guttering.

Spot it early
Black mould, damp patches, musty smells, or excess condensation? Contact us as soon as possible so we can investigate. Report it early. We'll investigate. We'll put it right.

Search **"Report Mould"** on our website or call the Housing Repairs Team: **01223 457000**

Keeping your homes safe

During 2025/26 we completed the following required safety checks:

100% of gas safety checks

100% of Legionella risk assessment

100% of homes have an asbestos management survey

97.8% of homes have an Electrical Installation Condition Report

100% of flat blocks have a fire risk assessment

Keeping our homes safe and meeting the Decent Homes Standard

Understanding the condition of your homes is an important part of making sure they remain safe, well maintained and meet the required housing standards.

We know residents have not always felt listened to on this. Through our Working Group Consultation, we work with residents to identify the biggest issues before and after construction, and where we can bring about change.



Photo by Theme Photos on Unsplash

WE HEARD YOU: Here's what we're doing about it

Following the Social Housing Regulator's 2025 inspection, which found that only 44% of our homes had had an internal stock condition survey within the last five years.

Our Asset Management team, are working alongside the Stock Condition Survey undertaken by Pennington Choices, to directly tackle the delays and inconsistent workmanship residents have told us about. We are also overhauling how repairs and maintenance work is contracted across the Council. From 2025/26, we are moving to a more consistent set of contracts with clear standards and stronger oversight, so residents can expect:

Faster fixes – quicker resolution of damp, mould, and legal disrepair cases through better-coordinated contractors

Fewer repeat repairs – more accurate diagnosis first time, so the same problem doesn't keep coming back

Better communication – clearer updates on the status of repairs and works, so residents are kept informed

Stronger safety checks – improved oversight of fire, asbestos, and water safety across all homes

Faster re-letting of empty homes – so properties are ready sooner for those in housing need.

Supporting residents

We recognise that paying rent, maintaining a home and accessing services can be challenging, particularly when circumstances change. Housing Support Services helped support 861 people during 2025/26:

492 in the Tenancy Sustainment Service

135 in the Visiting Support Service

224 Sheltered Tenants

10 survivors of domestic abuse directly supported by our Specialist Housing Worker for Domestic Abuse

Our clients rarely face a single challenge. The data shows that financial strain (44%), physical health/ disability (36%) and mental health needs (33%) are the most common, and almost half (43%) of our clients have two or more issues. Because of this overlap, our approach needs to be holistic and tailored to the individual, helping residents access the right advice and assistance at the right time. This includes:

- Home visits
- Social activities
- Personal fire safety risk assessments
- Report repairs and hazards
- Budgeting, dept and arrears advice
- Arrange home adaptations
- Keep schemes clean and well-maintained
- Wellbeing checks
- Refer for specialist help
- Apply for benefits and grants
- Domestic Abuse advice
- Advocacy

Our support leads to a wide range of outcomes, from helping people maintain safe and secure homes, to improving wellbeing, reducing financial hardship and increasing independence. Many of the people we work with experience multiple and overlapping challenges, so our interventions span housing stability, financial resilience, health and care, safety, social connection, advocacy and access to services. By addressing these needs holistically, using a proactive, relationship-based model of support, we help people live safer, healthier and more connected lives.

Getting to know you survey

In the summer edition of Open Door, we wrote to tell you about the launch of a project to deliver a *getting to know you survey*. The project started in September, led by a dedicated Data Insight Officer.

The survey gives you the opportunity to tell us more about yourself, having this information will help us better understand your needs and allow us to provide a more informed, responsive, and inclusive housing service. Taking part is voluntary, but your participation will help us keep our records up to date and make reasonable adjustments, where necessary.

You may be invited to complete the survey through your housing portal account, by email, telephone, post, or in person. We will also collect this information during tenancy sign-ups and tenancy audit visits, reducing the need for multiple requests for the same information.

For more information, a dedicated webpage containing more detail has been created, a link to this will be included in your survey invitation. If you receive a request to take part but are concerned about the legitimacy of the request, you can verify the information by contacting: **01223 457506** or **tenant-survey@cambridge.gov.uk**

Thank you for helping us keep our information accurate and up to date. Your participation will help us better understand your needs, so we can tailor services accordingly.

Extra support from P3 Charity

We support people at risk of losing their home, setting up a tenancy or living in unsuitable housing. We help address housing-related challenges, including mental ill-health and financial difficulties, to help you live independently.

If you need additional support or would like to refer somebody else, you can also make a self-referral to P3 Charity online **p3charity.org/services/cambridgeshire-floating-support-service** or Tel: **0808 169 8099.** P3 Charity can help by:

- Talking to service providers to coordinate care
- Accompanying you to appointments and meetings
- Advising and supporting you to develop the skills needed to maintain your own home
- Advising on household security
- Encouraging you to take up opportunities in training, employment, education and voluntary work
- Signposting to other services such as mental health or drug or alcohol support where needed.

Our Tenancy Sustainment Team support residents under 65yrs and the Independent Living Service support residents over 65yrs. If you are struggling with you tenancy or need help accessing services, please get in touch: **independent.living@cambridge.gov.uk** or **01223 457199**.

Building for the future

Council secures almost **£100m to build 1400+ council homes** and **unlocks £584m strategic investment** in city housing.

£96.4m
grant for social and affordable housing

803
council homes financed by Strategic Partnership

723 social rent housing

3,000 new homes by 2036

1,400 new council homes

The Government announced that Cambridge City Council has won its bid for a £96.4 million grant for social and affordable housing and identified the council as one of only three local authorities selected for a Strategic Partnership designed to accelerate council home delivery.

The Strategic Partnership will finance 803 council homes, 723 will be offered at social rent, the lowest tier of rent at just 40-45% of the market rent. Securing the partnership also unlocks a £584m funding package previously committed by the council to deliver a bigger programme of nearly 3,000 new homes by 2036, 1,400 of which will be new council homes with at least 60% of these at social rent. The partnership will also support the Council's Small Sites Programme, creating opportunities for smaller local developers to contribute to the delivery of much-needed council homes.

Together, this investment will help us increase the supply of affordable and social housing across Cambridge while creating more opportunities for people to access secure, genuinely affordable homes.

Letting homes

During 2025/26, we continued to provide high-quality housing services and support residents across Cambridge. We responded to **2,309 social housing applications** and made **647 housing offers**. We successfully let **381 general needs homes** and **54 supported housing properties**, helping residents access safe and affordable housing.

We also supported residents to remain independent in their homes by completing **254 adaptations for low-income disabled residents**, including ramps, walk-in showers and stairlifts.

Our repairs service continued to improve, with **78.4% of repairs completed** on the first visit. Looking ahead, a new voids procedure introduced in May 2026 will help bring empty homes back into use more quickly and improve the customer experience for new tenants.

These figures reflect our ongoing commitment to making the best use of our housing stock, maintaining quality homes and delivering services that meet residents' needs. However, there is still high demand for more City Council properties, with **1329 households on the housing register,** as of 31st March 2026.



Your neighbourhood and community

In the 2025/26 Tenant Satisfaction Measures, 56% of tenants said the Council makes a positive contribution to their neighbourhood, with the figure holding steady compared with last year.



Improving your communal spaces

Residents reported that they would like to see improvements in lighting, pathways, disabled access and security measures. In response, a £400k bid will be made this year to extend the Estate Improvement Scheme, which will enable resident-led improvements to estates.

We work closely with residents, tenant representatives, councillors and community partners to make our estates cleaner, safer, greener and more welcoming places to live. From identifying issues through estate walkabouts to celebrating the gardens residents care for through the annual garden competition and tackling fly-tipping through community days, we're working together to improve the places we share.



Estate walkabouts

We conduct regular estate walkabouts to identify issues such as fire hazards, green spaces, parking and grounds maintenance, and work together to resolve them.

In 2025/26, we held 11 estate walkabouts across Cambridge, bringing together Estates Officers, Grounds Maintenance, Repairs and Maintenance colleagues, tenant and leaseholder representatives, residents and ward councillors. Walkabouts took place across estates including Tiverton Way, East Road, Edgecombe Flats, Lichfield and Neville, Colville Road, Dykes Bower Court and Walpole Road.

11 estate walkabouts

All the issues identified and updates from our estate walkabouts are published on our website, so residents can see what has been raised and how it's being addressed: **cambridge.gov.uk/identifying-problems-on-housing-estates**



Community days

64% of tenants are satisfied with the cleanliness and maintenance of communal areas that we are responsible for.

64% tenants are satisfied with the cleanliness and maintenance of communal areas

Our community days bring residents and officers together to tackle issues that affect the appearance and enjoyment of our estates, including fly-tipping and unwanted items. They also provide an opportunity for residents to raise concerns directly, discuss improvements and work alongside Council teams to keep communal spaces clean, safe and welcoming. In 2025/26, our Estates team and Rangers delivered 26 community days on estates across the city.

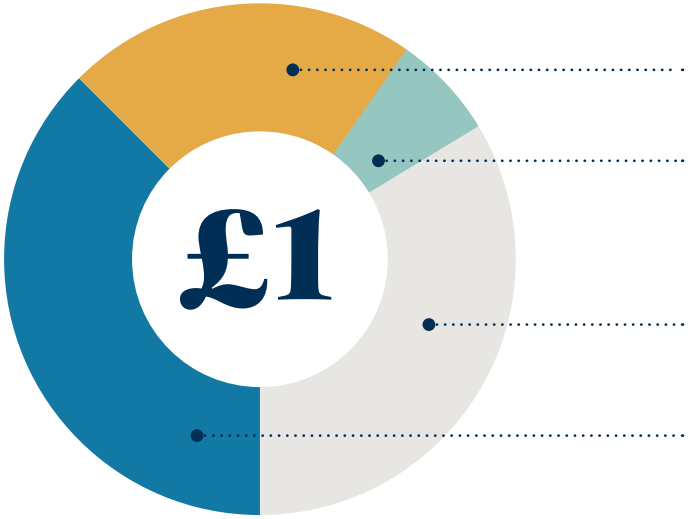
26 community days

Value for money

As a housing service, we must manage the housing budget in a prudent, sustainable way.

The money you pay through your rent and service charges is ring-fenced into a Housing Revenue Account, this pot of money can only be spent on housing services. Every pound you pay goes back into maintaining your homes, improving them, or building new ones.

In 2025/26 we collected £58.4 million in rent, service charges, and other income. For every £1 collected we spent:



- **19p on housing management – £11.2 million**
- **8p on investment in new and existing homes – £4.7 million**
- **40p on other charges – £22.04 million**
- **33p on repairs and maintenance – £19.2 million**

During this financial year our repairs and maintenance spend came in £6.7 million higher than budgeted, mainly because of:

£2.3m
on additional repairs, including damp, condensation and mould work needed to comply with Awaab's Law

£1.5m
on fire safety measures, including waking watch at several sites – now reduced from eleven sites to two

£1.5m
on dealing with a backlog of empty homes in poor condition

£1.4m
on fire and other damage repairs

We made the choice to prioritise this work, to keep your homes safe and well looked after. As a result, we paced our building programme a little differently this year. We had planned to spend £96.3 million on building and improving homes but we spent £65.9 million, with the rest still set aside to be spent on the same projects over the coming years.

2026 Tenant and Leaseholder Garden Competition

Cambridge in Bloom

Hosted in July, the 2026 Tenant and Leaseholder Garden Competition was a treat for the eyes.

Residents could enter a range of garden categories from, community garden, small spaces, baskets and tubs to wildlife gardens.

The Anna Vinelot Cup was awarded to the beautiful, contemporary garden, showcased on the front page of this magazine. With an array of different plants and an abundance of colour, it attracted lots of bees and butterflies. Very peaceful and calming, it is a truly special space.

The competition is open to residents of any age and ability; we love to see how creative you can be with a space of any size. This year, our youngest prize winner is 8-year-old Adam (pictured). He transformed a small unused space which passersby littered, by stripping it back and planting an array of flowers, vegetables and tomato plants. His hard work during the warm summer months, saw it flourish into a beautiful space for his family to enjoy.

If you are interested in taking part next year, relevant dates and how to apply, will be hosted on the following webpage from late spring **cambridge.gov.uk/tenant-and-leaseholder-garden-competition**



Awaab's Law: Helping to keep your home safe

Awaab's Law is changing the way social landlords must respond when certain hazards are reported in tenants' homes. From 30 November 2026, new requirements will come into effect. Cambridge City Council is getting ready for these changes and reviewing how you report concerns, how we respond and how we keep you informed.

What we will do

We are responsible for keeping your home safe and dealing with repairs and hazards that are our responsibility. When you tell us about a problem, we will make sure it reaches the right team and explain what needs to happen next.

How you can help

Please tell us about problems as soon as you notice them and give us as much information as you can. It is also important that you allow us access to your home when we need to inspect it or carry out work.

Some things in your home are your responsibility as a tenant. Please take a moment to remind yourself what you are responsible for and what you can do to help keep your home safe.

You can find out more at: **cambridge.gov.uk/your-responsibilities-as-a-council-tenant**

Don't wait to report a problem

If you are worried about something in your home now, please do not wait for the new requirements to come in. Report it to us as you normally would so we can investigate.

REPORT A REPAIR ONLINE:
cambridge.gov.uk/council-home-repairs
Telephone: **01223 457000**
Emergency out of hours: **0300 303 8389**

We will also be adding more information to our website about Awaab's Law, the different types of hazards, and what you can expect from us.

Leaseholders

CCTV / video doorbells

Leaseholders & tenants (of flats) are generally not permitted to install CCTV. This also applies to Ring doorbells and similar devices. Cameras positioned outside a flat may capture communal areas (including gardens), entrances & pathways, neighbouring properties, or other land not exclusively for your use. The Council does not permit residents to monitor communal areas as such recording can raise privacy and data protection concerns.

If you have a front or rear garden that is exclusively demised to you under the lease, you may be able to install CCTV, provided it is configured to record only your land and does not capture communal areas, third party land or public spaces. Where inappropriate installation is reported, the Council will contact you and require removal or adjustment of the device. Remember, the Council retains ownership of the structure so you would need to apply for permission to install fixed CCTV onto the building itself.





Photo by Luke Southern on Unsplash

Leaks

If you discover a leak coming from the property above you, you should immediately inform your upstairs neighbour so they can investigate and possibly take action to stop the leak.

Nobody home? Leave a note through their door explaining that you have a leak *state location it is coming through* and make a note of the flat number where the leak appears to be coming from. You should then report the leak to the Council's repairs team.

If the flat above is still owned by the Council, we will arrange for the leak to be repaired. If the flat above is also leasehold, responsibility for repairing the leak will rest with the leaseholder and we typically expect leaseholders to arrange for a plumber to attend within 48 hours.

If the leak is coming from outside (roof / faulty guttering etc), this should also be reported to the Council. Repairs to the roof and other external parts of the building are usually our responsibility. However, as with other major repair works, leaseholders will normally be charged their proportion of the cost of repair through the service charge. Where a roof or other external repair is expected to be over a certain amount, the Council may undertake a temporary or patch repair to prevent further damage while Section 20 consultation is carried out.

If your property has suffered damage as a result of a leak, you may be able to make a claim through the buildings insurance. Please remember that buildings insurance does not cover damage to your personal possessions (including carpets) and will need to be claimed through your own contents insurance. Please see the Council's website for more details on insurance to ensure you are adequately covered.



Helping to protect public money

We are committed to making sure that council homes and public services are used fairly and that public money is spent appropriately.

As part of this commitment, Cambridge City Council takes part in the National Fraud Initiative (NFI), a nationwide programme that helps public bodies identify and prevent fraud and error. The NFI is run by the Government's Public Sector Fraud Authority.

To do this, we share information about council tenants, and housing applicants. The information is securely compared with records held by other public organisations to help identify situations where fraud or incorrect claims may be taking place.

The Council is required to take part in the NFI and to protect the public funds it administers. Information is shared and used in accordance with the law and data protection requirements.

You can find out more about the National Fraud Initiative at the central government website: **gov.uk/national-fraud-initiative** and also visit our website: **cambridge.gov.uk/national-fraud-initiative**



Contacting our services

Creating and accessing your council tax account
cambridge.gov.uk/creating-and-accessing-your-online-council-tax-account

Repairs
01223 457000

Emergency out of hours:
0300 303-8389

Emergency homelessness & temporary accommodation, outside office hours
03300-538-109
(same cost as a normal landline)

Need advice on your housing situation?
01223 457000

Leaseholder question
cambridge.gov.uk/leaseholders
leasehold.services@cambridge.gov.uk
01223-457835

Housing for older people and visiting support service
independent.living@cambridge.gov.uk
01223 457199
Cambridge Older People's Housing

Need to report antisocial behaviour
asbsection@cambridge.gov.uk
01223-457950

Noise complaints
env.health@cambridge.gov.uk
01223-457000

Bulky waste collection
greatercambridgewaste.org/request-a-bulky-waste-collection

Report tenancy fraud
fightfraud@cambridge.gov.uk

To leave a compliment or complain about council services
cambridge.gov.uk/compliments-complaints-and-suggestions
01223-457000

Need support for contacting the Council?
Contact Council in Sign Language:
convo.io/uk/home, *then dial* 01223-457000 *for a live interpreter*

Need help in another language?
01223-457000 *and ask for a translator.*

Council's contractors on estates

TSG Services
enquiries@tsgplc.co.uk
01223 457000

For gas or hot water:
0800-111-4044

Foster Property Maintenance
info@fpm-ltd.co.uk
01945-586999

Goshen communal cleaning
cs@goshenmultiservices.com
0800-037-1958

Crystal Clear window cleaning
01375-370800

Domestic Abuse 24-hour National Helpline: nationaldomesticviolencehelpline.org.uk *Freephone* 0808-2000-247