



South
Cambridgeshire
District Council



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Annual Report

to tenants & leaseholders



WIN

Your chance
to win an i-pad on page 11

2024 to 2025

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Introduction



John Batchelor
Lead Cabinet Member
for Housing



Peter Campbell
Head of Housing

Welcome to your annual report for 2024 to 2025.

In this report we share with you the results from the latest tenant satisfaction survey. These annual surveys are a valuable way to hear tenants' views and find out where we need to make improvements as well as where we are performing well.

We have already seen improvements from the previous year's survey results in areas such as anti-social behaviour, listening to views and acting on them, and complaints handling. This shows how important these surveys are and that they are already making a difference to the service we are providing you. We want to thank everyone who gave their feedback and we encourage more people to do the same.

This year has seen the election of new tenant representatives onto our Housing Engagement Board with some new faces coming in to lend us their time and their view point as tenants on our policies, our complaints process, and more. We introduce them to you in this report and let you know how they can be contacted on [page 16](#). There are more opportunities for you to get involved and have your say on services and policies. Find out more on [page 20](#).

This year will also see us making energy improvements to many of your homes thanks in part to funding from the Department for Energy Security and Net Zero. These improvements will include measures such as cavity wall and external wall

insulation, air source heat pumps, solar pv panels, ventilation improvements and more. We aim to improve energy efficiency. This is measured by an Energy Performance Rating where we want to ensure all properties reach at least Band C. This will help tenants reduce their energy usage and lower bills.

We hope you find this report insightful. If you have any feedback, get in touch at resident.involvement@scambs.gov.uk

Who is responsible?



Peter Campbell, Head of Housing is South Cambs' **responsible person** for ensuring compliance with the Social Housing Regulator's consumer standards which include:



Safe and high-quality homes



Tenant engagement and accountability



Neighbourhood management



Tenancy standard

He is also our **Safeguarding lead**



Eddie Spicer, Service Manager for Housing Assets is South Cambs' **responsible person** for Health & Safety Compliance

Tenant Satisfaction Measures

For the financial year April 2024 – March 2025 M.E.L Research, an independent social research agency based in Birmingham, undertook the annual Tenant Satisfaction Measures survey on our behalf.

In total **5,383** tenants were approached. Residents were initially invited to take part in the survey by sending a questionnaire to home addresses accompanied by a freepost return envelope. The cover letter explained the purpose of the survey and what the results would be used for. The letter also included a QR code and web address to enable online completion of the survey. Two additional email reminders were sent to non-responders with email addresses to encourage further participation.

Tenants were offered the opportunity to enter a prize draw to win one of three £50 Global Gift Cards as an incentive to complete the survey.

A total of **1,189** completed tenant surveys were returned, equating to a response rate of **22%**.

How we compare to other organisations

Throughout this report results for the core Tenant Satisfaction Measures questions are compared to the Regulator of Social Housing's benchmarks released in November 2024. These benchmarks are based on results for large registered landlords with 1,000 or more homes.

Visit www.gov.uk for the full report or scan the QR code below.



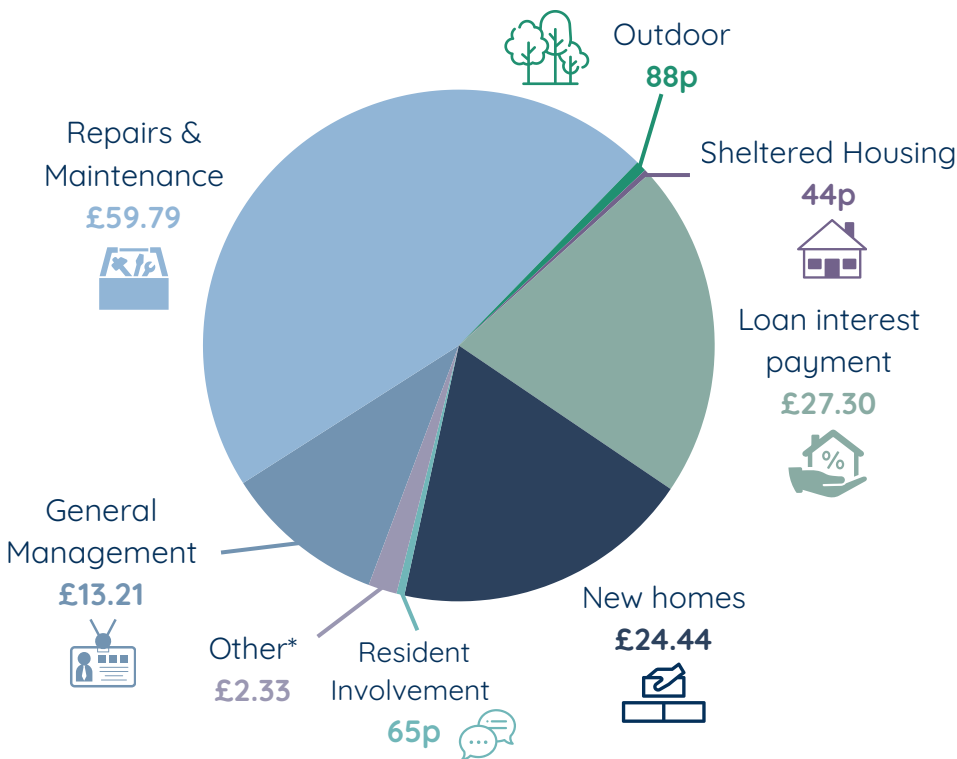
How your rent is spent



Expenditure for 2024/25

General Management	£3,905,435	Repairs & Maintenance	£17,379,310
Outdoor	£256,097	Sheltered Housing	£127,833
Resident Involvement	£190,197	New homes	£7,104,401
Loan interest payment	£7,934,875	*Other	£1,138,146

How a weekly social rent of £129.04 is spent:



*What is Other?

Other covers many different things, the biggest being costs from other council services like democratic services, treasury management, & communications. It also covers, insurance, land registry, & business rates, among other things.

Overall Satisfaction



What our survey said:



Overall
satisfaction



79%

Very or fairly satisfied



Up 1%
on last year

78%

2023/24

Do you feel that the housing service provided by South Cambridgeshire District Council has become better or worse in the last 12 months?



Better



13%



About the
same



75%



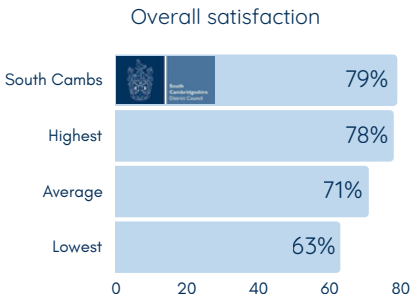
Worse



12%

How we compare to other organisations

When compared to other organisations South Cambridgeshire scores alongside the highest organisations at 79%



What this means

We have improved by one percentage point on last year and are performing well when compared to other organisations.



Safety & Quality Standard

The Safety and Quality standard covers quality of accommodation and repairs and maintenance.

Key achievements:

- ✓ We carried out a Stock condition survey to ensure we are investing in our homes where it is needed the most
- ✓ Successfully awarded £8.2m funding from the Warm Homes Social Housing Fund Scheme to add to our 4 year project funding total of £19m, for energy efficiency measures to over 600 homes.
- ✓ Dedicated damp and mould team are in place, providing advice
- ✓ Aids and Adaptations policy was reviewed by tenants

Looking ahead:

- 👁️ Work started in 2025 on the energy efficiency programme to bring every home involved up to at least an EPC (Energy Performance Certificate) rating of C helping tenants reduce their energy usage and lower their bills.
- 👁️ Working with tenants to review our empty property re-let standards.
- 👁️ Through the Tenant Policy Panel we will review policies on Repairs & maintenance and Compliance safety.



Maintenance

What our survey said:



Satisfaction that the home is safe



83%

Very or fairly satisfied



Up 1%
on last year

82%
2023/24



Satisfaction that the home is well
maintained



75%

Very or fairly satisfied



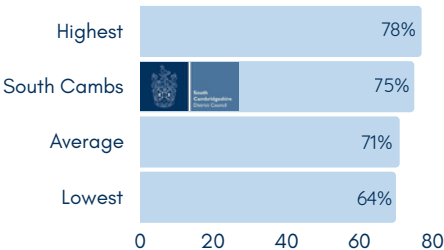
Up 3%
on last year

72%
2023/24

How we compare to other organisations

When compared to other organisations South Cambridgeshire scores 75%, which is above the average, the highest being 78%.

Satisfaction that the home is well maintained



During 2024/25 we carried out:



90

insulation
installations



165

window
replacements



243

boiler
upgrades



How we are keeping your homes safe and maintained



100%

Proportion of homes for which all required gas safety checks have been carried out



100%

Proportion of homes for which all required legionella risk assessments have been carried out



100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out



100%

Proportion of homes for which all required fire risk assessments checks have been carried out



100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out

Stay Connected - Win an iPad!



To help us stay in touch and better understand your circumstances, we're asking tenants to update their contact details and household information. At the same time, we're introducing a brand-new online Housing Portal, designed to make managing your tenancy faster and easier.

As a thank you, everyone who completes both steps — updating their details and signing up to the Housing Portal — will be entered into a prize draw to win an Apple 11" 128GB iPad.

Step 1

Complete the Tenant Review Form by scanning the QR code or visit

www.scambsgov.uk/council-tenants/housing-online-forms

SCAN ME



Step 2

Once that's done, we'll send you a link to sign up for the Housing Portal

Finish both steps and you'll be automatically entered into the draw!

It only takes a few minutes — and you could be our lucky winner.

Tenants who have already returned forms and registered for the Housing Portal will be automatically entered.

Deadline for entries to the prize draw: Tuesday 27 January 2026

Terms & Conditions

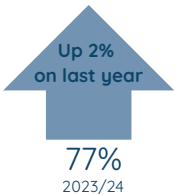
1. Open to joint and lead tenants of South Cambridgeshire District Council properties only
 2. One entry per household
 3. Prize draw closes at midnight on Tuesday 27 January 2026
 4. Employees of South Cambridgeshire District Council and their families are excluded
 5. Tenants who have already submitted a Tenant Review Form and registered for the Housing Portal will be automatically entered — please do not submit another form or registration
 6. Complete the Tenant Review form to update your contact details
 7. Once completed, you'll receive a link to sign up for the Housing Portal
 8. This is a free prize draw, not a lottery
 9. Tenants must use the same email address to complete the Tenant Review Form and register for the Housing Portal
 10. Please note, there may be a delay in receiving the Housing Portal link to register while we update your details
 11. To opt out of the competition, contact: housingdata@scambsgov.uk
 12. Apple iPad 11" (2025), 128GB, Blue - worth £329
 13. Non-transferable; no cash alternative
 14. The winner's name will not be announced publicly
 15. All personal information is managed in accordance with our Privacy Policy.
- Visit: www.scambsgov.uk/privacynotice to learn how we handle your data and your rights of access.

Repairs

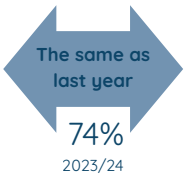
What our survey said:



Satisfaction with repairs

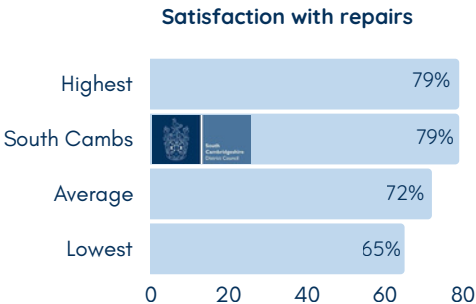


Satisfaction with time taken to
complete most recent repair



How we compare to other organisations

When compared to other organisations South Cambridgeshire is equal with the highest scoring organisations at 79%



What this means

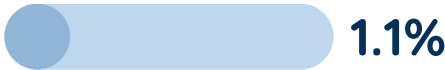
We have improved by two percentage points on last year’s results and we are one of the highest scoring organisations.



How we have performed



Proportion of homes that do not meet the Decent Homes Standard



Improved
on last
year

3.4%
2023/24



Proportion of non-emergency responsive repairs completed within the landlord's target timescale*



Up on
last year

92.8%
2023/24



Proportion of emergency responsive repairs completed within the landlord's target timescale**



The same as
last year

100%
2023/24

*Non - emergency repairs
timescale = 20 working days

**Emergency repairs
timescale = 24 hours



6,635

emergency repairs
carried out



15,330

responsive repairs
carried out

Fire safety advice

As the use of e-bikes and e-scooters is becoming more popular there has also been a rise in battery fires.



Do not cover chargers or battery packs when charging as this could lead to overheating or even a fire.



Do not overcharge your battery – check the manufacturer's instructions for charge times.



Charge e-scooters or bikes while you are awake and alert.



Batteries can be damaged by dropping them or crashing e-bikes or e-scooters. Where the battery is damaged, it can overheat and catch fire without warning. Check your battery regularly for any signs of damage.



Always use the manufacturer approved charger for the product, and if you spot any signs of wear and tear or damage buy an official replacement charger for your product from a reputable seller.



Make sure they are not blocking any exit points.



**In the event of an e-bike, e-scooter or lithium-ion battery fire
– do not attempt to extinguish the fire.**

Get out, stay out and call 999

[Find more advice from
Cambridgeshire Fire & Rescue](#)



Batteries

Batteries can be a fire hazard if they are not disposed of properly. They should never be put in household rubbish or recycling



bins. Only dispose of batteries, including vapes and e-cigarettes, safely, either at a local household waste recycling centre or a battery bank at a local shop.



[Find out
where to
recycle your
batteries](#)

Christmas safety advice



Ensure you use the correctly rated fuse and a good quality plug adapter when plugging lighting into power sockets and never leave lighting unattended.



Always ensure decorations, including trees, are flame retardant and aren't placed too close to open fires, heaters or radiators.



Use LED candles wherever possible. Never leave candles unattended or move them once lit.



Test smoke
alarms regularly

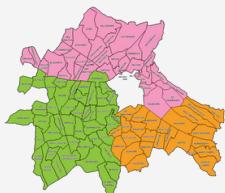


Keep exit
routes clear



Make an escape
plan of how to get
out of your home

Meet your tenant representatives:



A tenant representative's role is very important. They are the voice of tenants and leaseholders living in our council homes. Here we introduce them and how you can contact them.

East area

Get in touch:  viviennetill@icloud.com



Vivienne

I'm looking forward to doing what I can to improve tenants outcomes and experiences and I hope to encourage people, especially of the younger generations, to get involved with things they're passionate about.

West Area

Get in touch:  luffman253@btinternet.com



Michael

Having been a tenant since 1975 I decided that I wanted to help my fellow tenants by working alongside SCDC and my fellow representatives, by acting as your voice to help deliver a service that focuses on your relevant needs.

North Area

Get in touch:  repwilson37@gmail.com



Margaret

I am privileged to be elected to represent my fellow SCDC tenants. My hope is that involved tenants can highlight problems and help to bring about changes in attitude, standards, and policies. As a representative I speak for all of us, so please make your voices heard to me and the other reps.

Get in touch:  pattihall77@yahoo.com

Residential Leaseholder

I have been a tenant rep for 13 years and been involved in interviews, dealing with contracts, scrutiny of grass cutting, and estate inspections. It's very varied and interesting.



Patti

Get in touch:  amystock50@gmail.com

I have lived under South Cambridgeshire council since I was 3 months old. I became a tenant representative as I would like to maintain the current living standards that we are receiving and highlight any improvements that could be made in the future.



Amy

Get in touch:  lauranelson82@yahoo.com

I am a middle-aged mother of four living in the South Cambs area that wants to make a difference, wants to help people get a voice and get their concerns and issues heard.



Laura

Get in touch:  jimwatson54@outlook.com

I have been involved for at least the last 20 years now. I have attended many courses that I have been given the opportunity to attend.



Jim



Transparency, Influence & Accountability

This standard covers customer service, choice and complaints, involvement and empowerment and understanding and responding to the diverse needs of tenants.

Key achievements

- ✓ Elections for the Housing Engagement Board held with 13 nominations received.
- ✓ Six policies reviewed by tenants including the anti-social behaviour policy. Some of the changes to the anti-social behaviour policy due to tenant input included making clear that cases can be re-opened if an issue re-occurs and mentioning mediation as an early intervention method.
- ✓ Repairs surveys are now done by an independent organisation following tenant representatives' questions about contractor-supplied data.
- ✓ A grounds maintenance schedule of works was agreed with tenants

Looking ahead

- 👁️ Providing training for new tenant representatives plus providing opportunities for tenants to attend conferences where they can meet and learn from people from across the country who are involved in all aspects of social housing
- 👁️ Continue to review policies such as Tenant sustainment and support policy and Reaching every tenant policy.



Resident Involvement

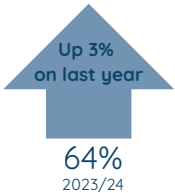
What our survey said:



Satisfaction that the landlord listens to tenant views and acts upon them



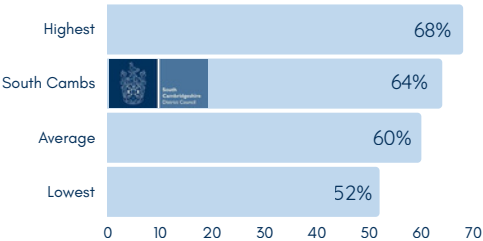
Satisfaction that the landlord keeps tenants informed about things that matter to them



How we compare to other organisations

When compared to other organisations South Cambridgeshire are above average at 64% with the highest performing being at 68%

Satisfaction that the landlord listens to tenant views and acts upon them



What this means

While there are still some improvements to be made in this area we have already improved 10 percentage points since last year's survey and we are performing above average compared to other organisations.



What we are doing to hear tenants views and keep you informed



Our Housing Engagement Board meets quarterly to review our performance and suggest improvements.



There are three panels that look at our performance, review our policies, and check that our contracts are fit for purpose.



Housing and estate officers, together with tenant volunteers, also carry out formal estate inspections, looking at a range of issues, including: landscaping, pathways, fly-tipping and signs of infestation.



We publish regular newsletters to tenants to update you on the latest news and service changes.



Anywhere you see this stamp, residents have been involved.

Want to get involved or provide
feedback? email us at:
resident.involvement@scambs.gov.uk



@InSouthCambs Follow us on Facebook and Instagram



Tenant community grants

A Tenant Community Grant helps fund a project, by up to £1,000, that benefits the local community. We look to fund at least six projects a year.

During 2024/2025 we processed and funded six tenant community grants totalling £4,742.27. The tenant community grants were used for:

- Cooker for communal room
- TV Ariel for communal room
- Blinds for communal room
- Curtains for communal room
- Resident mediation
- Communal garden project



Case study:

The resident involvement team and Mears have supported a local community group in St Vincents Close in Girton to create a communal garden. SCDC have given £1,000 support with a pledge for a further £1,000 to come when required to assist the project. Mears contributed £2,000 worth of materials and labour to get the project underway. The garden is maintained by the community group within St Vincents Close. It grows food for the local community and, with support from SCDC and Mears, they have been able to obtain water butts and the guttering has been adjusted by Mears to collect rain water. This cuts down on water usage, making the garden more sustainable.



Find out more and [apply for a grant at www.scambs.gov.uk](https://www.scambs.gov.uk) or scan the QR code

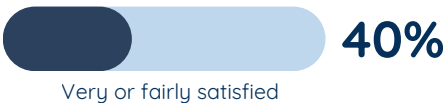


Complaints

What our survey said:



Satisfaction with the landlord’s approach to handling complaints



Stage one

17

Number of stage one complaints received per 1,000 homes

63%

Stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales

Stage two

2.9

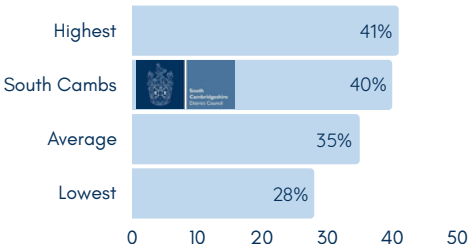
Number of stage two complaints received per 1,000 homes

94%

Stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales

How we compare to other organisations

When compared to other organisations South Cambridgeshire score above average at 40%.



What this means

Whilst we have seen an improvement in satisfaction as to how we handle complaints we want to continue this trend.



How to raise a complaint

If you are unhappy with the way your enquiry has been handled please follow our complaints procedure. We take all complaints seriously and will provide you with a response within ten working days.

Write to:

South Cambridgeshire Hall,
Cambourne Business Park,
Cambourne, Cambridge,
CB23 6EA

Scan the QR code:



Email: housing.complaints@scambs.gov.uk

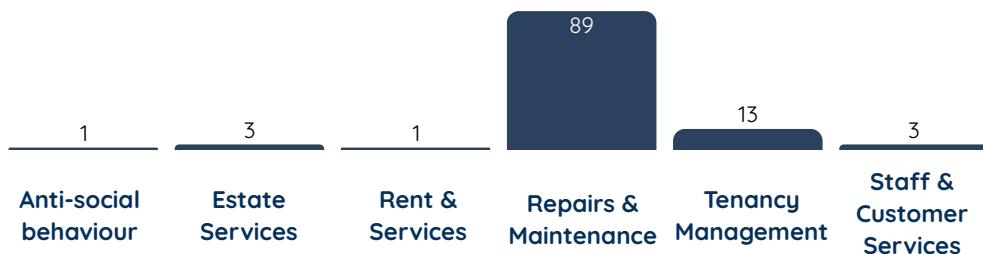


Call: 01954 713 000



Online at: www.scambs.gov.uk

Breakdown of complaints (based on HouseMark classifications)



We have reviewed how our housing service handles complaints, in response to the new Housing Ombudsman's Complaint Handling Code 2025/26. Our self-assessment includes a list of actions that we plan to take to build upon the current service. As part of the Complaints Handling Code, we are required to produce an annual complaints performance report. You can find the assessment as well as the performance report on our website www.scambs.gov.uk or scan the QR code.





Learning through complaints

Complaints – many of the complaints we receive continue to relate to poor communication. To improve how the Housing Service communicates, during 2024 we published the Communications Charter and held all-staff sessions relating to the importance of communication. Following this, a set of guidelines for staff has been developed to ensure we have a consistent approach as to how we communicate. As part of 1-2-1s and team meetings, we will continue to embed the Charter into our day-to-day communications.

Damp and mould – During 2024 we have been pro-actively raising awareness for tenants to report any issues of damp & mould in their homes. This has included articles in our tenants' magazine, on our website and recruiting a specialist Damp & Mould Surveyor. Whilst these steps are positive, it has meant that the levels of contact we have received has created a backlog of cases which at this time are falling short of the service delivery we aim to achieve. We are currently working through this backlog and prioritising the most severe cases.

Planned Works – We have received a number of complaints about delays to work being carried out on the planned works side. We are currently working on improved communication and service standards so that customers have better access to information as to what will happen, when and for how long.



Neighbourhood and Community Standard

Fostering a sense of community and ensuring that neighbourhoods are well-maintained.

Key achievements:

- ✓ Estate inspections - Any issues found at the estate inspections are recorded by officers and then monitored by tenants to ensure an outcome. Some of the highlights of the issues dealt with from inspections are:
 - Broken fence posts in a communal car park - fences were replaced
 - Uneven car parking area creating large puddles - resurfacing works carried out
 - Car parked on a grass verge causing an obstruction - letter sent to resident and a follow up visit confirmed the car is now parked on a driveway.
- ✓ We supported Ecology Surveys on HRA Land which helped deliver new trees, wildflowers, benches and planters on 3 sites.
- ✓ We received DAHA accreditation for our work with survivors of Domestic Abuse



Looking ahead:

- 👁️ We will look to be re-accredited by DAHA at the end of 2025
- 👁️ We will continue to identify and deliver opportunities for tree planting and other biodiversity enhancements

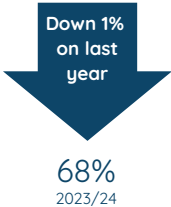


Neighbourhood Management

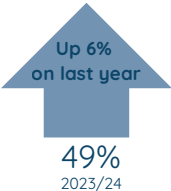
What our survey said:



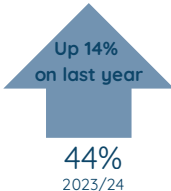
Satisfaction that the landlord keeps communal areas clean and well maintained



Satisfaction that the landlord makes a positive contribution to neighbourhoods



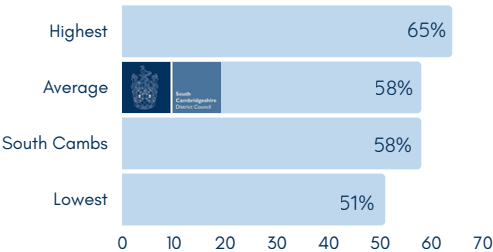
Satisfaction with the landlord's approach to handling anti-social behaviour



How we compare to other organisations

When compared to other organisations South Cambridgeshire scores average at 58% with the highest at 65%

Satisfaction with the landlord's approach to handling anti-social behaviour





32.7

Number of anti-social behaviour cases opened per 1,000 homes



0.9

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes

What this means

Satisfaction with the landlord's approach to handling anti-social behaviour has risen significantly from last year by 14 percentage points. It puts us as performing average when compared with other housing organisations.

Community Safety Partnership



We are the lead authority for the South Cambridgeshire Community Safety Partnership (CSP) and we work with local police, fire and probation services, the County Council and voluntary and community groups to agree action on local priorities and share information about individuals engaging in anti-social behaviour and/or committing crime in the District to ensure action.

Safeguarding



The Housing Enforcement team also deal with safeguarding concerns that are raised and has a mental health worker on the team to help with complex cases. You can report a safeguarding concern through our website at www.scamb.gov.uk or scan the QR code





Domestic abuse

For advice and guidance from one of our advisers call us on 01954 713 000 or email housingadvice@scambs.gov.uk. For out of hours emergency support fleeing domestic abuse call us on 01253 501 117.

National Domestic Violence Helpline 0808 2000 247

Case study highlighting the work of our Housing Enforcement Team

One of our enforcement officers conducted an Anti-Social Behaviour (ASB) visit due to non-engagement and suspicious behaviour. They went to the rear of the house to see if there was any movement. In the rear garden there were six Cannabis plants growing in an open shed. The officer took a photo and liaised with the Neighbourhood Policing Team to organise joint enforcement. As a result of the visit, police attended, seized the plants, and two arrests were made. One tenant was arrested for possession due to cannabis found in the property and the other for cultivation. One of the tenants was also wanted by the courts on unrelated matters. Following a police investigation, one of the tenants agreed to sign a community resolution for the possession of cannabis and the other tenant received a conditional caution for cultivation of cannabis. Housing Enforcement have made the decision to extend their introductory tenancy and not allow them to convert to a secure tenancy until they can improve their behaviour. Housing Enforcement will also ask them to sign an Acceptable Behaviour Agreement regarding the use/possession of illegal drugs.






Tenancy Standard

This standard covers allocations, mutual exchanges and tenancy management.

Key achievements:

- ✓ Let **406** council homes in 2024 to 2025
- ✓ Facilitated **49** mutual exchanges as well as commenced a new mutual exchange policy and introduced software to manage applications, offering greater opportunities for tenants to move via a mutual exchange.
- ✓ Transferred over **80** tenants with fixed term tenancies to a secure tenancy
- ✓ Implemented a Housing Systems and Innovations team to help improve the data we hold on tenants and their households.
- ✓ We have added **68** new homes and acquired **17** more, helping to meet local housing needs.

Looking ahead:

-  We will improve the data we hold on tenants to better understand their needs and help us communicate better.
-  We will promote the housing portal to tenants to help them access information on their housing service easier.
-  We are on track to deliver at least a further **120** new council homes in 2025 to 2026



Income maximisation

Our Income Maximisation Service can help you manage your finances, ensuring you make the most of the money that you get. You can speak to one of our officers who can provide affordability assessments, benefit checks, savings advice and budgeting advice.

We can provide the resources and support you need and refer you to the appropriate services where required.

Our help is tailored to your situation, based on the information you share with us. We can:



Provide grants for
low cost furniture
(if eligible)



Signpost to
affordable tariffs
for household bills



Help to set
budgets and
manage money

Tenancy sustainment workshops

Our tenancy sustainment workshops are every 6 to 8 weeks. We provide information on:

- tenant rights and responsibilities
- landlord rights and responsibilities
- financial responsibilities of having a tenancy
- where to get help

Get in touch at: incomemaximisation@scambs.gov.uk

Mutual Exchange

Most social housing tenants on a secure, flexible or assured tenancy have the ability to swap their home with another council or housing association tenant. This can be really helpful if you are looking to move to be closer to family, work, amenities, if you are looking to downsize or if you are just looking for a more suitable property for you and your family.

You can find a mutual exchange partner by registering on HomeSwapper. This is free for our tenants and allows you to advertise your own property and find a mutual exchange partner.

You may also use other ways, such as:

- advertising in local shops
- adverts in newspapers
- social media
- using other mutual exchange websites (please note that some of these may require a fee to use).















Registering on Homeswapper is free for South Cambridgeshire District Council tenants and enables you to advertise your own property and find a potential mutual exchange partner both locally and nationally.

Visit our [website](#) for more information
and to register







A summary of the Tenant Satisfaction Measures including the tenant survey results and the landlord performance results.

Tenant Satisfaction Measures		Result	Performance indicator
Tenant survey		Very or fairly satisfied	
	Overall Satisfaction	79%	↑
	Overall repairs service over the last 12 months	79%	↑
	The time taken to complete their most recent repair	74%	←
	Their home is well maintained	75%	↑
	Satisfied that their home is safe	83%	↑
	The council is listening to views and acting upon them	64%	↑
	Being treated fairly and with respect	74%	↑
	The landlord keeps tenants informed about things that matter to them	67%	↑
	The councils approach to complaints handling	40%	↑
	Landlord keeps communal areas clean and well maintained	67%	↓
	Landlord makes a positive contribution to the neighbourhood	55%	↑
	Landlord's approach to handling anti-social behaviour	58%	↑

Tenant Satisfaction Measures

Landlord performance

		Result	Performance indicator
	Non-emergency responsive repairs completed within 20 working days	95%	↑
	Emergency responsive repairs completed within 24 hours	100%	←
	Homes that do not meet the Decent Homes Standard	1.1%	↓
	All required gas safety checks have been carried out	100%	←
	All required fire risk assessments have been carried out	100%	←
	All required legionella risk assessments have been carried out	100%	←
	All required communal passenger lift safety checks have been carried out	100%	←
	All required asbestos surveys or re-inspections have been carried out	100%	←
	Number of stage one complaints received per 1,000 homes	17	↓
	Number of stage two complaints received per 1,000 homes	2.9	↓
	Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	63%	↓
	Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	94%	↑
	Number of anti-social behaviour cases opened per 1,000 homes	32.7	↓
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.9	↑

Contact us



www.scams.gov.uk/report-your-repair

0800 085 1313



If you suspect a gas leak, or smell fumes open the windows, turn off the supply at the meter and call National Grid directly and immediately on **0800 111 999**



For enquiries about your tenancy or grounds maintenance:
duty.housing@scams.gov.uk

For enquiries about planned upgrades to your home:
operations@scams.gov.uk

For enquiries about getting involved in tenant groups or activities: **resident.involvement@scams.gov.uk**

For any shared ownership, leasehold or right to buy enquiries:
home.ownership@scams.gov.uk



01954 713 000



**South Cambs Hall
Cambourne Business Park
Cambourne
CB23 6EA**



Domestic Abuse support

Call the police on **101** (if it is not an emergency) or **999** in an emergency, if your personal safety is threatened.
National domestic violence helpline: **0808 2000 247**



These are our standard response times but we will always aim to answer your query as quickly as possible.



By email

We will acknowledge all emails within **3 working days**, and fully respond within 10 working days.



By post

We will reply to all letters within **10 working days**.



By telephone

We will answer your call within **2 minutes**. We will tell you the name of our organisation and the person answering your call. We aim to resolve your enquiry there and then. If we cannot, then we will get the appropriate person to ring you by the end of the next working day.



In person

If we visit you we will carry identification that you can check with a phone call to our contact centre on 01954 713 000. We will arrive at the time we say we will, or give you as much notice as possible if we have to change the time.

If you would like to visit our offices, please call on 01954 713 000 and make an appointment.



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