



I hope this Newsletter finds you well and looking forward to a brighter few months ahead as we start to experience some relaxing of Government restrictions and some warmer weather too.

COVID Update

This is a great opportunity for me to thank you all for your flexibility, tolerance, and resilience over the past 15 months. It has undoubtedly been a challenging time, but one I am sure we can all learn from. With the recent relaxing of some restrictions, this is also a good time to provide an update on our current services and future plans.

Since the easing of some restrictions, we have gradually been re-opening services where it is safe to do so. With the Government advice remaining that, where possible, we should continue to work from home, and as the number of coronavirus cases rise in Cambridge and the surrounding area, our offices at Scotland Road and Bridgacre will remain closed to customers for the foreseeable future.

To reassure you, we are committed to keeping a presence in the heart of our local community in Cambridge and have no plans to permanently close our office.

We are looking forward to seeing you again soon, as we spend more time out and about. We have already increased neighbourhood visits, with more planned over the coming weeks and months. Please do say hello if you see us walking around, or contact the office if you have any queries.

Repairs

We are undertaking all repairs and maintenance now that restrictions have eased. We continue to work through the backlog of routine repairs which were deferred during the last lockdown. If you are still awaiting a repair, our contractors

Have your say... Your views matter!

This summer we are starting our 'Conversation with Customers'

We want to hear from you about what we do well and where you would like us to do better. You are invited to share your views with us, in a way that suits you. To start with, we are simply asking you questions and listening carefully to what you share. We will then make your views count by basing our decisions and plans on what you tell us.

We will ask questions on various themes throughout the year and currently we are asking how you would rate our service and how you prefer to provide feedback. This will

be in touch soon to make an appointment.

If you are concerned about a repair issue worsening and you have not heard from us or our contractors, then please get in contact again and we will prioritise your request.

We will continue to take a cautious approach to re-opening services. **The health, safety and wellbeing of our customers, employees and contractors remains our top priority.**

We will keep our services under regular review to make sure that our COVID-Secure arrangements and approach is keeping us all safe.

You can find further information regarding how we are operating during the pandemic, along with guidance, and Frequently Asked Questions on our website. www.hhs.org.uk

If you do not have internet access, please contact us and we will be happy to provide the information in a different way.

Tracey Spencer
Executive Operations Director

help us to understand where we are getting things right, and where we need to improve. By knowing how you prefer to communicate with us when providing feedback, we can prioritise developing new ways for you to have your say.

Whether you prefer to share your views by text, speaking to us, tweeting, completing a survey, visiting our website or Facebook page, or joining a customer panel or group, we will make sure you are heard, and we will act on what you say.

Some of the ways you can get involved straight away are to:

- ✓ Tell us when we get it right, or wrong
- ✓ Team up with other residents to review and improve satisfaction with our maintenance service
- ✓ Help us make our Annual Report more relevant by including the things that are important to you
- ✓ Share your views on something of particular interest to you, whether that is a local issue such as creating better outdoor spaces, or a wider issue, like climate change

Whatever it is you can offer, we would love to hear from you!



Reducing our Carbon Footprint

Did you know? Over the last few months, 733 customers have registered to receive rent statements via email. **This is a fantastic step towards minimising our carbon footprint!**

If you would like to help us reduce paper usage, you too can receive your rent statements, newsletters and information about your repairs by email.

Get in touch to update your preferences.





As the warmer weather arrives and we take steps to move out of lockdown, it is a good time for a reminder on how we can reduce the risk of fire and keep home safety a priority.

Below are some basic steps you can take to reduce the likelihood of a fire starting in your home and help prevent fire spread if one does start.

- Make sure your **smoke alarm** is working and take action immediately if it isn't. Test it at least monthly and never disconnect the alarm or take batteries out. Contact us immediately if you think your alarm is faulty
- If you think you have a **gas leak** or your Carbon Monoxide alarm is sounding, leave your home, turning your gas off if it is safe to do so. Call the National Gas Emergency Service on 0800 111999
- **Kitchen fires** are the main source of fire in homes so follow safety advice when cooking, and never leave pans unattended or hobs on when you are out of the room
- Keep your **electrics** safe by not overloading sockets with extension cables. Do not run your home electrics into your garden and, if you identify a problem with a socket, light or just generally with your electrics, get in touch with us straight away
- **Smoking** is safer outdoors. Always use proper ashtrays and never throw a cigarette out of a window or onto the grass
- Secure **candles** in a proper holder and away from flammable materials such as curtains. Always extinguish candles before you go out or go to sleep
- Keep **fire doors** closed and never prop them open. If a fire door is damaged or does not close properly, let us know immediately
- **Fires on balconies** present an increased risk of fire spread as the wind and unlimited oxygen supply can make the fire unpredictable and extremely dangerous. Never BBQ on a balcony and do not store gas cylinders or smoke on it. Keep window boxes free from metal or glass objects as items which magnify or reflect the sun can start a fire
- Keep **personal belongings** stored safely and dispose of waste regularly. Never store things in communal stairwells and corridors. Keep aerosol cans and glass items off window sills, especially in the summer when the heat can cause a fire to ignite

It is important that you and your household know what to do in the event of a fire. Keep exit routes clear and, in the event of a fire, always get straight out and call 999.

If you live in a block of flats, make sure you are familiar with the fire procedures in your building. Look at Fire Action notices regularly in case they change. If you would like another copy of the Fire Action notice for your block, please get in contact and we will arrange one for you.

For further fire safety information go to www.cambsfire.gov.uk/home-safety



Ask for ANI

The number of domestic abuse cases continues to increase across the country and anyone can be a victim, regardless of gender, age, ethnicity, religion, socio-economic status, sexuality or background. If you are experiencing domestic abuse, you can **Ask for ANI**.

'ANI' stands for Action Needed Immediately. If a pharmacy has the 'Ask for ANI' logo on display, it means they're ready to help. They will offer you a private space, provide a phone, and ask if you need support from the police or other domestic abuse support services.

Safe Spaces are also available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK. Once you are inside, specialist domestic abuse support information will be available for you to access. Many Safe Spaces are also prepared to respond to the 'Ask for ANI' codeword, to provide victims with a discreet way to access help calling the police on 999 or specialist support services.

Remember: household isolation instructions do not apply if you need to leave your home to escape domestic abuse.

If you are in immediate danger, call 999 and ask for the police. If you can't speak and are calling on a mobile, press 55 to have your call transferred to the police.

For further information and details of other agencies who can help if you, or someone you know, is experiencing domestic abuse, please visit our website www.hhs.org.uk/get-some-help.

