

Papworth Trust

Tenant Newsletter

July 2026



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How we're performing: A look at your repairs service

Providing safe, well-maintained homes is at the heart of what we do and we're committed to delivering a repairs service that tenants can rely on.

We're pleased to share some positive progress from the first three months of 2026:



97% of responsive repairs were completed on time between January and March – exceeding our target of 95%.



More than **9 out of 10 repairs (91.1%)** were fixed right first time, an improvement on the previous quarter and above our 90% target.

These results reflect the dedication and hard work of our teams, who are committed to providing the best possible service every day. While we're proud of the progress we've made, we know there's always room to improve. We'll continue working hard to make our repairs service even better, so our tenants receive the reliable, high-quality service they deserve.

Warm Homes funding brings energy efficiency improvements to 26 homes

We're delighted to share that 26 homes in Papworth Everard have benefited from energy efficiency improvements through the Warm Homes funding programme, helping tenants enjoy warmer, healthier and more energy-efficient home.

The properties have been upgraded to an EPC rating of C using a range of measures tailored to each home. Improvements have included loft insulation, cavity wall insulation, solar panel installations and enhanced ventilation systems, all designed to improve comfort, reduce energy use and lower household bills.

This investment is making a real difference for tenants while supporting our wider efforts to improve the energy efficiency of homes.

Keep drains clear



Blocked drains are one of the most common household issues — but they're also one of the easiest to prevent. A few simple habits can help avoid messy blockages and costly repairs.

Remember: drains are designed for liquids, toilet paper and wastewater only. Items like wet wipes, grease and food scraps can quickly clog pipes and create huge sewer blockages known as fatbergs.

Please don't put these down sinks or toilets:

- Wet wipes (even “flushable” ones)
- Fats, oils and grease
- Food scraps
- Paper towels, tissues or cotton wool
- Sanitary products or nappies
- Medicines, paints or chemicals



Top tips to prevent blockages:

- Scrape food into the bin before washing up
- Let cooking grease cool before binning it
- Use drain strainers to catch food and hair



Golden rule: If in doubt, bin it — don't flush it.

If you have a blocked drain, try a plunger or drain unblocker first. If the problem continues, contact our Repairs and Maintenance Team on **0330 678 0008 option 1**.

Please note: if a blockage is found to have been caused by items such as wet wipes, grease or other unsuitable materials being put down the drain, the cost of clearing the blockage may be recharged to you in line with our Rechargeable Repairs policy which you can find on our website (by scanning the QR code). This will be discussed with you when you report the issue to the Repairs Team.



Let us know if you need extra support with repairs

We understand that every tenant's circumstances are different, and sometimes small adjustments can make repair appointments easier and less stressful. When reporting a repair, please let us know if there is anything we should consider before attending your home.

For example you may benefit from:



a call ahead from the operative with a rough arrival time



additional time to answer the door



support with communication needs



avoiding certain appointment times



making staff aware of mobility, sensory or health considerations

Sharing this information helps us provide a better service and make sure appointments run as smoothly as possible for you.

If your needs change over time, please keep us updated so we can continue to support you appropriately when carrying out repairs or visits to your home.



Service charge consultations

We want to hear from tenants who pay service charges.

Since April, we've been meeting with tenants to find out what they think about the services they receive and whether there are opportunities to make improvements.

So far, we've held meetings at:

- † Freshfield House, Huntingdon
- † Temple Place, Huntingdon
- † Southbrook Field, Papworth Everard

We've also sent out surveys to gather feedback on specific services, such as cleaning and grounds maintenance. As services vary from location to location, we're keen to understand what matters most to each community.

The response so far has been really positive, with some tenants choosing to attend face-to-face meetings and others sharing their views through the survey. Every piece of feedback helps us better understand what's working well and where improvements can be made.

Over the next year, we'll be speaking to all affected areas and would encourage everyone who pays service charges to get involved. Your feedback is vital – without it, we can't make the changes that matter most to you. You can contact us by email at:

housing@papworthtrust.org.uk or by telephone on: 0330 678 0008 **option 2.**



Being a good neighbour

Everyone has the right to enjoy their home free from harassment, intimidation, anti-social behaviour and unreasonable nuisance. We ask all tenants to treat their neighbours with courtesy and respect, even when disagreements arise.

From time to time, disputes occur between neighbours. These can range from noise complaints and parking issues to allegations of anti-social behaviour. We understand that these situations can be upsetting, and we encourage tenants to report concerns to us so that we can investigate appropriately.

However, it is important to understand that disliking a neighbour, disagreeing with them, or having a difficult relationship with them is not grounds for eviction. As a social landlord, we cannot remove someone from their home simply because another tenant believes they should leave. Social housing tenants have legal rights and protections, and any action we take must be fair, proportionate, supported by evidence and legally justified.

When neighbour nuisance complaints are received, we will assess the information available, work with relevant agencies where appropriate, and consider the most suitable course of action. In some cases, this may involve warnings, support, mediation, or partnership working with other organisations. Legal action, including possession proceedings, is only considered where there is sufficient evidence and where it is justified by the circumstances.

Our aim is to create safe, respectful communities where everyone can enjoy their home. We appreciate the cooperation of all tenants in helping us achieve this.



Summer BBQ season – A few friendly reminders

With warmer weather here, many tenants enjoy gathering outdoors and firing up the BBQ. Whether you're using a communal outdoor space or hosting a BBQ in your own garden, please help keep everyone safe and comfortable by following these simple tips:



Be considerate of neighbours

- Keep noise levels reasonable, particularly during the evening.
- Be mindful of smoke, cooking smells, and music that may affect neighbouring homes.
- Consider informing close neighbours if you're planning a larger gathering.



Chose a safe location

- Position BBQs on a stable, level surface and well away from buildings, fences, sheds, trees, and dry vegetation.
- Never use BBQs on balconies, in enclosed spaces, or directly next to combustible materials.
- Keep children and pets at a safe distance from hot equipment.
- If you are not sure whether the location is safe, please ask us and we can advise you.



Leave areas clean and tidy

- Dispose of rubbish responsibly and use the appropriate bins.
- Allow coals and ashes to cool completely before disposal.
- Clear away food waste and packaging to help keep outdoor areas clean and pest-free.



Respect shared spaces

- If using communal areas, remember they are for everyone to enjoy.
- Avoid blocking pathways, entrances, or access routes.
- Leave the space as you would hope to find it.



Put safety first

- Never leave a BBQ unattended while lit.
- Keep water, sand, or a fire extinguisher nearby where possible.
- Ensure BBQs are fully extinguished and cool before moving or storing them.

Thank you for helping create a safe, considerate, and enjoyable environment for all tenants this summer. We hope everyone enjoys the sunshine and BBQ season responsibly.

Electric vehicles and charging points

As electric vehicles (EVs) become more popular, more people are considering making the switch to greener travel. The Motability Scheme is also increasing access to electric vehicles, giving eligible customers more choice than ever before.



While EVs can offer many benefits, it's important for tenants to think about charging arrangements before getting a vehicle. Installing a charging point is not always straightforward, particularly in areas with communal parking or unallocated spaces where parking bays are shared between tenants.

Charging cables running across footpaths or communal walkways create trip hazards and may not be permitted for safety reasons. In some locations, it may also not be possible to install a dedicated charging point if there is no allocated parking space linked to your home.

If you are considering an electric vehicle and think you may need a home charging point, please contact your Housing Officer before planning or carrying out any work.

To obtain permission for an electric charging point to your home please refer to the Tenant Alteration policy which can be found on our website (scan the QR code).



Tenant Engagement

Tenant Scrutiny Panel

The Tenant Scrutiny Panel has made a strong start to 2026, continuing to ensure that tenants' voices are heard and that they play an active role in influencing services across the organisation.



In January, the panel reviewed the structure and content of agendas for quarterly panel meetings, with the aim of making discussions more tenant-led and less focused on organisational updates. Following recommendations from the panel, changes were introduced at the April quarterly meeting, and members will continue to review how these improvements help shape future discussions and decision-making.

Two panel members, Alex Winters and Colin Hayward, attended the Housing and Property Committee meeting on 28 January. The committee includes members of the Board alongside senior housing and property staff. During the meeting, both tenants were invited to share their views on a range of topics, providing valuable tenant insight and helping to influence discussions at a senior level.

In February, the panel met with Damond Farguson, Head of Property, and Mark Fusher, Property Services Manager, to review progress against recommendations from the 2025 deep dive scrutiny review. Following detailed discussions, the panel agreed to a revised action plan with updated timescales to help drive improvements forward.

The action plan can be viewed here by scanning the QR code.



At the quarterly panel meeting held on 23 April, members reviewed a wide range of key topics affecting tenants and services. This included:

- Quarter 3 performance information for housing and maintenance services
- The vehicle electrical charging point policy, where the panel suggested changes and recommended content for the tenant newsletter



- Results from the annual tenant satisfaction survey carried out between October 2025 and January 2026
- A presentation from Damian King, Customer Service Team Leader, explaining how responsive repairs are allocated when a tenant reports a repair
- Progress against the deep dive action plan, including discussions around delivery timescales and challenges faced in implementing recommendations

The next quarterly panel meeting will take place on **Monday 6 July**.

On 7 May, panel members Linda Moss and Jenny Victor attended a TPAS Regional Network event in Letchworth Garden City alongside tenants and housing professionals from across the eastern region. The event provided an opportunity to hear about national housing issues and share tenant perspectives. Topics included proposed new hazards linked to phase two of Awaab's Law, approaches to tenant engagement and service improvement and tackling social housing stigma. The event also celebrated tenants who had made a positive impact through Engagement Heroes recognition awards.

Through regular meetings, reviews and involvement in strategic discussions, the Tenant Scrutiny Panel continues to play an important role in helping shape and improve services for all tenants.

If you would like to attend a Scrutiny Panel meeting to observe or to find out more about how you can be more involved with Papworth Trust please contact us at tenantengagement@papworthtrust.org.uk

Feedback and complaints

Between January and March 2026, we received 10 complaints, an increase from 8 in the previous quarter. Two were subsequently withdrawn leaving 8 complaints investigated.

5 complaints were upheld and 3 complaints were not upheld. Of the 5 complaints upheld, 2 included offers of compensation, which were accepted by the complainants. The remaining 3 upheld cases resulted in formal apologies and have informed service improvements, particularly in relation to communication practices with both internal teams and external contractors.



Cost of Living

We recognise that there remains a continuing struggle with the rising cost of living. We are here to help and if you need advice about paying your rent or if you are worried about your finances then please contact us. You can do this by:

Calling your Housing Officer on **0330 678 0008 option 2**

Emailing: **housing@papworthtrust.org.uk**

Please do contact us if you are experiencing any problems paying your rent or other household bills. We can arrange to speak to you in a way and at a time that suits you.

Oil Crisis and Resilience Fund: Support with heating oil costs

If you need help to complete an application, please contact your Housing Officer.

Grants of up to £400 are available for individuals or families living in Cambridgeshire (inc South Cambs) who rely on oil to heat their homes and water and are struggling to do so in light of the rising costs.

Eligibility criteria and application process can be found here <https://www.cambscf.org.uk/funds/crisis-resilience/>

Household Energy Support

<https://www.ofgem.gov.uk/>

From 1 July to 30 September the energy price cap will increase to £1862 if you pay by direct debit. This is a 13% increase from the previous quarter.

Join your energy provider's Priority Services Register. By doing this you will get a range of extra help when you need it.

Contact your supplier straight away if you are worried about paying your energy bills. Ofgem's rules mean they must work with you to agree a payment plan you can afford.

Contact one of the organisations below who can provide you with advice and guidance.

Food bank

The Trussell Trust provide foodbanks across the region.

Your Housing Officer can support you to get a foodbank voucher ***maximum of 3 vouchers per customer during any 6-month rolling period**

Check where your nearest foodbank is here

<https://www.trussell.org.uk/emergency-food>

Contact your Housing Officer for a voucher.

Citizens Advice https://www.citizensadvice.org.uk/debt-and-money/cost-of-living/get-help-with-the-cost-of-living/ A network of independent charities offering confidential advice online, over the telephone and in person for free.	Cost of living support information can be found on the website. National phone line 0800 144 8848 9am to 5pm Monday to Friday Calls are free Find your local Citizens Advice: https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/
Scope www.scope.org.uk/helpline The helpline advisors can answer questions and talk you through a wide range of topics connected with disability, including: • Benefits • Finance • Social care • Work • Equipment and assistive technology • Housing and home adaptations	Telephone helpline 0808 800 3333 9am to 6pm Monday to Friday 10am to 6pm Saturday Email helpline helpline@scope.org.uk Textphone dial 18001 then 0808 800 3333 Calls are free from UK landlines and mobiles



Handyperson service in Cambridgeshire

Age UK operates a handyperson service supporting disabled and older people in their own homes to live independently and safely for longer. It also completes minor DIY tasks, the jobs you maybe did in the past but feel unsafe to do so now. The handyperson Service supports people living in Cambridge City, East Cambridgeshire, South Cambridgeshire, Huntingdon and Fenland.

Further information can be found here:

www.ageuk.org.uk/bp-assets/globalassets/cambridgeshire--peterborough-/original-blocks/cambridgeshire-handyperson-service.pdf

To find out if there is a handyperson in your area, please visit the Age UK website: www.ageuk.org.uk or call the Age UK Advice Line on **0800 678 1602**

Universal Credit – What you need to know

Universal Credit (UC) is a single monthly payment to help cover your living costs – including your rent. It's gradually replacing a number of benefits, including Housing Benefit.



Universal Credit rolls multiple benefits into one monthly payment, which goes straight into your bank account. It replaces:

- Housing Benefit
- Income support
- Child Tax Credit
- Income based Jobseekers Allowance (JSA)
- Working Tax credit

You don't need to do anything unless:

- Your **circumstances change** (like moving home), or
- You get a '**Migration Notice**' from the Department for Work and Pensions (DWP)

telling you to move to Universal Credit by a certain date.

Don't ignore this letter – it's important!



What happens to my rent payments?

Under Universal Credit, you'll receive the Housing Element (the part that used to go to your landlord) directly as part of your monthly payment.

This means you'll be responsible for making rent payments yourself – usually by Direct Debit or Standing Order. If you need help doing this reach out to your Housing Team on **0330 678 0008 (Option 2)** or email **housing@papworthtrust.org.uk** – we're here to help.

Can my rent still be paid straight to Papworth Trust?

In certain cases where you are eligible you can ask for your Housing Element to be paid directly to your landlord – this is called an Alternative Payment Arrangement (APA). However, there are certain grounds for direct payments and requests are subject to UC's approval. Please contact us to enquire if you are likely to meet the criteria for direct payments.

First-time UC claim? Here's what to expect

- It can take at least 5 weeks to get your first payment
- Payments are made monthly in arrears
- Once it starts, you'll get your UC on the same day each month

You can apply:

Online at: **gov.uk/universal-credit**

Call UC Migration Helpline: **0800 169 0328**

Visit your local Jobcentre

When you log in, you'll see a 'to-do list' with questions you need to answer before you can submit your claim, to prevent any delays to your claim we advise you complete these actions promptly.

Who doesn't need to switch?

If you live in supported, sheltered, or temporary accommodation, or you get care, support, or supervision, you should continue to claim Housing Benefit from your local council and UC for everything else.

Need support?

- **UC Helpline:** 0800 328 5644 (Mon–Fri, 8am–6pm) *free from landlines and mobiles.
- **Sign Language users:** Use the Video Relay Service (VRS)

Papworth Trust Housing Team:

Tel: **0330 678 0008 (Option 2)**

E-mail: **housing@papworthtrust.org.uk**



If something in your home needs to be repaired, please report it as soon as possible.

Our telephone line is open 24 hours a day, 7 days a week. If you call us on Monday to Friday, between 9am and 5pm, you call will be answered by us. Outside of these hours, your call will be picked up by a call centre.

To report repairs by telephone: **0330 678 0008 option 1**

To report repairs by email:

repairsandmaintenance@papworthtrust.org.uk

Housing Team

Contact the Housing Team if you would like to speak to your Housing Officer or discuss your rent. Our telephone line is open Monday to Friday, 9am to 5pm.

Telephone: **0330 678 0008 option 2**

Email: **housing@papworthtrust.org.uk**



Supporting disabled people to be seen for who they are.



01480 357200



www.papworthtrust.org.uk



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