

WARDEN SERVICE
 AVENELLS WAY - GRAYS RD.
 22-6-09.

17 AVENELLS WAY
 GAMLINGAY
 SG19 3EQ.

DEAR MR KINDERSLEY M.P.

I'M WRITING TO YOU FOR & ON BEHALF OF THE RESIDENTS OF
 AVENELLS WAY - GRAYS RD. SCHEME (42 BUNGALOWS)

WE ALL MOVED HERE BECAUSE IT WAS A WARDEN CONTROL SCHEME
 I.E. (A WARDEN WAS HERE FROM 9AM TO 5PM) TO VISIT MOST OF THE
 OAP'S EACH DAY TO HELP SORT OUT SOME OF THEIR PROBLEMS & WORRIES
 AND GIVE A BIT OF COMFORT KNOWING THAT AT LEAST SOME-ONE WOULD
 CALL EACH DAY. BUT OVER THE LAST 18 MONTHS THE WARDEN SERVICE
 HAS DETERIORATED TO A PART-TIME SERVICE (3-4 PM PER DAY).

I SENT A LETTER COMPLAINING ON 30-3-09 OF THE INADQUATE
 SERVICE TO CHIEF EX. MR. GREG HARLOCK, BUT A STEV HAMPSON REPLIED
 (COPY ENCLOSED) WHICH I RECIEVED ON 12-5-09 WHICH DOES NOT
 STATE THE TRUE FACTS. WE ATTENDED A HOUSING FUTURES MEETING AT
 COMBERTON ON 30-4-09. AT THIS MEETING A SCDC MANAGER OF
 WARDEN SERVICE TRACY CASSIDY SAID THAT THE REASON WHY THE
 SERVICE HAD DETERIORATED WAS BECAUSE 4 WARDENS HAD LEFT (FOR
 ONE REASON OR ANOTHER) OVER THE LAST 18 MONTHS AND THEY WERE NOT
 BEING REPLACED AND IF THE CHANGE OVER TO H-A. WAS VOTED NO
 THEN THE SERVICE WOULD BE CUT EVEN MORE.

WE PAY AS STATEMENT (ENCLOSED) SHOWS FOR THIS SERVICE.

PLUS WE PAY ON TOP OUR RATES:

I.E. WARDEN & ASSOCIATED COSTS	37080
MANAGEMENT & ADMINISTRATION FEE	5970
TOTAL	<u>£ 43,050</u>

PLEASE FIND ENCLOSED COPIES OF :-

COST STATEMENT AVENELLS WAY - GRAYS RD.

LETTER FROM STEV HAMPSON

PETITION SIGNED BY RESIDENTS.

Yours Sincerely
 P. Gilbert

P.S.

COULD YOU PLEASE HELP US SORT THIS PROBLEM OUT!

AVENELL'S WAY / GREYS RD.

21-6-09

AS THIS IS A WARDEN CONTROL SCHEME WE EXPECT A WARDEN HERE AT LEAST 9AM TO 5PM WHICH WE WERE PROMISED & ARE PAYING FOR.

- | | | | |
|----|--------------|---------------|--------------|
| 1 | Greys Rd. | A Grant | R.G. Grant |
| 2 | " | SHIRLEY MOORE | L. Moore |
| 5 | " | W. M. Dew. | |
| 6 | GRAYS RD | J BADHAM | J & Becke |
| 9 | GRAYS RD | B Gore | B Gore |
| 9 | | B Gore | B Gore |
| 7 | GRAYS ROAD | | J. Croot |
| 10 | DAPH GIFFORD | | D J. Gifford |
| 12 | GRAYS RD | | W. BUTTERICK |
| 13 | GRAYS RD | | E Hall |
| 14 | Grays Rd | | J. Hester |
-
- | | | | |
|----|------------------|--|--------------------|
| 2 | Avenell's Way. | | V Humphreys |
| 2 | " | | E Meeks |
| 4 | Murd. V. Rogers. | | 9 G Marshall |
| 5 | G. Standell | | 15 AW J. Brookes |
| 7 | A. D. Gilbert | | 15 AW Gary Brookes |
| 8 | P. Jenkins. | | A B. Hame |
| 9 | J. [unclear] | | 23 E.V. Miles. |
| 9 | J. [unclear] | | 24 R. Gubney |
| 10 | M. [unclear] | | 26 [unclear] |
| 11 | F M H. [unclear] | | 27 D. Hunter |
| 22 | J. E. Morris | | 28. J. Holden |
| 18 | D.A. Brown | | |
| 1 | A. Braun | | |
| 1 | [unclear] | | |
| 16 | A. Bawley. | | |

South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA

t: 08450 450 500
f: 01954 713149
dx: DX 729500 Cambridge 15
minicom: 01480 376743
www.scambs.gov.uk

Mr D E Gilbert
17 Avenells Way
Gamlingay
Nr Sandy
Beds SG19 3EQ

Our ref: SH/RCO 26122
Your ref:
Date 9th April 2009

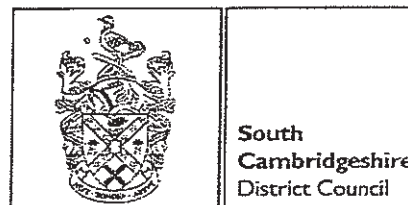
RECEIVED
(12-5-09)

Affordable Homes

Contact: Mr S Hampson

Direct dial:

Direct email:



Housing General Enquiries No. 08450 450 051
Available from Monday – Saturday 8.00 am to 8.00 pm

Dear Mr Gilbert

Thank you for your letter of the 30th March 2009, in which you express your concerns regarding the Sheltered Housing Service.

In answer to your questions:

- a) South Cambridgeshire District Council have a system in which all residents moving into sheltered housing have the option of a daily visit. The Sheltered Housing Officer determines this by completing a Visit form that is up-dated every six months. Should a resident not wish a visit their request has to be respected.
- b) In light of the current financial climate facing South Cambridgeshire District Council and also holidays and sickness, sheltered housing staff are covering more than one scheme. This is the reason Blyth Way is included in the Sheltered Housing Officer working day.

I have attached a Welcome Pack, which I hope will give you clarification of the Sheltered Housing Officer's role and duties.

I hope this has answered some of the concerns.

Yours sincerely

Steve Hampson
Executive Director



Awards for Excellence
in recycling and waste management

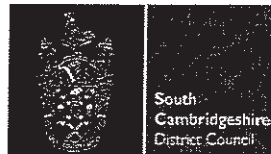


2006-2007
Waste and Recycling



INVESTOR IN PEOPLE

South Cambridgeshire Hall
 Cambourne Business Park
 Cambourne
 Cambridge
 CB23 6EA



t: 08450 450 051
 f: 01954 710230
 e: scdc@scambs.gov.uk
 dx: 729500 Cambridge 15
 minicom: 01480 376743
 www.scambs.gov.uk

GAMLINGAY - AVENELLS WAY/GRAYS ROAD

Estimated Expenditure for 2009/2010

£

Total Staffing costs

(including sheltered housing officer salary and associated costs)

37,080



Communal areas and buildings

Outdoor Maintenance	890
Repairs and maintenance	1,030
Cleaning	2,000
Alarms (including out of hours response service)	6,200
Utilities	
Electricity	2,320
Water	680
Gas	450
Other communal expenses	3,850
Planned Maintenance	1,000

Repairs and maintenance for properties on the scheme 2,940

Provision for Cyclical Works 1,260

Scheme cost subtotal 59,700

Management and administration fee 5,970



Total scheme cost 65,670

Service charge liability for 2009/2010

Number of bedrooms	Percentage of total scheme cost payable (%)	Total annual property liability 2009/2010 £	Total quarterly liability* £	Maximum quarterly fee, excluding major works** £
Bedsit	-	-	-	-
1 bedroom	2.28	1,497	374.25	361.01
2 bedrooms	2.51	1,648	412.00	361.01

* excluding insurance

** Should any major works be required, then full consultation will take place before any work begins