

"The new apartments will provide much needed, high quality, affordable homes for people in Cambridge"



NEWMARKET ROAD DEVELOPMENT GETS UNDERWAY

Luminus' new development on Newmarket Road, Cambridge has been officially named 'Beacon Rise'.

Reinforcing its commitment to building high quality homes in and around Cambridgeshire, Luminus is working to provide more homes in the community.

The new development of 75 apartments includes 30 affordable homes. These are made up of social rent, shared ownership and private sale, and are due for completion in September 2016. This will provide much needed affordable housing for Cambridgeshire residents.

Luminus Group Chief Executive, Dr Chan Abraham, commented: "Luminus' principal housing goal

is to provide high quality, energy-efficient homes where people can thrive and neighbourhoods can be self-sustaining. It is at the heart of our 2020 Vision which seeks to make progress along The Road to Renewal. As Luminus continues to invest in much needed affordable homes, we really hope this will give many Cambridge residents a fresh start."

In spite of a national decline in house building, Luminus has sustained its commitment to the provision of low-cost, affordable housing, with plans to provide further new affordable homes in Cambridgeshire in the near future.

If you have any questions, or would like to find out more information about Beacon Rise, please contact news@luminus.org.uk.

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Message from
Dr Chan Abraham
Group Chief Executive

I am delighted to welcome you to this edition of Luminus News, which gives you information about your locality, as well as about the work of Luminus more widely.

In seeking to reduce paper costs, the magazine is now shorter with more detailed information to be found on the Luminus website (www.luminus.org.uk), and from July 2015, Luminus News will be sent with quarterly statements. You can share your views about the new approach by emailing news@luminus.org.uk.

Tell me your views

As Luminus tenants and leaseholders know, I am always happy to hear your views and opinions. Luminus has established a sound reputation within all of our communities as an open, committed and caring social business and listening to your views has always been one of our highest priorities.

So, if there is anything you would like to bring to my attention, please do get in touch, either by writing to me, or using this dedicated email address:
hotlinedrchanabraham@luminus.org.uk

**2020 VISION:
THE ROAD
TO RENEWAL**



HERE TO HELP IN YOUR AREA

Kim Bryant

Neighbourhood Warden
Team Leader

07900 260170

Our Wardens provide a highly visible, friendly and helpful presence in the community. They identify any areas requiring attention and carry out regular estate audits.

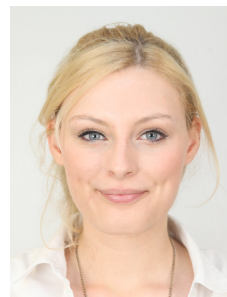


Charlotte Tolley

Neighbourhood Officer

01480 428534

Our Officers support residents from their start to the end of their tenancy. This may include working with other agencies and making essential referrals for additional help or support.



Linda Bevens

Tenant Liaison Officer

01480 428531

The Luminus Tenant Liaison Officer is available for consultation with tenants, resident representatives and groups. Linda also arranges meetings to discuss any issues.



Madeleine Brown

Active Citizenship
Coordinator

01480 428546

Our Active Citizenship programme encourages residents to help their communities, through initiatives such as our successful Street Representatives and Energy Champions schemes.





Cambridgeshire Constabulary launches 'e-cops' interactive scheme

The police have launched a new scheme called e-cops to help keep you informed about crime in your area, and share top tips on how to keep safe and tackle anti-social behaviour near you.

You can use the website to contact your local neighbourhood policing team about any concerns regarding

crime and disorder in your area. You will also receive regular updates from your neighbourhood police officers about local crime and what they're doing to tackle crime and anti-social behaviour in your area.

To sign up for e-cops please visit www.cambs.police.uk/ecops and complete the online registration form.



Creating a safer
Cambridgeshire

Investigation dismisses allegations against Luminus

Luminus is pleased that Huntingdonshire District Council's independent examination of the allegations brought by Councillor Paul Bullen has concluded that they are without substance and that the Council considers the matter now satisfactorily closed.

Luminus deals openly and promptly with all enquiries that are raised by councillors on behalf of residents in their respective wards. However, in this particular instance, it was regrettable that Paul Bullen chose to raise his allegations without coming directly to Luminus, even though he was contacted by Luminus asking

for details so that Luminus could investigate further. Disappointingly, he did not provide information to enable Luminus to carry out these investigations.

It is also important to note that tenant representatives on the Tenant Services Consultative Forum (TSCF) and the Oak Foundation Forum (OFF) invited Paul Bullen to attend one of their meetings and present his allegations so that they could examine these on behalf of their fellow tenants, but he refused to take up this opportunity. Nevertheless, the TSCF and OFF still reviewed his allegations in detail and confirmed that they were unfounded.

Luminus in Bloom 2015

We are now accepting entries for our annual gardening competition.

This year Luminus in Bloom will award prizes for:

- Best Garden
- Best Sheltered Scheme
- Best Window Box or Indoor Garden
- Best Gypsy & Traveller Plot

To enter please email inbloom@luminus.org.uk or call 01480 428709.

The deadline for entries is **Friday 12 June 2015.**

For more information please visit www.luminus.org.uk/luminusinbloom





Get ready for a spring clean!

We often spend time cleaning the obvious things, like curtains, carpets and cupboards. But it's easy to forget that the cleaning equipment we use to clean them are often in need of a good clean themselves.

Here are a few tips to keep your cleaning equipment in check.

Dishwashers

Your dishwasher can become a harbour of bacteria and mould if not kept clean. To keep it clean, remove

the debris from the bottom of the drain and then pour white vinegar into a cup, and place on the top rack followed by a full cycle on hot water wash.

Mops

When they aren't cleaned properly mops have the potential to spread germs and dirt so cleaning them is essential. Removable heads can be put in the washing machine, with bleach and hot water. For traditional mops, wash the head with detergent and hot water. Then, squeeze out the excess water and leave to dry naturally with the mop head upright.

Washing Machines

Two to three times a year, simply run the machine without any clothes in the drum, on the hottest wash, with the correct amount of detergent for a normal load. This 'maintenance wash' will keep the machine and the outlet pipes clean and free from a build-up of dirt, grease and hard water salts.

Vacuum Cleaners

Vacuum cleaners are great for picking up dirt and dust, but rarely do we clean them. Try to empty them, or change the bags more regularly.

Feather Dusters & Brooms

Shake off the dust outside or use canned air spray to get rid of any lingering dirt. For brooms, wash the ends gently with warm water and gentle detergent, rinse well and then let it dry outdoors with the bristles up.

Sponges & Dishcloths

Keep sponges and cloths clean by disinfecting them regularly, and replacing them monthly. You can disinfect them by soaking them in bleach and water.

Microfibre Cloths

These can be cleaned in the washing machine, but avoid using fabric softener as the oils can clog up the fibres making them less effective.

GARAGES FOR RENT

For all your business, vehicle or household storage needs

LUMINUS
GROUP

We have garages available in and around:

St Neots • Huntingdon • Ramsey
St Ives • Yaxley • Godmanchester

You don't have to be a Luminus tenant to rent a garage.

Prices start from as little as **£10.36 a week!**

For more information contact our Real Estates Officer on:

01480 428547



Tackling condensation and mould

Mould is a one of the most common problems in homes today. Here, we bring you advice on how you can keep condensation and mould at bay, and keep your homes in tip-top condition all year round.

What is condensation?

Condensation mainly occurs in kitchens, bathrooms and bedrooms, but can occur in any rooms where there is excess moisture combined with cold surfaces and little ventilation. You are likely to find it in areas such as in corners, behind large pieces of furniture, on soft furnishings, in and behind wardrobes, around windows and on external walls.

If I get condensation in my home, how can I reduce it?

Fit condensation channels or sponge strips to windows to collect the condensation. These inexpensive items can be bought from most DIY shops. Care must be taken to fit these properly.

What is mould?

Mould is a fungus and grows in moist conditions. It is usually dormant and harmless. However given the right conditions mould spores will germinate causing black mould which can spread spores into the air usually giving off a musty smell. Mould spores can affect clothes and fabrics, and it can aggravate asthma and other respiratory diseases.

How to tackle mould

Wash down mould affected walls, ceilings and paintwork with a fungicidal wash. You should always follow the manufacturer's instructions carefully. You may need to strip wall and ceiling paper from the mould affected areas. Re-decorate with a good quality fungicidal paint. Please note that the fungicidal paint will be useless if it is painted over with ordinary paint or overlaid with wallpaper. Carpets and soft furnishings can be shampooed with a suitable cleaning product.

Advice for reducing condensation and mould

- **Do** reduce steam and moisture
- **Do** cover pans when cooking to reduce the moisture given off
- **Do** wipe down windows and sills if condensation appears
- **Do** keep the bathroom warm and well ventilated
- **Do** keep a small window or trickle vent open when your home is occupied
- **Do** make sure that if you use a tumble drier, it is ventilated directly outside
- **Do** keep your rooms warm by keeping a low background heat (of about 15°C) on all day, even when you're out
- **Don't** use bottled gas heaters. Luminus does not permit the use of bottled gas or paraffin heaters in our homes
- **Don't** dry clothes indoors. If drying clothes indoors is unavoidable, dry them in a heated, well ventilated room, such as a bathroom
- **Don't** overfill cupboards and wardrobes as this reduces air circulation.

For more information about condensation and mould visit www.luminus.org.uk/condensation



COULD YOU SAVE MONEY WITH A WATER METER?

If you pay water charges in with your rent, and there are only one or two people in your household, you could save money by switching to a water meter.

Water companies believe that, on average, people with a meter save around £100 a year because you only pay for what you use.

To find out if you could save money by getting a meter, either go online or ring your water company:

Anglian Water	www.anglianwater.co.uk	Tel: 03457 919155
Cambridge Water	www.cambridge-water.co.uk	Tel: 01223 706050

You do not need our permission to switch to a meter. Once it's installed, just let us know so that we can remove the water charge from your rent account. You'll then pay water charges direct to the water company. If you change your mind within the periods set by the water companies you can ask the water company in writing to go back to paying us rather than use a water meter. You must let us know if you do.



COMMUNITY INSPIRATION AWARDS 2015

www.communityinspirationawards.org.uk

AWARD CATEGORIES

- OUTSTANDING LEADERSHIP
- COMMUNITY ACHIEVEMENT
- INSPIRATIONAL PARENTS
- PERSEVERANCE AMONG YOUNG PEOPLE
- GOOD NEIGHBOUR

DO YOU KNOW A LOCAL HERO?

NOMINATE SOMEONE TODAY!



CLOSING DATE: FRIDAY 22 MAY 2015

Supported by
The Hunts Post

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Solicitors

T. Clarke
East

C&S BUILDERS

ASPEN
BUILD

Commercial
Vehicles

**BAG IT**

Use a plastic bag over your hand to pick up dog mess immediately

**BIN IT**

Dispose of the bag into a dog waste bin or a rubbish bin

FREE dog waste bags!

Luminus provide free dog waste bags to help you clean up after your dog. Pick up yours from our Brook House offices in Huntingdon.

DOG FOULING THE HIDDEN DANGER

Dog fouling in public places is a problem that affects both our health and enjoyment of our environment. With your help we can reduce dog fouling in our communities.

Dog faeces are unhygienic and a health hazard. Dog fouling is unsightly, unpleasant and can lead to roundworm infections (toxocariasis) in humans. These parasites live in dogs' digestive systems. Eggs are released in the faeces of infected animals and contaminated soil. If someone ingests infected

material, the eggs may hatch into roundworm larvae.

Roundworm larvae can cause serious illness and even blindness, and they usually affect children aged between one and four years, but can affect people of all ages. Young children are most at risk because they are more likely to put things into their mouths and less likely to wash their hands properly.

Symptoms of toxocariasis can include seizures, breathing difficulties, a very red and painful eye, and clouded vision, usually only in one eye. Left untreated, toxocariasis can cause permanent loss of vision in the affected eye.

Regular worming of your dogs can help reduce the problem of roundworms. Speak to your vet for advice about worming medication.

LUMINUS DOES NOT TOLERATE DOG FOULING IN PUBLIC PLACES!

If you are aware of any dog fouling offenders where you live, please get in touch with your Neighbourhood Officer by calling 0845 266 9760 or 01480 428777.

Book online at www.luminus.org.uk

LUMINUS
GROUP

RESIDENTS CONFERENCE

**Reinvigorating
Trust:
Business & The Media**

SATURDAY 16 MAY 2015

Brook House, Ouse Walk,
Huntingdon • 11am - 1.30pm

Free lunch, tea, coffee and transport
HOPE's low-cost household goods sale
Money saving tips and much more...

Please book your place by
Friday 9 May 2015

Online: www.luminus.org.uk

Email: getinvolved@luminus.org.uk

Tel: **01480 428541**

Please tell us if you need transport,
parking or crèche facilities.

Enquiries about your own home or tenancy
should be raised through our normal
channels or in the refreshment break.

**FREE
CRÈCHE**

FOR CHILDREN AGED
6 MONTHS TO 8 YEARS
ADVANCE BOOKING REQUIRED
LIMITED SPACES AVAILABLE



CONTACT US



**0845 266 9760
01480 428777**

General Enquiries

Monday to Thursday, 9am - 5pm
and Fridays, 9am - 4.30pm

**0845 850 9994
01480 428333**

Service Centre

For reporting all repairs
Monday to Thursday, 9am - 5pm
and Fridays, 9am - 4.30pm

**0845 850 9994
01480 428333**

Out of Hours Emergencies

Monday to Thursday, 5pm - 9am
Friday, 4.30pm - Monday, 9am

FOLLOW THE INSTRUCTIONS GIVEN

0844 557 8321

Out of Hours rent payment line

01945 429300

Luminus Ferry Project

01480 428355

HOPE Social Enterprises

For help to understand this newsletter please ring 01480 428707/8

If you have any comments about Luminus News or would like a large print or audio version, please contact
the Communications Team on **01480 428707/8** or send an email to news@luminus.org.uk



اگر آپ کو اس دستاویز کا ترجمہ بڑے الفاظ میں یا آڈیو کی صورت میں درکار ہو تو براہ مہربانی ہم سے 01480 428707/8 پر ٹیلیفون کے ذریعہ رابطہ کریں۔

آپانی যদি ایہ ڈکومنٹ یا کاغذ پاترے لکھتے تھوڑے ایکٹ انوباد، بڈ اڈمکسے ছاپانو انوباد اڈھا
ایکٹ سٹنبار (اڈیو) ٹیپے ریکارڈ کرا برفنا پتے چان، تھالے انوگرھ کرے آمادےر ساڈھے ففانے
0۸۰8۵ ۸۸۰۰ ۸۹۲۱ 01480 428707/8 نمبرے یوگا یوگا کرن۔



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