

YOUR MAGAZINE

THE MAGAZINE FOR GUILDFORD BOROUGH COUNCIL TENANTS AND LEASEHOLDERS

# Contact *point*



GUILDFORD  
BOROUGH

and



working together

Spring 2025



**Keeping you  
informed**

**Take a deeper look  
inside housing**

[www.guildford.gov.uk](http://www.guildford.gov.uk)



***Two new housing  
strategies inbound!***



## Contents

Housing Improvement Plan Update	3
How to get involved	4
TEG needs you!	4
The Council is working on two New Housing	5
Meet the Team	6
Day Out at the Archive Resource Centre	8
Guildford Repair Café	9
How to make a complaint	10
Paying Your Rent – A Guide for Guildford Borough Council Tenants and Leaseholders	12
Managing Legionella	14
Tenant Satisfaction Measures: Listening, Learning, and Improving	16
Safeguarding in Surrey: A Community Commitment to Protecting All Residents	17
Digital Support Project	18
Your Estates Management Officers	19
Spot the difference	20
Prize wordsearch	20

# Your magazine... Spring 2025

**Hello everyone, as the first magazine of 2025, I hope you are all having a good start to the year. I trust you will all enjoy this spring edition of Contact Point.**

The Tenants' Engagement Group are working hard with the Council to ensure that past problems are corrected as soon as possible, and I am pleased to report that we are very happy with the progress being made.

The group are currently working on our programme for this year and looking forward to getting out to meet as many of you as possible.

I am also pleased to welcome two new members to the group, and have had one past member rejoin us. We could still do with some more new faces, so if you have a little spare time and are interested in what we do, please do get in touch.



**Alan,  
Chair of Tenants Group**

 [tenants.group@guildford.gov.uk](mailto:tenants.group@guildford.gov.uk)  
 **Conor on 01483 444769**

## How to contact us:

If you would like to get involved, or wish to know more information on any of the articles in this edition of Contact Point please contact:

Resident Engagement Officer,  
Millmead House,  
Millmead,  
Guildford, GU2 4BB.

 01483 444769

 [tenants.group@guildford.gov.uk](mailto:tenants.group@guildford.gov.uk)

To receive in large print, braille, audio or another language please let us know by using the contact details above or calling 01483 505050.

 @GuildfordBC    @GuildfordBC    @GuildfordBC

**Front cover photo:** A photo of Pewley Down. Wikipedia user: Russss.

Answers to spot the difference on page 20



# Housing Improvement Plan update

*We're working hard to improve housing services for all tenants, and we want to keep you informed about what's changing.*

- ✓ **Better repairs and maintenance** – We're reviewing our housing repairs process to make it faster and more efficient.
- ✓ **Safer homes** – We're ensuring full compliance with Health and Safety standards, including fire safety, gas and electric safety, and water safety. If you have any issues or concerns, please report them online [www.guildford.gov.uk/reportarepair](http://www.guildford.gov.uk/reportarepair) for them to be dealt with promptly.
- ✓ **Damp and mould support** – A dedicated officer is available to support residents dealing with damp and mould issues. For advice and assistance, visit: [www.guildford.gov.uk/article/27336/Dealing-with-damp-and-mould](http://www.guildford.gov.uk/article/27336/Dealing-with-damp-and-mould)
- ✓ **Improving complaints handling** – We've made significant progress in improving our complaints service, including appointing a dedicated Housing Complaints Officer and committing to contacting residents promptly to put things right. If you do have a complaint, visit: [www.guildford.gov.uk/complaints](http://www.guildford.gov.uk/complaints), you can also read more about raising complaints on page 10.

## Get involved!

If you'd like to help shape housing services and have your say on future improvements, we'd love to hear from you! Please contact our Resident Engagement Officer, Conor Stredder [conor.stredder@guildford.gov.uk](mailto:conor.stredder@guildford.gov.uk) for more information.

Look out for more updates in the next edition of Contact Point!





# How to get involved



## *Guildford Borough Council wants you to get involved and help shape and improve the housing services you receive!*

The council values resident participation and wants tenants and leaseholders to be proud of their home and services. They are strengthening the way they engage with residents and have been working on introducing the new 'Tenant and Leaseholder Engagement Strategy'; to enhance the way they involve tenants and leaseholders.

They have been improving their housing webpages and have developed a new, dedicated resident engagement webpage to give you more information on how the council involves residents. There will be regular opportunities for tenants and leaseholders to contribute to housing services.

If you would like to sign-up to be part of the digital consultation group, and receive the ad-hoc policies, procedures and questionnaires to have your say on, please let us know by emailing the Resident Engagement Officer, Conor Stredder at: **[conor.stredder@guildford.gov.uk](mailto:conor.stredder@guildford.gov.uk)**.

Your contributions will be acknowledged and the outcomes of the resident feedback will be shared through our Tenants' Engagement Group, Housing Operations Board and future editions of this magazine!

## TEG needs you!

*Another way to get involved is through the already established Tenants' Engagement Group (TEG), a group of committed volunteer tenants and leaseholders that are passionate about our homes.*

The group work as a 'critical friend' to the council to ensure our homes and services meet the changing needs and expectations of our tenants and leaseholders. They also provide a safe and independent contact for anyone who needs help or advice on housing.

Anyone over the age of 18, who is a council tenant or leaseholder can apply to become a member of

the group, and the council actively encourages tenants and leaseholders to participate. Joining TEG is simple and straightforward process and a great way to get involved in your local community.

If you would like to join TEG or ask a question about the group, please email **[tenants.group@guildford.gov.uk](mailto:tenants.group@guildford.gov.uk)** or call **01483 444769**.



# The council is working on two new housing strategies

As part of our commitment to improving our services and delivering affordable, sustainable, and quality housing, we are proud to unveil our work on two new housing strategies that cover housing and homelessness services. These comprehensive plans aim to address current challenges, meet future needs, and ensure that every resident has a place to call home that meets their needs.

## Building a stronger foundation

Housing is the cornerstone of a thriving community, and this strategy reflects our commitment to delivering lasting benefits for residents. By focusing on key areas such as affordability, sustainability, and inclusivity, the council seeks to create a more equitable and resilient housing landscape.

## Key Elements of our Housing Strategies

1. Deliver homes people need and can afford: Increase the supply of affordable housing by working in partnership with a range of providers and making the best use of the council's land assets and resources.
2. Improve the quality, standard and safety of homes and housing services: Deliver the regulatory requirements as a provider of social housing and use the powers we have to ensure all rented homes meet minimum standards.
3. Preventing homelessness and rough sleeping: Everyone who is presenting as homeless or is threatened with homelessness is provided with the advice, assistance and support they need.
4. Improving housing options and opportunities: Provide a holistic and comprehensive service that supports sustainable housing solutions into any sector by providing effective advice and assistance.

## Your voice matters

These strategies are built on collaboration. We have been engaging with residents, housing experts, and community organisations to shape these visions and priorities. We believe that ongoing input is vital to its success. That's why we're inviting you to share your thoughts and ideas. Feedback will be considered as part of the annual review of our strategies and used to update our action plans each year. Your feedback will guide how we prioritise and implement these initiatives. By working together, we can tackle housing challenges head-on and create a community where everyone thrives. Together, let's make Guildford borough a place we're all proud to call home.



# Meet the team

**Name:** Elizabeth Lyne

**Job Title:** Tenancy Sustainment Specialist

**Service:** Estates – Neighbourhood Management

**I am the Tenancy Sustainment Specialist and have been since April 2023, when my role was first created to enhance our services, support our residents, and to prepare for the up-and-coming new consumer standards set by the regulator for social housing.**

My role is centred around providing targeted interventions to support tenants who may be struggling to maintain their tenancies due to financial, social, or personal challenges. This involves offering practical support such as helping with rent arrears, accessing benefits, advocacy, liaising with external support agencies, and signposting/referring tenants to relevant services. I work holistically, addressing underlying issues to ensure tenancies are sustained in the long term. The goal is to prevent homelessness and promote long term housing stability.

They say variety is the spice of life and this role proves it – no two days are ever the same!



A day in Tenancy Sustainment can be unpredictable, as it depends on the needs of the tenants you support. Every day and case is different, and while some involve routine management, others are a whirlwind and require urgent crisis intervention, which is what keeps things interesting! The role is a mix of practical problem-solving, advocacy, and emotional support, and watching someone go from crisis to confident, knowing you played a small part in that journey, makes all the hard work worth it.

A typical day will usually include answering emails, messages and calls, reviewing casework and prioritising them based on urgency, liaising with other agencies or colleagues to discuss tenancy issues and negotiate solutions, home visits or meetings at the council offices, crisis intervention, advocacy work, case notes and admin, multi-agency meetings and planning.

It's not always easy, but the small wins – like a tenant getting the support they need or a family being able to maintain their tenancy independently make it extremely rewarding.

If you know someone who needs support around sustaining their tenancy, please email [elizabeth.lyne@guildford.gov.uk](mailto:elizabeth.lyne@guildford.gov.uk)



# Meet the team

**Name:** Amber Joseph

**Job Title:** Housing and Neighbourhood Officer

**Service:** Estate Management Services

**My name is Amber Joseph, and I am a Specialist Neighbourhood Officer at Guildford Borough Council. In my role, I manage a designated area, ensuring that tenants receive the support they need and that our estates remain safe, well-maintained, and vibrant communities. No two days are the same, one day I might be conducting tenancy audits or addressing anti-social behaviour concerns, and the next, investigating fly-tipping incidents or supporting residents with housing-related issues. It's a dynamic and rewarding role that allows me to make a real difference in people's lives.**

Prior to joining Guildford Borough Council, I worked as a Housing Support Officer and Resident Engagement Officer at Slough Borough Council. This experience provided me with a strong foundation in community engagement, tenant support, and problem-solving all essential skills that help me navigate the fast-paced nature of my current role.

One of the most rewarding aspects of my job is seeing the direct impact of our work on residents. Whether it's resolving a long-standing issue, helping a tenant access the right support, or witnessing improvements in estate conditions due to our interventions, these moments are a powerful reminder of why I love what I do. I am proud to work for Guildford Borough Council and am always committed to delivering tenant satisfaction to the best of my ability.

I've been working at Guildford Borough Council over five months now, and it has been an incredibly fulfilling experience. Since joining Guildford I've felt a genuine sense of belonging. The team here is incredibly supportive, and I am proud to be part of a service that is deeply committed to making a positive impact. For me, working in housing isn't just a job, it is about helping people, strengthening communities, and ensuring residents feel safe and secure in their homes.



## A Memorable Moment at Work:

It was during Christmas when we all bought chocolates and finished them all by the end of the day. We all had a great laugh and healthy conversation. We also played games and asked each other if you only have 24 hours to live what would be the starters, main course and dessert you will have with a cocktail.

## Outside of Work:

I love cooking and often prepare multiple dishes at once. My Indian biryani and curries are always a hit when guests visit.

I am passionate about serving my church community and helping others. I also enjoy reading, particularly the Bible, which provides me with wisdom and guidance.

## Advice for Residents:

If you ever need support with your tenancy or have concerns about your neighbourhood, please don't hesitate to reach out. We are here to help, and by working together, we can continue to make Guildford a great place to live.





# Day Out at the Archive Resource Centre

*You are never too old or young to be part of the Girl Guides even if you've just started off as a Rainbow or Brownie.*

I wanted my daughter to be given the gift of adventure in the great outdoors which is so vital for your well-being. We visited the ARC which stands for the archive resource centre where we undertook a rare and exclusive challenge to earn our time travellers badge and the ARC badge! I can understand why so many people in different counties including our county of Surrey make the sacred pilgrimage up to the archives which is now been given the status as a museum accreditation.

The ARC held so many hidden historical treasures. I noticed that there's a special feature of the Girl Guide Gazette which was beautifully illustrated. They were Brownie vintage magazines which took me back to my childhood and badges galore and so much more. We had an opportunity to meet the Girl Guideasaurus which was rather sweet and then we dressed up with the original girl guide wartime hats which was an honour to wear, especially when some of the hats were 100 years old. We made our own girl guide badges and then settled down later to toast our own marshmallows



around the campfire and then turn them into delicious s'mores. It was definitely a nostalgic experience that I recommend to anyone.



# **Guildford** **Repair Café** *Throw it away? No way!*

Got a mower on the blink? Holes in your pockets? A lamp that doesn't work anymore?

Our talented volunteers offer free\* help with small repairs

The Hive, Park Barn Drive, Guildford, Surrey GU2 8EN



## 2025 Dates

Please note the dates have changed from the 2nd Saturday to the 3rd Saturday each month!

18 January	17 May	20 September
15 February	21 June	18 October
15 March	19 July	15 November
19 April	16 August	20 December

*Enjoy a coffee and a sweet treat, meet others, share ideas and be inspired*

*\*donations welcome*



Guildford repair café



guildford.repair.cafe

Repair.cafe.guildford@gmail.com

07306 029410



GUILDFORD  
BOROUGH





# How to make a complaint

*We are committed to providing a high standard of service to everyone we deal with. If you have an issue, please get in touch with the relevant team and we will do our best to get it right first time. This is the quickest way to get your issue resolved.*

We recognise that sometime things can go wrong and customers may feel they are not receiving the level of service we aim to deliver. Complaints are a valuable source of feedback and help us to identify areas where we need to improve.

We have informative and accessible ways to complain on our webpage: [www.guildford.gov.uk/complaintscompliments](http://www.guildford.gov.uk/complaintscompliments), or you can send your complaint in writing to Guildford Borough Council, Millmead House, Millmead, Guildford, Surrey, GU2 4BB.



## What can you complain about?

We're here to help and always aim to provide the best service possible. However, if you're not happy with something we've done (or not done), you can make a complaint.

- failure to deliver a service
- delay in providing a service
- unsatisfactory quality of a service
- the behaviour of a member of our staff
- failure of our staff in following council policy
- the policy itself

You can read our complaints policy on our website: [www.guildford.gov.uk/complaints](http://www.guildford.gov.uk/complaints) or request a physical copy from our Customer Services on, **01483 505050**.

We can only investigate formal complaints if you have already reported the issue to the relevant service area and given us a chance to resolve it. If this hasn't been done, your complaint may be rejected.

Some issues don't fall under our complaints process, including:

- the first-time you make a request for service (such as removal of fly-tipping, missed waste collection, reporting noise nuisance, or reporting a housing repair)
- a request for information or an explanation of council policy (such as why the council tax is set at a certain level)
- disagreement with a council policy decision

There are some occasions when a complaint is not dealt with under this policy. This includes when there is a separate appeal or review procedure. This may be an internal council procedure or external legal process through the courts. If this is the case, we will explain this when you first contact us. We will keep you informed of what to do next.

## When to get help from the Housing Ombudsman

The Housing Ombudsman Service is a fair and impartial service which was set up by law to look at complaints about housing organisations that are registered with them. The service is free of charge to all residents in social housing.

You can take a complaint to the Housing Ombudsman Service for investigation if you have completed our complaints process and the issue has not been resolved.

They can also help if a landlord is not responding to a complaint you have made.

## The Complaints Handling Code

The Housing Ombudsman published its complaint handling code in April 2024. The code outlines what you can and should expect from us as your landlord when you complain.

A key part of the code is for us as your landlord to annually self-assess our performance against the code. Our self-assessment and annual housing complaints report can be found on our website.







# Paying your rent – A guide for Guildford Borough Council tenants and leaseholders

*At Guildford Borough Council, we want to make it as easy as possible for you to pay your rent on time and maintain your tenancy. This guide explains when your rent is due, the payment options available, and what to do if you are struggling to pay.*

## When is your rent due?

Your rent is charged weekly and is due every Monday. However, we understand that tenants and leaseholders may prefer a different schedule, so you have the flexibility to pay:

- Fortnightly
- Every four weeks
- Monthly

Contact the income collection team on **01483 505050** or at [rent@guildford.gov.uk](mailto:rent@guildford.gov.uk) to let us know your preferred option.



## Ways to pay your rent



We offer a number of convenient ways for you to pay your rent. You can:

### 1. Pay Online

You can pay your rent securely online at any time using a debit or credit card. This can be done by visiting our online payment portal (<https://payments.guildford.gov.uk/pay/>) and following the on-screen instructions to make your payment.

### 2. Pay by Direct Debit

Setting up a Direct Debit is the easiest way to ensure your rent is paid automatically and on time. You can choose when the payment is collected any day of the week or month. To arrange a Direct Debit, please call our Housing Team on **01483 505050**.

### 3. Pay by Automated Telephone Payment (ATP)

You can also pay your rent over the phone using our secure automated payment line. Call **03300 889584** and follow the instructions to make a payment using your debit or credit card.

### 4. Pay by Bank Transfer

Lastly, you can pay via bank transfer using the following details.

**Account Name:** Guildford Borough Council

**Account number:** 71850636

**Sort code:** 40-22-26

Reference: (You will need to quote your 12 digit rent reference number)

**Please note that cheque payments are no longer accepted.**

## What happens if you do not pay your rent?

If your rent is not paid on time, we will contact you to discuss the outstanding balance. This may involve:

- sending reminder letters
- attempting to contact you by phone or visiting your home

We aim to keep your rent arrears to a minimum by taking action early. This is because the larger the debt gets, the more difficult it becomes to clear it.

If an arrangement to pay the outstanding sum has not been reached:

- You will be served a Notice of Seeking Possession. This gives you four weeks to clear your rent account or make an arrangement to do this.
- Once the four weeks have passed, we can take possession through the courts. This will incur court costs of over £200 that you will have to pay and may result in you being evicted. We will contact you to let you know about the hearing.
- We will also serve a notice if you do not make regular payments towards the arrears.

## Need help paying your rent? We're here to support you

We understand that financial difficulties can arise, and we are here to help. If you are struggling to pay your rent, please contact us as soon as possible so we can discuss your options. We can help by:

- allowing you to clear the sum in instalments
- suggesting how to increase your income (for example, by claiming welfare benefits)
- suggesting how you can manage your debts
- advising where you can get independent advice

For support, please get in touch with our Housing Team on **01483 505050**.

At Guildford Borough Council, we want to support you in managing your rent payments and maintaining your tenancy. If you have any questions or concerns about paying your rent, please do not hesitate to contact us.



**Legionnaires' disease affects 1 in 100,000 people in England. While rare, we want to share with you some more information about Legionella to help prevent the associated risks.**

# Managing Legionella

## What is Legionella?

Legionnaires' disease is an uncommon form of pneumonia that is contracted by breathing in small droplets of water contaminated with legionella bacteria.

It is not contracted due to drinking contaminated water but is caused by contaminated water entering your lungs via breathing aerosols.

There are many ways tenants can assist in preventing Legionnaires' disease. This is by being aware of potential risks of legionella bacteria in their properties and understanding how to control the risk.

Legionella thrives in stagnant water at temperatures between 20–45°C, making hot water tanks, cooling towers, and air conditioning units common breeding grounds. Regularly using taps and shower-heads can help prevent water from becoming stagnant and reduce the risk of Legionella growth.

## How can tenants prevent it?

- Regularly descale all shower heads, hoses, taps, and faucets in the property to prevent build-up.
- Flushing outlets every 7 days, and especially after a long absence, to prevent water stagnation. Please do so with ensuring aerosol creation is mitigated
- Keeping the water tank (if present) lid securely closed in the loft to prevent debris contamination.
- Disconnecting and storing flexible filling loop hoses for the central heating system when not in use, near the connecting valves.
- Ensuring hot water is stored/set to 60 degrees celsius.





Guildford Borough Council works with SMS Environmental, a trusted partner and leading full– suite water hygiene company. SMS Environmental is UKAS accredited for its Legionella risk assessments, meaning they have met the stringent standards set by the United Kingdom Accreditation Service.

*"Our engineers are dedicated to providing excellence in every aspect of their work, going above & beyond to keep Guildford Borough Council's tenants safe from Legionella. Our team is committed to ensuring the highest standards of health and safety for all individuals, and we are proud to be a trusted partner in safeguarding the well-being of our community"*

### **Mike Crook, CEO, SMS Environmental**

SMS Environmental is here to support our tenants with all their water hygiene needs – from testing, flushing, and compliance audits to helping them maintain safe and clean water systems.

The company offers training & education on water hygiene best practices and regulations to housing staff to raise awareness and ensure compliance, and conducts regular monitoring & maintenance of water systems in housing facilities to prevent the growth of Legionella. Emergency response assistance is also provided in case of water hygiene incidents or outbreaks, offering rapid and effective solutions to protect tenants.

SMS Environmental works closely with Guildford Borough Council to develop tailored water hygiene management plans and strategies to address specific needs and ensure ongoing compliance with regulations.

Overall, SMS Environmental helps Guildford Borough Council establish and maintain high standards of water hygiene to protect the health and safety of its tenants and comply with regulatory requirements.

If you have any concerns about Legionella in your property, **please contact Guildford Borough Council for assistance.**



# Tenant Satisfaction Measures: Listening, Learning, and Improving

### The Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys to generate and report TSMs annually, as specified by the Regulator of Social Housing. TSMs are intended to make landlords' performance more visible to tenants and help tenants hold their landlords accountable.

The TSM standards consist of 22 measures: 10 management information measures and 12 satisfaction measures. They cover five key themes: keeping properties in good repair,

maintaining building safety, respectful and helpful engagement, responsible neighbourhood management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services.

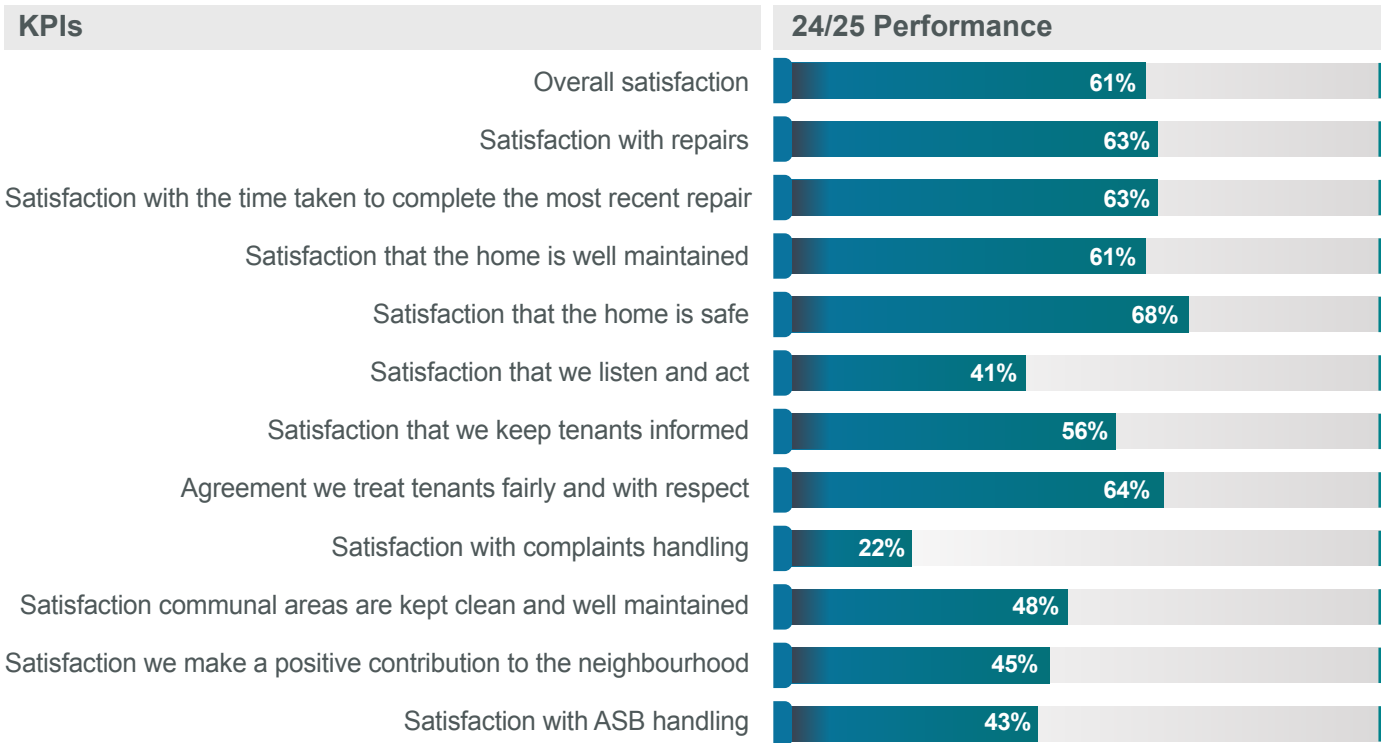
All information must be accurate, reliable, and valid to provide a transparent reflection of performance.

This report is a brief analysis of the 12 satisfaction measures, including areas for focus and improvement.

### Performance

The tables included show how Guildford Borough Council (GBC) performed against the TSM measures. The one-off survey undertaken by Acuity, ran from the 21st June 2024 to the 19th July 2024.

## Satisfaction summary



We know we need to improve and we have a plan. We recognise that there are areas where we can do better, and we are committed to making meaningful improvements. Based on tenant feedback, we have developed a clear action plan to address key concerns, enhance service delivery, and improve overall satisfaction. This includes:

- Faster response times for repairs and maintenance.
  - Enhanced communication so tenants are kept informed at every stage.
- A stronger focus on building safety, ensuring homes remain secure and well-maintained.
  - Better complaint handling, with clear timelines and resolutions.

We will continue to listen, learn, and act on tenant feedback, ensuring that the services we provide meet the needs and expectations of our residents. Your voice matters, and we are committed to delivering real, measurable improvements that make a difference.

# Safeguarding in Surrey: A community commitment to protecting all residents

At Guildford Borough Council, safeguarding the welfare of children and adults is an essential responsibility. We are committed to ensuring that every resident, regardless of age or circumstance, is protected from harm, abuse, and neglect. On the rare occasion there's a need for intervention, here's what you need to know and how you can contribute to a compassionate community.

## Understanding safeguarding

Safeguarding means taking action to protect individuals' health, well-being, and human rights, enabling them to live free from abuse and neglect. It is a collective duty that includes:

- Protecting children and vulnerable adults from maltreatment.
- Preventing impairment of health or development.
- Ensuring safe and effective care.
- Taking action to help individuals achieve the best possible outcomes.

## Recognising signs of abuse

Being vigilant is crucial. Signs of abuse can vary but may include:

- Physical indicators: Unexplained injuries, bruises, or burns.
- Emotional signs: Withdrawal, anxiety, or sudden changes in behaviour.
- Neglect: Poor hygiene, malnutrition, or unmet medical needs.
- Financial abuse: Unexplained financial transactions or loss of possessions.

## Reporting concerns

If you suspect that a child or adult is at risk, it is important to act quickly:

### For Children:

- Contact: Surrey Children's Single Point of Access (C-SPA)
- Phone: 0300 470 9100
- Email: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)
- Textphone: 18001 0300 200 1005
- SMS: 07527 182 861 (for the deaf or hard of hearing)
- In an emergency: Dial 999

### For Adults:

- Contact: Surrey County Council Adult Social Care
- Phone: 0300 200 1005
- Email: [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk)
- Textphone: 18001 0300 200 1005
- SMS: 07527 182 861
- In an emergency: Dial 999

## How you can help

Creating a safe community is a shared responsibility. Here's how you can contribute:

- Stay Informed: Familiarise yourself with the signs of abuse and neglect.
- Be Alert: Pay attention to the well-being of those around you.
- Report Concerns: Don't hesitate to report if you suspect someone is at risk.
- Participate in Training: Take part in local safeguarding training sessions to improve your awareness and skills.

## Resources and support

For further information and resources:

- Surrey Safeguarding Children Partnership: [surreyscp.org.uk](http://surreyscp.org.uk)
- Surrey Safeguarding Adults Board: [surreysab.org.uk](http://surreysab.org.uk)
- Search Guildford Borough Council Safeguarding Policies

By working together, we can ensure that Guildford remains a safe and supportive environment for all residents. Your vigilance and proactive actions are vital components of our community's safeguarding efforts.





# Feeling left behind in the fast-paced digital world?

**Drop by The Hive for friendly, walk-in help sessions!**

**Find out how to...**



**Set up Facetime or WhatsApp and make video calls to friends & family**



**Send an e-mail**



**Register for online services and find out how to navigate them**

**AND MUCH MORE!**

**2025 Dates**

**3rd Saturday of every month 10am – 12 noon**

18 January	17 May	20 September
15 February	21 June	18 October
15 March	19 July	15 November
19 April	16 August	20 December



**community.wellbeing@guildford.gov.uk**



**01483 444150**

**Supported by**



# Your Estates Management Officers

*Our Estates Management Team are here to support you with all aspects of your tenancy.*

Whether you need help with rent payments, understanding your rights and responsibilities, or accessing support services, we're here to assist. We work closely with residents to ensure homes are well-maintained, safe, and comfortable while providing guidance on housing policies and resolving any tenancy-related issues. Find your relevant officer below for friendly, professional advice.

If you are not sure who your Estate Officer is, please contact the shared inbox:  
**estatemangement@guildford.gov.uk**

## Laura Lawler

 **Laura.lawler@guildford.gov.uk**

**Areas covered:** Town Centre, Stoughton, Chilworth, Town Centre



## Rebecca Mountford

 **Rebecca.Mountford@guildford.gov.uk**

**Areas covered:** Ripley, Albury, Artington, Effingham, Send, Wood Street Village, Burpham, Merrow, Peaslake, Horsley



## Katie Lynch

 **Katie.Lynch@guildford.gov.uk**

**Areas covered:** Ash Vale, Tongham, Compton, Puttenham, Hurtmore, Normandy, Shalford, Seale, Ash, Bramley, Pirbright, Shere



## Lucy Griffin

 **Lucy.Griffin@guildford.gov.uk**

**Areas covered:** Bellfields, Slyfield, Gomshall



## Dionne Wilde

 **Dionne.wilde@guildford.gov.uk**

**Areas covered:** Park Barn, Guildford Park, Worplesdon



## Minela Subasic

 **Minela.Subasic@guildford.gov.uk**

**Areas covered:** Westborough, Clandon





# Can you spot 10 differences



Answers on page 2.

## PRIZE wordsearch

F	G	C	A	B	U	F	G	B	X	V	G	M	E	P	X	H
O	T	U	Q	N	T	K	B	O	C	Z	N	D	Q	U	U	K
U	F	J	I	E	Z	E	R	H	A	B	I	Z	X	M	G	C
N	N	P	G	L	S	D	O	M	D	T	S	Z	S	B	N	Q
D	X	I	Z	T	D	Q	E	X	M	F	U	W	I	M	S	R
A	Q	X	A	T	R	F	J	U	T	C	O	U	N	C	I	L
T	M	T	N	I	S	Q	O	N	G	K	H	T	S	X	X	R
I	E	E	M	U	H	C	E	R	W	W	I	N	E	G	P	Y
O	R	X	S	Y	S	M	I	X	D	O	L	E	C	Z	O	M
N	Z	L	T	Y	E	N	M	B	P	N	X	M	C	T	J	Y
K	L	K	G	G	N	I	D	R	A	U	G	E	F	A	S	X
C	J	M	A	N	J	E	H	V	K	G	H	V	T	H	S	R
Q	Q	G	C	O	M	P	L	A	I	N	T	O	K	L	P	E
X	N	N	O	E	Z	I	L	D	Q	R	S	R	E	I	W	K
E	I	D	F	N	D	O	F	K	P	L	W	P	K	E	G	W
C	J	X	H	I	M	W	T	V	E	T	L	M	L	P	S	J
C	I	M	U	U	J	K	T	I	Q	Y	F	I	J	N	N	Z

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**Tenants' Engagement Group, C/O Resident Engagement Officer, Millmead, Guildford, GU2 4BB or photograph your completed wordsearch and email to [tenants.group@guildford.gov.uk](mailto:tenants.group@guildford.gov.uk)**

**Closing date is Friday 2 May 2025. Previous winner of the winter wordsearch was K Smyth.**

Resident Engagement Officer, Millmead House, Millmead, Guildford, GU2 4BB.

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