

YOUR MAGAZINE

THE MAGAZINE FOR GUILDFORD BOROUGH COUNCIL TENANTS AND LEASEHOLDERS

Contact point



GUILDFORD
BOROUGH

and



working together



Winter 2025



Winter events on page 18!

We've launched our new Tenant and Leaseholder Sounding Board!

www.guildford.gov.uk



*Find out how our Keeping
In Touch Days went*



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Your magazine... Winter 2025

Hello everyone,

It's that time again for the latest edition of Contact Point, which I hope you all enjoy.

It doesn't seem that long ago I was writing the introduction for the Christmas edition last year.

The season has turned to winter and the days have become shorter.

We at the Tenants' Engagement Group are working hard, on your behalf, with the Council. We are updating the group's policies and generally looking at ways on how to improve housing services.

On a sad note, Gary Kebby, passed away recently. Gary was a long serving and valued member of the group. He was also a friend and he will be greatly missed. You can read more about Gary on page 11.

Christmas will soon be upon us, the shelves in the shops are filled with Christmas fare, and I dare say that children are already writing to Santa and putting in their wish lists.

So it just leaves me to say, I wish you all a very merry Christmas and a happy healthy New Year.

Alan,
Chair of the Tenants'
Engagement Group



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

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: Keeping In Touch Days group.

tenants.group@guildford.gov.uk
Conor on 01483 444769



Answers to spot the difference on page 20





Housing Improvement Plan - driving change to our services

Over the summer we have been delivering on the Housing Improvement Plan and making real changes to strengthen services for residents.

- New Housing and Homelessness Strategies have been published.
- Plans to improve building safety and tenant engagement.
- A major Repairs Service Review has been completed.
- Fire safety work is underway with a £2.4m investment in fire doors.
- A new compliance system has gone live to better track safety checks.

We are listening more closely to residents. Over 300 households have been visited this summer as part of a borough wide check in exercise, helping us update records and hear directly from tenants. More than 300 tenants have already taken part in the independent Tenant Satisfaction Measures survey run by Acuity, giving us valuable feedback on how our services are performing. In addition, through our new Keeping In Touch days, staff have already visited over 100 households, with more planned for the autumn.

We know repairs have been a particular concern and many residents have experienced delays. That is why we are taking action.

A recovery plan is in place, and a new contractor is being mobilised to strengthen capacity and improve response times.

Alongside this, text updates for repairs are being introduced to keep residents informed at every step. Expanding the team and modernising the way repairs are managed will help restore confidence and deliver a more reliable service.

With stronger resident involvement, modern systems coming online, and a more robust foundation in place, we are building the improvements you have told us matter most.

Ash Policing Hub welcomes you

In September 2025 Surrey Police opened a Community Policing Hub in Ash. The hub is located at The Ash Centre on Ash Hill Road. This initiative is part of a trial period, which will be reviewed to assess its effectiveness in enhancing community policing efforts in the area.



This is an office and drop-in location where once a week residents can come and speak with their local police officers face-to-face. You can discuss issues affecting your community like anti-social behaviour (ASB) or report crimes.

Ash is a busy, diverse, and vibrant community and although there are many ways to report crime and ASB, it is understood some people may be unable or would prefer to see officers in person. The Police hope the location will enable those who previously could not or did not feel comfortable reporting issues, have somewhere local they can go and speak in confidence.

The hub is staffed by two officers, a PC – Neighbourhood Specialist Officer (NSO) and a Police Community Support Officer (PCSO), **every Tuesday from 12pm until 4pm**. There will be regular attendance from key partners including Guildford Borough Council Housing Officers. Please call or email the Estates Management team (found on page 19) if you want to know of officer

attendance dates. Come and talk to us about your tenancy, benefits, or any repairs you need help with.

Members of the public are warmly encouraged to attend, whether to introduce yourself or to raise any concerns may require police attention.



Local Policing Team with Ash Parish and Guildford Borough Councillors Carla Morson and Fiona White at the launch of the hub.





We've launched our new Tenant and Leaseholder Sounding Board!

We're excited to share that we have a new Tenant and Leaseholder Sounding Board — a simple and flexible way for residents to get involved and help improve our housing services.

The Sounding Board gives tenants and leaseholders the chance to influence how we shape and deliver our housing services. There is no obligation to attend meetings or complete anything, you can just take part whenever you can and share your thoughts on the issues that matter most to you.

Sign up today: www.guildford.gov.uk/article/27526/Tenant-Leaseholder-Sounding-Board

Other ways you can get involved

We know residents like to engage in different ways - whether online, through meetings, or more informally. However you wish to get involved, your input helps us shape our housing services.

You can see how we use resident feedback and other ways you can stay involved here: www.guildford.gov.uk/tenantandleaseholderengagement

Join the Tenants' Engagement Group (TEG)

If you'd like to play a more active role, why not join the **Tenants' Engagement Group (TEG)**? This friendly, resident-led group acts as a 'critical friend' to the Council — reviewing housing services, providing feedback, and helping to drive improvements across our communities.

 www.guildford.gov.uk/teg

Resident-led Scrutiny

We're also looking for passionate tenants and leaseholders to join our independent scrutiny panel.

If you want to help investigate and evaluate our services get in touch:

 Tenants.Group@guildford.gov.uk



New housing strategies advancing improvement

On Thursday 24th April, two key housing strategies were formally adopted, marking a significant step forward in our housing improvement work aligned with our corporate priority: delivering decent and affordable homes for all.

Housing Strategy.	Homelessness Prevention and Rough Sleeping Strategy.
Priority 1: Deliver decent, sustainable homes people need and can afford.	Priority 1: Focus on early intervention and prevention.
Priority 2: Improve the quality, standard, safety and accessibility of our homes and housing services.	Priority 2: Maximise pathways to independent living.
Priority 3: Preventing homelessness and rough sleeping.	Priority 3: Provide complete support to people who are homeless and dealing with challenging personal issues.
Priority 4: Improving housing options and opportunities.	Priority 4: Work collectively with our partners to secure positive and sustained outcomes.

How we are putting these strategies into action:

- Developing broad improvements through a Housing Improvement Programme.
- We are working to improve customer satisfaction in repairs and maintenance services.
- We are reducing the time it takes to refurbish homes so they can be re-let.
- Tenancy visits are underway to meet all our tenants.
- We have employed a new Estates Inspector and an Assets Manager.
- We have improved our processes for managing reports of anti-social behaviour.
- We have increased access to new housing opportunities through a partnership with The Maslow Foundation.
- We are working on a project to remodel and refurbish the Number Five Hub that provides temporary accommodation for rough sleepers.
- We have started reviewing our Housing Allocations Scheme.
- We are working on developing a Rural Housing Plan.



The full strategies can be found on the Council's webpage
www.guildford.gov.uk/article/27365/Housing-strategy

Have your say:

www.guildford.gov.uk/contact

01483 505050

write to: Customer Services, Millmead House, Millmead, Guildford, Surrey GU2 4BB



Repairs update: improving our service



We're currently experiencing delays with repairs and apologise for any inconvenience this may cause.

To help improve response times, and ensure you get a better, more reliable service, we've appointed a new contractor, CLC Axis, a trusted company already supporting us with planned maintenance.

You'll continue to report repairs in the usual way (through your online **MyGuildford** account or calling **01483 505050**) - there's no change to how you contact us. However, you may start seeing some new contractors visiting your home. All operatives have been DBS-checked and meet our safety and quality standards.

If you are unsure about letting them in, ask to see their ID and call us on: **01483 505050** to check they are who they claim to be.

This is part of our wider commitment to modernise and enhance the repairs service. Soon, you'll start receiving text message updates about your repair status and appointment reminders.

We know our service hasn't always met expectations, and we're sorry for the delays some tenants are experiencing, especially for nonurgent repairs. We're acting on your feedback and expanding our team with CLC Axis will help us resolve repairs more quickly and improve your overall experience.

Thank you for your patience while we make these improvements.

Tackling anti-social behaviour and hate crime

If you're experiencing anti-social behaviour (ASB) or believe you've witnessed a hate incident in or around your home, we're here to help.

Guildford Borough Council is committed to ensuring that all tenants and leaseholders can enjoy their homes and communities peacefully, free from anti-social behaviour (ASB) and hate crime.

What to report

ASB includes behaviour that causes harassment, alarm or distress — such as persistent noise nuisance, intimidation, threats, vandalism, drug activity or misuse of communal areas. Hate incidents or hate crimes are acts motivated by hostility based on disability, race, religion, sexual orientation or gender identity.

How to report

You can report issues directly to the Council in several ways:

- Contact to your Estates Management Officer (information on page 19)
- Call us: 01483 505050
- Visit us: Millmead House, Guildford
- Speak with your local councillor

For emergencies or immediate danger, always call 999.

What happens next

We'll assess your case and respond according to urgency. For serious ASB or hate crime, we aim to respond within 1 working day. You'll be given a named officer, and we'll keep you updated throughout the investigation.

Remember

Your reports help us keep communities safe. If something doesn't feel right - please tell us.



New Asset Management Strategy

We're working hard to make Council owned homes a place residents feel proud to live in - safe, warm, energy-efficient, and part of a thriving neighbourhood.

To help us do this, we're developing a new Asset Management Strategy, which will guide how we care for and invest in our residents' homes over the coming years. The strategy report is due to be completed in January 2026.

As part of the development of the strategy, we're asking residents for their views on their homes and neighbourhood to include in that plan.

We ran an online survey to understand your priorities and what matters most to you when it comes to investment into the housing stock. Keep an eye out on our webpage: past and present consultations (www.guildford.gov.uk/article/25059/View-past-and-present-consultations) to take part in future surveys.

Stock Condition Surveys

We're also starting a new Stock Condition Survey programme. This is a three-year programme to survey the condition of residents' homes to help us understand and plan future investment and improvements.

Year 1 of this programme started in October 2025. Between then and February 2026, MLCS3 Ltd, the appointed surveying company, will be inspecting around 1,700 homes on our behalf. From early October 2025, residents will have received letters advising of the programme and introducing MLCS3.

Our contractors and surveyors always carry authorisation identity. If you are ever unsure about a contractor at your door **ask to see their identification or contact us on 01483 505050** before letting anyone in.

A message from the Customer Services team at Guildford Borough Council

We are proud to share how our team is transforming the way residents—including tenants—access support from the Council. We are the front door to everything the Council offers, and we take that responsibility seriously.

Whether you're reporting a repair, asking about your tenancy, or simply trying to find the right department, our goal is to make your experience smooth, inclusive, and reassuring. We're not just answering phones - we're building trust, solving problems, and connecting people to the help they need.

We're here to give you solid, straightforward advice to get you started. We might not be the technical experts, but we know enough to point you in the right direction—and we'll make sure you're connected to or know how to get to the right team if your query needs specialist support.



First response that matters

Our advisors are trained to handle a wide range of queries across housing, council tax, waste services, planning and more.

- Fast, accurate responses whether by phone, email, online, or in-person.
- For all services, immediate triage of enquiries to enable signposting, first level advice or initial case logging. For housing this could include tenant repairs or tenancy questions.
- Friendly, knowledgeable staff who genuinely care and want to provide support for all to get to the service or services they require in the fastest most efficient way.



Inclusive access for all

We're committed to making our services accessible to everyone in Guildford.

- 24/7 online report it and contact forms for many services including reporting a repair to a council property.
- Continued face-to-face and phone support for those who prefer or need it.

We're not perfect - and we don't pretend to be

We know there's always room to grow. Every day, we're learning from the people we serve, listening to feedback, and looking for ways to improve how we work.

Whether it's refining our digital tools, strengthening our housing partnership, or simply making our advice clearer, we're committed to getting better.

Good service isn't a destination - it's a journey we are taking together with our community.



Deadline for reservations
is 22nd December

GASKIN'S CHRISTMAS LUNCHES 2025

FREE LUNCH

24th December

PLEASE RESERVE YOUR MEAL
WWW.FREECHRISTMASLUNCH.COM
INFO@FREECHRISTMASLUNCH.COM

MARTA 07855846597

FREE DELIVERY TO YOUR HOME
DELIVERY WITHIN 10 MILES OF GUILDFORD
DELIVERY BETWEEN 12PM – 3 PM

WE NEED VOLUNTEER DRIVERS TO DELIVER

**FREE EVENT – LONELY, STUDENTS,
HOMELESS, VULNERABLE, OPEN
TO EVERYONE IN NEED**

Remembering Gary Kebby: a valued member of Bellfields community

“He was a long-serving, very valued member of the Tenants’ Engagement Group, and he will be missed.”



These words from Alan, Chair of the Tenants’ Engagement Group (TEG), perfectly capture the spirit of Gary, a man who dedicated himself to the community of Bellfields. Known for his bubbly personality and a laugh that could lighten any room, Gary had a deep and genuine interest in the people he lived amongst. A long-time resident of Bellfields, he was a familiar face at the Aggie Club alongside his friend Tony and was a dedicated member of the TEG.

Gary’s commitment to his community was evident in his willingness to step up when needed most. When the TEG faced a crisis - after two treasurers passed away and another left the group - Gary took on the crucial role of treasurer. It was in this role that his practical contributions truly shone. He was trusted with handling the petty cash and managing the accounts and cheques.

However, a truly memorable story that shows Gary’s character is the almost comical bureaucratic nightmare he faced. The three new treasurers, including Gary, were unable to access the bank account because they needed the signatures of the two treasurers who had passed

away. Faced with this impossible catch-22, they presented the problem to the bank. The bank’s solution was to wait a year to see if anyone would access the account, after which it would be automatically shut down and the money held by the bank. Ultimately, while the bank retained the money, the challenging situation led to a positive outcome. The TEG learned a valuable lesson, and a new system was established so that future funds will be held by Guildford Borough Council, an organisation with the proper procedures in place to prevent this from ever happening again.

Gary’s impact was felt far and wide; he was a constant presence in Bellfields, always ready to offer advice and answer questions for his neighbours. His life was a testament to the power of community involvement, and he leaves behind a legacy of dedicated service. The members of the TEG attended his wake on Tuesday, the 19th of August 2025, at the Jubilee Club in Guildford, where his life was celebrated in a fitting tribute to a man who gave so much to others.

Right to Buy - information for tenants

If you are not able to access the information provided in the online links included in this article, please call us on 01483 505050.



When you can buy your home under the Right to Buy

You can apply for the Right to Buy scheme if you are a secure tenant of Guildford Borough Council and you:

- live in a house, bungalow, flat or maisonette which the Council owns or on which it holds an appropriate lease
- are purchasing either in your sole name; or jointly with other people named on the secure tenancy. On a joint tenancy, the Right to Buy belongs to all tenants so you can either buy jointly; or individually where the other tenants agree to this.
- occupy the property as your only or principal home
- have the minimum qualifying tenancy period of 3 years public sector tenancy. The 3 year period does not have to be consecutive and can include your current tenancy and any previous public sector tenancy.

Reasons why you might not be able to buy the property

- if you or someone you hold the tenancy with is subject to an order of the court for possession of the property
- if you or someone who is joining in the Right to Buy with you:
 - > is subject to a bankruptcy order
 - > has a bankruptcy petition pending
 - > is an undischarged bankrupt

- > has made an arrangement with a creditor the terms of which remain unfulfilled
- > benefits from a moratorium period under a debt relief order
- > is subject to a suspension period under an order made under section 121A of the Housing Act 1985 due to anti-social behaviour

The Right to Buy does not arise in certain circumstances, You can find a full list of the exceptions to the Right to Buy in Schedule 5 of the Housing Act 1985 - www.legislation.gov.uk/ukpga/1985/68/schedule/5

How to take up your Right to Buy

In order to exercise your claim to buy your property under the Right to Buy, you will need to complete the application form (RTB1) and send it to Guildford Borough Council, Millmead House, Millmead, Guildford, Surrey, GU2 4BB.

The price you will pay for your home is based on:

- the market valuation of your property which we will arrange to be carried out free of charge
- how long you have been a tenant in your current home and any previous public sector tenancies you've claimed that can be confirmed
- the cost to the council of buying or building your property - if any work was done in the last 15 years, the cost of this work may reduce your discount
- previous Right to Buy purchases – you are only entitled to one Right to Buy discount in total.

The application form and more information about applying can be found at: www.gov.uk/right-to-buy-buying-your-council-home.

Dealing with damp and mould

We take reports of damp and mould seriously. Under Awaab's Law, we have legal duties to investigate and deal with serious damp and mould hazards quickly. Please do not hesitate to contact us quickly.

How to report damp and mould

You can report your damp and mould using any of the options below:

- **Online:** www.guildford.gov.uk/article/24827/Report-damp-and-mould
- **Phone:** 01483 505050
- **Email:** repairs@guildford.gov.uk
- **Post or in person:**
Customer Services, Millmead House, Millmead, Guildford, Surrey GU2 4BB
(Reception open Monday-Thursday 8.30 am-5 pm, Friday 8.30 am-4.30 pm)



What happens after you report it

Step 1 - Report received

We log your report when you contact us or when our staff or contractors identify a potential issue.

Step 2 - Initial assessment

We assess whether the problem is:

- Significant hazard - a serious risk to health or safety
- Emergency hazard - an immediate danger
- Out of scope - not covered by Awaab's Law (but may still require action)

Step 3 - Investigation

- If it's an emergency hazard, we will investigate within 24 hours.
- If it's a significant hazard, we will investigate within 10 working days.
- If the first check wasn't in person and no work has started, you can ask for a "renewed investigation".
- If the cause isn't clear, we'll arrange further investigation as soon as possible.

Step 4 - After the investigation

If a significant or emergency hazard is confirmed, we will:

- Send you a written summary within 3 working days of the investigation finishing. This will include what we found, what action we'll take, timeframes, and who to contact.
- Start work to make the property safe within 5 working days.
- Begin any further work within 12 weeks (or sooner where possible).

Step 5 - Temporary accommodation

If we can't make the home safe quickly, we will offer you suitable temporary accommodation until the problem is resolved.

Step 6 - Resolution

Once the issue is resolved to your satisfaction and any work completed, the legal duty under Awaab's Law ends. We will confirm this to you in writing.

Additional guidance

For tips on preventing condensation, damp, and mould in your home, visit our webpage: www.guildford.gov.uk/article/26999/What-you-need-to-know. There you can also find our full Damp and Mould Policy for further details.

Meet the team

Name: Hazel Craig Waller
Job Title: Programme Officer
Service: Housing Services

Hello, I'm Hazel and I work in the Housing Improvement Team here at Guildford Borough Council. My role is all about helping to keep our housing services on track - making sure the promises in our Housing Improvement Plan turn into real progress for tenants and leaseholders. I work closely with lots of different teams (and quite a few spreadsheets!) to coordinate projects, track progress and help turn improvement ideas into action.

I joined the Council in spring 2023 on a temporary contract and have recently become a permanent member of the team, which I'm thrilled about. It's been a really exciting time to be involved in housing - there's a lot of positive change happening, and I enjoy being part of the work that helps strengthen services for residents and supports our staff to deliver their best.



My role involves bringing different parts of the housing service together - from repairs and housing management to resident engagement and compliance - so that everyone's working towards the same goals.

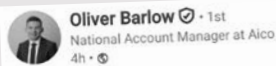
I also help support the relevant Programme, Operations and Assurance Boards, making sure the right information and updates are in place to guide decisions and keep progress on track. It's about connecting people, plans and priorities to make sure improvements really land where they matter most.

Outside of work, I love getting out for walks with my 20-month-old cockapoo - we're always exploring new places together - and I can usually be found with a strong coffee in. I'm also a lifelong Nottingham Forest fan, which has definitely taught me the value of patience, perseverance and celebrating the small wins!

Looking ahead, I'm excited to keep helping drive improvements that make our services clearer, more responsive and more joined-up for everyone.

My top tip for residents? Don't hesitate to get involved - your feedback really does help us shape and improve the services we provide.





Oliver Barlow • 1st
National Account Manager at Aico
4h • 📍

A brilliant day in Guildford yesterday with **Steve Bulley** and **Will Collier**. We helped out at two of **Guildford Borough Council's** schemes, one over in East Horsley and the other in central Guildford. We spent the day clearing flower beds and patios for residents to enjoy. They were all keen for a chat and to say thanks for our help. A pleasure as always to be able to help out in our local communities. 🌱🌿🍃

Thanks to **Laura Gibson** and the team for having us once again.



Community Give Back Days

On Wednesday 6 August, Ollie, Steve, and Will from AICO visited two of our Sheltered Housing Schemes as part of their Community Give Back Days.

They spent the day working alongside tenants to clear and tidy flower beds and patios, helping to create outdoor spaces everyone can enjoy. Tenants joined in with the gardening, and the day was filled with laughter, teamwork, and a real sense of community spirit.

Our residents truly appreciate the support and enthusiasm the AICO team (AICO specialise in home-life alarms) brings when on site, and we're incredibly grateful for the ongoing partnership. We're already looking forward to welcoming them back next year.



Shout Out to Dray Court

Dray Court, one of our Sheltered Housing schemes hosted a Macmillan Coffee Morning on the 29 September. Tenants and regular outsiders who frequent Dray Court raised £518.62 which is a wonderful achievement.

Dray Court offers the tenants and the wider community who visit, the chance to play bingo, join the Ladies and Gents Coffee Mornings, Church Meetings and be part of the Social Club. On average 250 to 300 people per month (tenants and non-tenants) enjoy a social event at Dray Court.

Age UK also hold computer support on a Wednesday morning for all to access.

- **Monday – Ladies Coffee Mornings** - Ad hoc with Independent Living Officer Coffee and Crosswords
- **Monday – Art Group** – in term time a teacher and pupils from the Royal Grammar School attend
- **Tuesday – Bingo**
- **Wednesday – Gents Coffee Mornings** – every third Wednesday All Saints Church host an afternoon Service. – Ad hoc Social Club Craft
- **Thursday – Art Group**
- **Seasonal visits** from Guide Groups and School Choirs visit and entertain
- **Social Club** run events like summer and Christmas parties and local outings.

First wave of engagement: Guildford Borough Council launches community days

Guildford Borough Council (GBC) is delighted to announce the start of its new programme designed to increase tenant engagement across the borough. This initiative kicked off with a successful Community Day hosted in Southway.

The event in Southway was the inaugural engagement event in a new series of planned activities. This first wave of community connection has already reached four key areas: Bellfields, Ash, Southway, and Westborough.



A day for engagement and action

The Community Day was a major success, bringing GBC staff directly out to the estates to meet residents. The effort was strongly supported by senior leadership, including Julian Higson (Joint Strategic Director of Housing, Communities & Environment), Annalisa Howson (Joint Assistant Director, Housing Services), and Jon Kanareck (Interim Head of Housing).

The large-scale effort was coordinated by Conor Stredder, Resident Engagement Officer. The event saw a dedicated Housing Team of 19 staff members, including Housing Officers, visit tenants on the estate walkarounds, knocking on doors to meet residents in their homes.

Local councillors also supported the event, and critically, a representative from the Tenants' Engagement Group (TEG) was present at every single engagement session to ensure tenant voices were heard consistently. Janet Bell, a member of the Tenants' Engagement Group, attended the events held in Southway and Westborough to offer direct tenant representation.

Working together, the Housing Team demonstrated a hands-on approach:

- **Hands-on support:** Staff provided immediate answers to general questions and feedback during the walkarounds.
- **Addressing concerns:** During the day, staff documented and raised any works and inspections that tenants brought to their attention. The team also addressed many road problems that fall under the responsibility of Surrey County Council.

The impact of this direct approach was immediately felt, with one resident in Ash being quoted as saying: **"It's very nice to see you, coming out and checking to see how we are. We've been here for 10 years and this is the first time we've had this".**

The pilot event was widely regarded as a success

In-depth checks and proactive communication

A key component of these proactive visits involved a comprehensive door-to-door questionnaire conducted by all staff involved. By knocking on doors, the team was able to:

- Confirm occupancy and meet the residents.
- Assess **property conditions**, including **damp or mould**, **gardening standards**, and conditions of corner pieces.
- Identify any **support or additional needs** residents may have.

Critically, the team also provided information and signposting to essential community support services such as food banks, benefits, and financial hardship assistance.

GBC wants tenants to know they don't need to wait for a scheduled event to get in touch. The Council is always there to listen. Every estate has their own dedicated Estate Management Officer, who can address immediate queries. You can find the contact information for your Estate Management Officer, can be found on page 19 on each edition of Contact Point magazine.

Looking ahead: Keeping in Touch Days

In addition to the current community days and proactive visits, the Council is establishing a major annual event called "Keeping in Touch Days." These events, as part of the Council's resident engagement, will be a yearly fixture, providing another reliable opportunity for tenants to share their views and engage directly with the Housing Team.

This new programme signals the Council's commitment to regularly meeting with tenants, gathering feedback, and fostering stronger partnerships within the communities. Tenants can look forward to more engagement opportunities throughout the year, providing continuous opportunities to have their voices heard and contribute to decisions affecting their local area.

Homeownership and Leasehold updates



We are pleased to inform our leaseholders of a recent recruitment drive designed to strengthen and enhance our Leasehold Management team. This initiative has brought new talent and fresh expertise into our organisation, with the goal of improving the services you receive.

Our primary focus throughout this process has been to find dedicated professionals who will not only add to our team's capacity but also bring specialised knowledge to the complexities of leasehold management. We are confident their skills will lead to more efficient and effective handling of your enquiries and service requests.

This investment in our team is part of our ongoing commitment to providing excellent service and strengthening our relationship with all residents. The new team members will help us to:

- **Improve response times** to enquiries and issues.
- **Bring new ideas** for refining our current service delivery.
- **Enhance our communication** with leaseholders, keeping you better informed.

We look forward to introducing you to new team members in upcoming communications. In the meantime, please be assured this proactive step is a key part of our effort to better serve our leasehold residents.

Keeping your details up to date and protecting your home this winter

As the colder months set in, it's a good time to check your contact details are correct so we can reach you quickly if there's an emergency, maintenance issue or important update about your building. If you've recently changed your phone number, email, or postal address, please let our Leasehold Services Team know by emailing leaseholders@guildford.gov.uk or calling **01483 505050**. Keeping your information current helps us contact you faster about repairs, service charge updates, or safety matters affecting your home.

Helpful advice for residents

Home contents insurance – don't get caught out

While we're responsible for maintaining the structure of your building, we can't cover the contents inside your home. It's important to have home contents insurance to protect your belongings from risks such as fire, theft, water leaks, or accidental damage. Even a small leak or burst pipe can cause costly damage to furniture, flooring and personal items. Many insurers offer affordable policies for leaseholders and shared owners, so take a moment this winter to review your cover.

Preventing leaks and winter damage

Cold weather can take its toll on homes, especially in flats where a single leak can affect several households. Here are some quick tips to help protect your property:

- **Check your stopcock** – make sure you know where it is and that it turns easily in case you need to shut off the water quickly.
- **Insulate exposed pipes** – especially those in lofts, cupboards or near external walls, to prevent freezing.
- **Keep heating on low** – even when you're away, to stop pipes from freezing.
- **Report leaks promptly** – if you notice damp patches, dripping ceilings, or unusual water sounds, contact your managing agent or repairs team straight away.
- **Avoid blocked gutters and drains** – clear debris to help prevent overflow or water pooling during heavy rain. A few simple checks now can save you stress, expense, and disruption later.



'Everything I'm Not' by
Lucy Pass Guildford
House Open Winner 2024

Guildford House Open Exhibition

Saturday 22 November until
Saturday 28 February.

Guildford House, open 10am until
4.30pm, Tuesday to Saturday
(last entry to exhibitions 4pm)

Our annual exhibition of the best in contemporary
art from the shortlisted artists in the Guildford House
Open Competition. Each year, you can enjoy incredible
artwork from a broad range of artists in a variety of
styles and genres. In partnership with Parker Harris.



Father Christmas Present Trail



Saturday 29
November to
Saturday 03 January
Guildford Museum,
open 12pm until
4.30pm, Wednesday
to Saturday (last
entry 4pm)

Follow this fun trail to help Father
Christmas find some suitable
presents for his sack ready for the
big day!

Drop-in, suitable for 5+. Adults to
accompany all children.



Festive Fun at The Hive



Monday 22nd December
10:00 - 14:00

Park Barn Drive
Guildford
GU2 8EN



Join us for this **FREE**, family-friendly
event with activities including:

Santa's Grotto
Raffle
Playrangers
Karaoke
Fairground Rides
Children's Tombola

Panto Dames
Arts & Crafts
Live Music
Grilled Food
Face Painting
Balloon Animals



Your Estates Management Officers

Estates Management Services have a team of staff that manage different areas of the borough. They 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.

You can find your relevant officer below with their associated email for friendly, professional support.. If you are not sure who your Estate Officer is, please contact the shared inbox: estatesmanagement@guildford.gov.uk

Laura Lawler

 Laura.lawler@guildford.gov.uk  01483 444089

Areas covered: Town Centre, Stoughton, Chilworth



Rebecca Mountford

 Rebecca.Mountford@guildford.gov.uk  01483 444232

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



Katie Lynch

 Katie.Lynch@guildford.gov.uk  01483 444589

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



Lucy Griffin

 Lucy.Griffin@guildford.gov.uk  01483 444287

Areas covered: Bellfields, Slyfield, Gomshall



Dionne Wilde

 Dionne.wilde@guildford.gov.uk  01483 444688

Areas covered: Park Barn, Guildford Park, Worplesdon



Minela Subasic

 Minela.Subasic@guildford.gov.uk  01483 444291

Areas covered: Westborough, Clandon



Can you spot 12 differences



Answers on page 2.

Competition Corner



Complete the wordsearch or send in a photo you have taken in Guildford for a chance to win a £25 voucher

Leasehold

Snow

Homeownership

Community

Dray Court

North Pole

Right to Buy

Repairs

Get Involved

Ash Policing Hub

Name:

Address:

Tel:

Send your completed wordsearch or picture along with your name, address and a telephone number to:

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

Closing date is **Friday 30 January** Congratulations to the previous winner of the summer 2025 wordsearch, who was Mrs S Collyer.

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

Tel: 01483 444769 | **Email:** tenants.group@guildford.gov.uk | **Web:** www.guildford.gov.uk

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