

Contact *point*



GUILDFORD
BOROUGH

and



working together

Summer 2025



Watch out for Housing colleagues attending our upcoming: **Keeping In Touch Days:**

- 7th August - Bellfields
- 14th August - Ash
- 21st August - Westborough
- 10am to 3pm

This is a great chance to have your say on our Estate Standards and speak with housing staff. Find out more on page 14!

www.guildford.gov.uk



Listening, chatting and making a difference

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Your magazine... Summer 2025

Hello everyone, I hope you all enjoy this latest issue of Contact Point.

Along with the usual articles, we have a number of good items with important information, so please spend some time looking at those.

Our group has some planned visits around the borough and we look forward to seeing you at these events, so do come and say hello.

We are especially pleased to hear that multiple teams from the Housing service will be visiting the patches in the borough and speaking with residents. We look forward to the "Keeping In Touch Days" in August.

In the meantime, enjoy summer and good weather.

Keep well and take care,

**Alan,
Chair of the Tenants'
Engagement Group**



 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

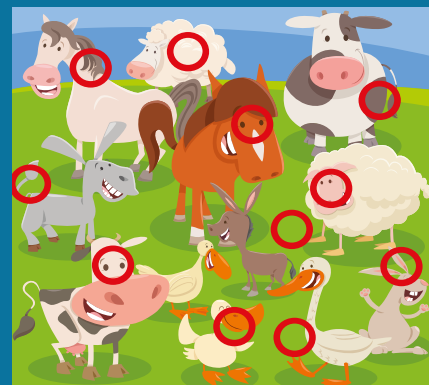
 tenants.group@guildford.gov.uk

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: Heritage Services

Answers to spot the difference on page 20



Housing Improvement Plan update: How we're improving your services

Over the past few months, we've made real progress in improving housing services for residents – from developing new strategies and policies to changing how we work.

✓ Key plans and policies

In April, the Council approved two major strategies: the **Housing Strategy** and the **Homelessness & Rough Sleeping Strategy**. These set out how we plan to deliver more homes, offer earlier support, and make services more responsive and effective.

We also introduced two important new policies:

- A new **Damp and Mould Policy**, to ensure we respond earlier and more effectively to issues.
- An updated **Aids and Adaptations Policy**, to provide clearer support for residents who need help to stay safe and independent at home.

✓ Resident voice and engagement

In May, we completed consultation on our **new Tenant Engagement Strategy** – thank you to everyone who shared their views. We also held our first **Estate Standards Consultation Day** on 28 May, where residents helped define what “good” looks like for estate management. More consultation days are planned for August, so keep an eye out – your feedback is helping shape future improvements.

✓ Transparency and performance

The **Annual Report to Tenants 2024–25** has now been published. It highlights how your feedback is making a real difference to housing services.

- Read it online at www.guildford.gov.uk/article/27462/Housing-performance-and-accountability
- **Pick up a copy** at Millmead reception
- **Talk to us** if you'd like it in a different format or have any questions



We've also published reports on:

- **Tenant Satisfaction**
- **Complaints performance**
- **Housing safety compliance**

From January to March, we responded to **93% of complaints on time**, thanks to a new approach that includes contacting residents within 48 hours. In May, we also launched a new system to help us stay on top of **building safety checks**.

What's next?

We're continuing to improve our services, with several key projects underway:

- **Repairs Service Review** - early findings due this summer
- **Leasehold Review** - ongoing
- **New Housing Asset Management Strategy** - in development
- **Learning Hub rollout** - giving staff the skills and knowledge to deliver a better service

Help Shape the 2025–26 Annual Report

Now that we've published this year's Annual Report, we're looking ahead and your views are essential.

We've commissioned independent researchers Acuity to carry out our Tenant Satisfaction Survey. They'll be contacting a sample of tenants by phone, email or text.



Look out for a call from 01483 928083 – the caller will be working on behalf of Guildford Borough Council.

Our aim is simple: better homes, fairer services, and a more responsive experience for every resident. There's still more to do but real progress is being made.

Be Proud. Be Heard. Be Involved.

As a tenant or leaseholder, you're more than just a resident – you're a vital part of the Guildford housing community.



At Guildford Borough Council, we believe the best way to shape services that truly meet your needs is to work with you, not just for you. That's why we're inviting you to get involved, share your views, and be part of the positive changes happening in housing services.

Why get involved?

Your everyday experiences matter. By participating in our engagement opportunities, you can help us improve housing services, ensure our policies reflect your needs, and create a community that everyone can be proud of.

Ways to make a difference that suit your lifestyle:

Join the Tenants' Engagement Group (TEG)

The Tenants' Engagement Group is a welcoming cohort of tenants and leaseholders who act as a 'critical friend' to the Council. They help us stay on track, challenge us to do better, and ensure your voice is heard at every level. If you're passionate about your home and community, this is a brilliant way to get involved.

Interested?

 Tenants.Group@guildford.gov.uk

 01483 444769

Join our Digital Consultation Group

Prefer to get involved online and at a time that suits you? Join our consultation mailing list! We'll occasionally send you drafts of new policies, procedures, or short questionnaires to review and comment on. Your feedback matters and helps shape our services. You'll see the outcomes shared through our Tenants' Engagement Group, Housing Operations Board, and right here in the magazine.

Want to join?

Complete the online form at the bottom of our webpage: www.guildford.gov.uk/tenantandleaseholderengagement

Or email our Resident Engagement Officer, Conor Stredder: conor.stredder@guildford.gov.uk

Raise issues, share ideas

If there's something on your mind – whether it's a challenge you're facing or an idea for improvement – we're always listening. By sharing what matters to you, you help us create better services for everyone.

You can report your issues on your **MyGuildford** account or by calling **01483 505050**.

What's new?

Keep an eye out for our new **Tenant and Leaseholder Engagement Strategy**. This is designed to give you even more ways to get involved.

We'll be sharing more information in the resident engagement section on our website. This will help you get involved and will also give you all the latest information about engagement - www.guildford.gov.uk/tenantandleaseholderengagement

Your Voice Matters: Get involved with housing services

As a result of ongoing resident engagement our housing service has utilised feedback to:

- follow-up on outstanding repairs
- investigate and remedy damp and mould cases
- shape our policies and procedures
- update tenants' contact details so they can continue to receive relevant information
- inform housing developers of current issues and concerns to take into consideration for new builds.

TEG visits Bellfields: Listening, chatting and making a difference

On Tuesday 15 April, fresh from a sunny weekend, members of the Tenants' Engagement Group (TEG) took to the streets of Bellfields for a friendly drop-in event with local residents. Set up outside the parade of shops on Stoughton Road, the group welcomed passers-by to stop for a chat, share feedback, ask for advice, or simply talk about all things housing.

Residents were happy to speak with the group, raising real concerns and sharing thoughts on how services could improve. TEG volunteers listened closely as part of their mission to make sure resident voices are heard by the council.

The event was also about spreading the word — many people don't know about TEG, but the group plays a vital role in improving council housing services and is always looking for new members. If you're a tenant or leaseholder with a passion for your community, they'd love to hear from you.

There was a range of feedback given to the group, from the quality of services, and advice on bin replacements, to issues with neighbours. The group were able to offer advice on most cases and passed on residents feedback to the council. TEG will use the insight gained to advocate resident priorities when engaging with housing services.

To get involved, just email tenants.group@guildford.gov.uk or call 01483 444769.

You could help shape the future of housing and maybe even join the next sunny session!



Quick Guide: Paying Your Rent

Managing your rent doesn't have to be a hassle - we've made it quick and straightforward.



When is rent due?

Rent is charged weekly and due every **Monday**, but you can choose to pay:

- Fortnightly
- Every 4 weeks
- Monthly

Let us know what works best for you:

 **01483 505050**

 **rent@guildford.gov.uk**

How to pay

Online:

<https://www.guildford.gov.uk/article/25776/Pay-your-council-tax-online>

Direct Debit:

Call us to set it up - it's simple and automatic

Phone Payment Line:

Call 03300 889584 for the Automated Telephone Payment.

Bank Transfer:

- Account: **Guildford Borough Council**
- Sort code: **40-22-26**
- Account number: **71850636**
- Reference: **(Your 12-digit rent reference)**

Please note: we no longer accept cheques.

Missed a payment?

We're here to help - don't wait for it to pile up.

- Call **01483 505050** as soon as you can
- We can help with payment plans, benefits advice, and referrals to support services

Quick Guide: Making a Complaint

We always aim to deliver great service - but if something hasn't gone right, we want to hear about it.

What counts as a complaint?

- A service not delivered or delayed
- Poor quality of service
- Unhelpful staff behaviour
- Policy not followed

Start by reporting the issue to the correct service area - that's usually the fastest way to resolve things. If you're still unhappy, you can make a formal complaint.

How to complain:

Online:

www.guildford.gov.uk/complaintscompliments

Write to:

**Guildford Borough Council,
Millmead House, GU2 4BB**

Call us:

01483 505050

Not considered a complaint:

- First-time service requests (e.g. fly-tipping, noise, repairs)

- Policy explanations or disagreements
- Issues with legal or appeal processes (we'll advise you what to do)

The Housing Ombudsman

If we haven't resolved things after our complaints process, you can contact the Housing Ombudsman for an independent review. Visit www.housing-ombudsman.org.uk

Meet the team



Name: Liam Gillies

Job Title: Income Specialist

Service: Housing Services

I'm Liam and I work within the Income Team for Guildford Borough Council. I have worked at the council for 10 years.

An average day for an income specialist is to be contacting tenants who may be struggling with rent payments to try and support them to prevent accruing rent arrears. Our role is to support our residents by discussing the arrears and ensuring repayments are affordable and sustainable.

We can also signpost and refer tenants to other agencies such as the Citizens Advice or internal services like our Tenancy Sustainment Officer or money advisor, we aim to continue to support those residents throughout the process.

If you feel you are struggling to meet your rent liability or concerned about rent arrears, please contact the Rents Team on **01483 444004** to discuss this as soon as possible, we are here to help.



A reminder for Leaseholders: help us keep your contact details up to date

As part of our commitment to better communication, we kindly ask all leaseholders to ensure their contact details are current.

Please take a moment to update your email address and phone number to stay informed about important updates, maintenance, and community news.

How to update your details:

Simply send an email to: leaseholders.enquiries@guildford.gov.uk with your name, property address, and your current and new contact details.

Why update?

- Receive timely notifications and updates
- Stay informed about estate matters and events
- Ensure we can contact you quickly in emergencies

Thank you for helping us serve you better. We look forward to staying connected!

YOUR COMMUNITY WELLBEING TEAM!



If you need support with...



Community
Information

Loneliness

Employment

Physical health

Social
isolation



Volunteering

Cost of living

Emotional
wellbeing



We're your Community Wellbeing Team at Guildford Borough Council!

We support people, groups and organisations to help strengthen communities, and enabling places where everyone feels valued.

We're here to empower residents to make positive changes, whether that's getting a project off the ground, connecting with others, or simply sharing ideas.

Got something in mind or need a helping hand?
We'd love to hear from you!



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

 community.wellbeing@guildford.gov.uk

 01483 444150



@GBCCCommunityWellbeing

See something? Say something!

How to report housing issues easily

At Guildford Borough Council, we're here to make sure your home and community are safe, well-maintained, and comfortable. But we can't fix what we don't know about and that's where you come in!

If you spot something that's not quite right, from broken lights to fly-tipping, or have a repair need in your council property, it's quick and easy to let us know.

Report issues online – anytime, anywhere

You can raise non-emergency issues and concerns through our website:
www.guildford.gov.uk/report

Whether it's something affecting your home, building, or the estate, the online form is designed to make reporting as simple and hassle-free as possible.

What you can report

Here are just a few of the things you can report through your MyGuildford account on the GBC website:

- Repairs to council properties
- Anti-social behaviour
- Fly-tipping and litter
- Broken communal doors or lighting
- Missed bin collections
- Graffiti or vandalism
- Damp, mould or other housing concerns

Housing repairs for council tenants

If you're a council tenant and need to request a repair to your home, the webpage: www.guildford.gov.uk/reportarepair is where you can:

- Request non-urgent repairs
- Report issues in communal areas
- Get guidance on what is covered by the council

For emergency repairs (such as major leaks or no power/heating), always call us directly to get the fastest response.

What happens next?

Once you've submitted a report:

- You'll receive a reference number
- The appropriate team will review your report and take action
- If needed, someone will contact you for more details

We're committed to acting promptly and keeping you informed every step of the way.

Help us help you

The more specific your report, the quicker we can help. Photos, exact locations, and a clear description go a long way in helping our teams respond effectively.

Quick tip!

Save the page **www.guildford.gov.uk/report** to your favourites or phone home screen so it's always at your fingertips when you need it.

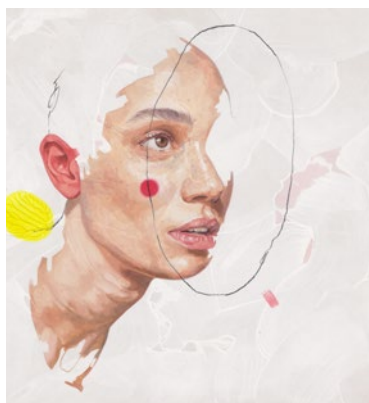
We're here to listen

Your voice helps us keep Guildford's homes and neighbourhoods clean, safe, and pleasant places to live. Thank you for doing your part!

You can also call **01483 505050** to raise your issues or request a repair.

What's on in Guildford

Date/s (during open times unless otherwise stated)	Location	Details (activities are free unless otherwise stated, donations are always welcome)
On now until 11 April 2026	Museum	Playtime! It's Playtime! at Guildford Museum! Enjoy our fun learning exhibition for all the family. Explore our display of vintage toys and games from our museum collection! Try out Playtime! for yourself and get hands-on with a selection of toys and games available during your visit.
Ongoing until Saturday 1 November	Castle	Guildford Castle seasonal opening Find out all about the history our wonderful Norman Castle and climb to the top of the tower to take in amazing views across Guildford and the surrounding borough. Admission charges apply adults: £5, children: £2.50, family (2 adults and up to 2 children): £12, under 5s: free.
Every Tuesday from 6 May until 26 August	Museum	Lucy Pass: Invisible Things The highly anticipated first solo exhibition from Lucy Pass, winner of the Guildford House Open 2024. Pass's work is an introspective journey into the complexities of human emotion, aiming to "capture the invisible things within us". This exhibition will feature a selection of striking drawings and paintings.
Tuesday 29 July 10am until 12pm	The Hive**	Playtime Fun! Toytime Family Fun Join our team as we play with old Victorian style toys. Make a thaumatrope, an optical toy from the days before films and video games, and play with a zoetrope, another old optical toy. Drop-in, suitable for ages 5+. Adults to accompany all children.
Wednesday 30 July 12pm until 3pm	Museum	Playtime Fun! Giant Games Family Fun Have fun with our oversized and large games including skittles, hoop-la and Snakes and Ladders. Drop-in, suitable for ages 5+. Adults to accompany all children.
Wednesday 6 August 10.30am until 11.30am	Castle	Relaxed Opening Enjoy Guildford Castle outside of normal opening hours. You'll have a chance to explore the Castle in your own time and climb to the top of the tower for spectacular views. Then join a craft activity to make your own shield to take home. Suitable for families with children who have an autism spectrum condition or any other sensory needs, aged 5 to 12. Adults to accompany all children. £2.50 per child, accompanying adults free. Pre-booking required. Email heritageservices@guildford.gov.uk or call 01483 444751 .
Friday 8 August 12pm until 3pm	Museum	Playtime Fun! Giant Games Family Fun Have fun with our oversized and large games including skittles, hoop-la and Snakes and Ladders. Drop-in, suitable for ages 5+. Adults to accompany all children.
Saturday 9 August 10am until 12pm	Guildford House	Finds identification session Have you come across an interesting archaeological object while out walking or using a metal detector? Bring your find to our Finds Identification Sessions and find out more about it. Our Surrey Finds Liaison Officer, Simon Maslin will take a look.



Wednesday 13 August 10.30am until 11.15am	Guildford Library*	Into the Garden Craft and Storytime Enjoy stories about beautiful gardens and make your own flower to take home. First come, first served, suitable for ages 2+. Adults to accompany all children.
Wednesday 13 August 12pm until 2pm	Museum	Playtime Fun! Tangrams Family Fun Make your own colourful tangram. Then see if you can solve the puzzle putting it back together or try to make shapes of animals with the pieces. Drop-in, suitable for ages 5+. Adults to accompany all children.
Friday 15 August 12pm until 2pm	Museum	Second World War Discovery Day To mark the 80th anniversary of VJ Day join our special session where you can handle original objects from the Second World War. Tap out a message in Morse Code and listen to an air raid siren. Make a Union Jack themed brooch to take home. Drop-in, suitable for everyone, 5+. Adults to accompany all children.
Thursday 21 August 10.30am until 11.15am	Museum	Into the Garden Craft and Storytime Inspired by the beautiful flower beds in the Castle Grounds, make a lovely flower to take home. Enjoy stories about other beautiful gardens. First come, first served, suitable for ages 2+. Adults to accompany all children.
Thursday 28 August 12pm until 2pm	Museum	Playtime Fun! Dice and Board Games Family Fun Join in the fun making your own dice – will it have 6 sides or maybe 8 or even 20?! Learn some Roman style dice games and enjoy board games that need dice too. Drop-in, suitable for ages 5+. Adults to accompany all children.
Thursday 11 September 10.30am until 12pm	Guildhall	Coffee Time Talk: Henry Peak To mark the architectural theme of Heritage Open Days 2025 our speaker will delve into the life and works of Henry Peak. He did more to shape Guildford in the second half of the 19th century than any other person. Peak was the first Borough Surveyor at a time when the Corporation needed to improve public facilities for the town's growing population and his legacy is still with us today.

Location details:

Guildford Museum, Quarry Street, Guildford, GU1 3SX. Open Wed – Sat 12noon until 4.30pm (last entry 4pm)

Guildford House, 155 High Street, Guildford, GU1 3AJ. Open Tue – Sat 10am to 4.30pm (last entry to exhibitions 4pm)

Guildford Castle, Castle Street, Guildford, GU1 3UW. Open seasonally Wed – Sat 12pm until 4.30pm (last entry 4pm) between 5 April and 1 November 2025. Admission charges apply

The Guildhall, 131 High Street, Guildford, GU1 3AA. Open seasonally every Tue 10am until 2pm between 6 May and 26 August 2025.

Please note: all information is correct at the time of publication.

New housing strategies driving improvement

On 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

- Priority 1:** Deliver decent, sustainable homes people need and can afford
- Priority 2:** Improve the quality, standard, safety and accessibility of our homes and housing services
- Priority 3:** Preventing homelessness and rough sleeping
- Priority 4:** Improving housing options and opportunities

Homelessness Prevention and Rough Sleeping Strategy

- Priority 1:** Focus on early intervention and prevention
- Priority 2:** Maximise pathways to independent living
- Priority 3:** Provide complete support to people who are homeless and dealing with challenging personal issues
- 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/housingstrategies

Have your say:

- online: www.guildford.gov.uk/contact
- by telephone: **01483 505050**
- write to: **Customer Services, Millmead House Millmead, Guildford, Surrey GU2 4BB**

We are also delighted to announce that the new Tenant and Leaseholder Engagement Strategy & the Building Safety Resident Engagement strategy have both been signed off by the council's Executive and are officially endorsed. We look forward to sharing more details about our progress with these strategies and what they mean for you in later editions of this magazine. For now, you can read all of these strategies online here: www.guildford.gov.uk/housingstrategies, or you can request a physical copy by calling **01483 505050**.



VE Decorations including personal photos from our lounge clients



Our care officer Alison decorating a Union Jack themed cake which was shared on the day



Lunch is served – with a side of British pride!



Our Care Officers were joined by the Mayor of Guildford and the High Sheriff of Surrey.

VE Day at The Hive: A Community Celebration to Remember

Our VE Day event at The Hive was a fantastic afternoon of community, reflection, and celebration.

Marking the anniversary of Victory in Europe Day, the space was brought to life with live music, homemade war-time themed cakes, and a great turnout from local residents. The atmosphere was welcoming and lively, with plenty of conversation, laughter, and shared memories.

We were honoured to welcome both the Guildford Mayoralty and The High Sheriff of Surrey, who took time to meet attendees and reflect on the importance of the day.

It was a chance not only to remember the end of World War II in Europe, but also to connect with neighbours and celebrate the resilience and togetherness that continues to define our community.

Thank you to everyone who came along – and to those who helped organise and support the event. The Hive was buzzing with energy, and we're proud to have hosted such a meaningful celebration.

GUILDFORD BOROUGH COUNCIL PRESENTS....

KEEPING IN TOUCH DAYS

WE WANT TO HEAR FROM YOU!

We value your feedback and we want to hear what you think about our housing services. Join us this summer and speak with a wide range of housing staff in-person.

Where?

7th August - The bottom of **Bellfields** Green, Guildford, GU1 1JU

14th August - The green on Longacre, **Ash**, GU12 6RP

21st August - Opposite the shops on Southway, **Park Barn**, GU2 8DX

Time?

10am to 3pm, each day



- 👉 Have your say on the Estate Standards
- 👉 Advice on housing services
- 👉 Speak with the housing team
- 👉 Free refreshments



www.guildford.gov.uk



01483 505050



GUILDFORD
BOROUGH

Your Home, Your Haven: Let's Keep it Safe Together!

A message from the Tenants' Engagement Group

"As your Tenants' Engagement Group, we know how important it is to feel safe and comfortable in your home. We truly believe that everyone deserves a secure and worry-free place to call home, and we've been working closely with the council to ensure your property meets the highest safety standards.

You might have heard about essential safety checks, and perhaps you've seen a reminder about your upcoming gas safety inspection. This isn't just a routine procedure; it's a vital step in protecting you and your loved ones from potential hazards like carbon monoxide. It can also help to ensure your heating and cooking appliances are working safely and efficiently. We understand that life can be busy, and sometimes, things can seem a little confusing. One of

our members recently experienced this for themselves. They received an initial appointment for a gas safety check in the post and was a bit suspicious because the property had just had a check last year. With a little one at home and a busy schedule of medical appointments, the first date just didn't fit, nor did the next suggested one.

However, when they spoke with the relevant team over the phone, the situation was fully explained, which immediately put their mind at ease. The team was also incredibly understanding and flexible, working with them to arrange a third appointment that was perfectly suitable and convenient time. This flexibility and clear communication are what we, as tenants, hope for when these important checks need to happen.

Why our cooperation is crucial for safety

Beyond gas, another cornerstone of a safe home is its electrical system. Just like any other essential part of your property, electrical installations require regular checks to ensure they are safe, up-to-date, and free from faults that could pose a risk. Unfortunately, the Council has sometimes faced challenges in gaining access to properties for these critical electrical inspections.

- **Your well-being first:** These checks are designed to identify and rectify hidden dangers that aren't always visible. A faulty appliance, wiring issue, or gas leak could have a serious consequence.
- **Protect your contents insurance:** This is a crucial point many residents aren't aware of! If access is repeatedly refused and essential electrical testing isn't completed, it could potentially invalidate your home contents insurance in the event of an incident like a fire. Insurers often look for every reason not to pay out, and non-compliance with safety requirements could be a factor.
- **Preventative care:** Regular maintenance helps prevent problems before they escalate, saving you from potential disruptions and ensuring your home remains a safe haven.
- **Our shared responsibility:** the council has a responsibility to ensure your home meets all safety regulations, and our cooperation helps them fulfil this commitment.



The contractors working with the council are highly trained, certified professionals. They understand the importance of respecting your home and your privacy, working efficiently and with minimal disruption.

We understand that inviting contractors into your home requires trust, and we, as your Tenants' Engagement Group, deeply appreciate your cooperation. By allowing access for these essential electrical and gas safety checks, and indeed any other vital maintenance works, you are actively

contributing to the safety and well-being of yourself, your family, and your neighbours.

When the council contacts you to arrange these appointments, please help them help you by granting access. Remember, they are here to work with us on scheduling and clarifying any concerns. Our safety is a shared responsibility, and together with the council, we can ensure our homes remain a safe, comfortable, and truly alluring place to live."

Guildford Family Centre relocates and launches new website

The Guildford Family Centre is excited to announce its relocation and the launch of its new website, designed to better serve the community.



The centre, which provides valuable resources and support to families in the Guildford area, has moved from The Spinney Centre to:

**Guildford Nursery School and Family Centre,
Hazel Avenue, GU1 1NR**

The move to the new location marks an exciting chapter for the centre, allowing them to continue their important work in a welcoming and accessible environment.

The centre's phone number will remain the same **01483 510570**, ensuring continuity of service for families.

In addition to the relocation, the Guildford Family Centre has launched a brand-new website:
www.familiesfirstguildford.com

This user-friendly website provides comprehensive information about the centre's services, including details about the various groups and courses they offer. A direct link to these groups and courses can be found here: Groups & Courses - Families First Guildford. The website also features contact information, including the centre's email address.

The Guildford Family Centre is staffed by a dedicated team, including:

Charlotte Bate - Service Manager

Tina Campbell (pictured above) - Family Centre Coordinator (who supports families across the whole of Guildford and has served the community for three years)

Carol Markall - Administrator/Reception.

The centre plays a crucial role in supporting families in the community, providing a range of services and resources designed to promote well-being and development.

As a resident who has benefited from the invaluable support the family centre provides for me and my toddler, I can attest to their positive impact. It was amazing that the service was open to me, enabling me to access Home-Start, with whom I am still connected.

The centre is the lead in early years assessments and covers children from 0 to 18 years, extending to 25 years for those with additional needs.

The centre also features a free community garden, providing a valuable space for the community to connect with nature and support their mental health. They also work in partnership with Home-Start.

The team is also available to help by sending out emails when they have special days out for children that are free family fun days. All the staff are incredibly professional yet friendly. Notably, Tina Campbell has helped me on numerous occasions, demonstrating a genuine understanding of my situation and family life. This personal touch makes the centre feel incredibly approachable, reassuring vulnerable individuals, especially first-time mothers with newborns, that they are safe and supported. It's clear that you're dealing with a human, not an automated system.

Referrals to the centre are processed within 5 days of initial contact, ensuring timely support for families in need. The new location and website will enhance the centre's ability to reach and support families in Guildford.

Hands across the generations



This year, we've been working on an exciting new project called Hands Across the Generations, which brings people of all ages in our community together through art.

The project took place over four workshops in Park Barn and East & West Horsley working in collaboration with the Raleigh School, Limegrove Care Home, the Hive and the hallow project. Participants traced their hands and decorated them with designs that reflect their unique personalities. We received designs based on hobbies, interests, friends and bright colours.


Different generations have worked alongside each other throughout sharing ideas, conversation and creativity. We hope this encourages people to think about the wider community and consider different people who live alongside us.

We collated all the hands and created a shared artwork that is going to be displayed in the community.

Each hand represents the personality and life of a person who lives in our community. Through this collaborative piece, we celebrate the power of art to bridge generations and cultivate meaningful connections across different ages.

We will be continuing this project throughout the next year and if you would like to be involved, please contact us, everyone is welcome to participate.





Understanding and addressing homelessness in Guildford: A guide for residents

Homelessness is a pressing concern that affects the wellbeing of our community. At Guildford Borough Council, we are committed to providing support to those facing homelessness. Here's what you need to know and how you can help contribute to a supportive community.

Support available for individuals at risk of homelessness

If you or someone you know is homeless or at risk of becoming homeless within the next 56 days, the Council offers assistance tailored to individual circumstances. Our primary goal is to help individuals remain in their homes or find suitable alternatives.

We can also refer single applicants to our Homeless Outreach and Support Team (HOST), which provides specialised support.

Before reaching out, the individual at risk of homelessness will need the following documents ready:

- Passport or birth certificate
- Tenancy agreement
- Proof of income
- Landlord contact details
- Any notice to vacate received

To access support, contact us via our customer services online form found on our website, call **01483 505050**, or email housingadvice@guildford.gov.uk

In emergency situations outside regular hours, please call **01344 949371**.

www.guildford.gov.uk/article/25548/How-we-can-help-with-homelessness

How residents can help

Your involvement can be significant in addressing homelessness in our community. Here are ways you can assist:

Report Concerns:

If you're worried about someone sleeping rough, contact our team at **01483 302495** or email guildfordhost@riverside.org.uk
www.guildford.gov.uk/article/25550/Are-you-concerned-about-a-homeless-person

Address Street Begging:

To report instances of begging, please inform the local authorities. The Council collaborates with charities to support affected individuals.
www.guildford.gov.uk/article/25687/Advice-to-the-public-helping-the-homeless

Make a Donation:

Consider contributing to initiatives like "Real Change" which directly support those in need.
www.guildford.gov.uk/article/22916/Making-a-donation-Real-Change

By staying informed and taking proactive steps, together we can make a big impact on reducing homelessness in Guildford.

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  **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 11 differences



Answers on page 2.

PRIZE wordsearch

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

*Win a £25 voucher, donated by
the Tenants' Engagement Group.*

Housing Officer

Repairs

Rent

Leaseholders

Income

Homelessness

Housing Services

Lithium

Complaints

Family Centre

Name:

Address:

Tel:

Send your completed wordsearch 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 5 September 2025**. Congratulations to the previous winner of the spring 2025 wordsearch, who was EJ Fishwick.

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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