



TOGETHER

creating communities to be proud of

Cartrefi Conwy Newsletter

WINTER 2010/11

Family Fun Day

Hundreds of you came from across Conwy for our family fun day where a young rock band took their first steps to stardom, and no matter what your age we had something for everyone! It was great to see little ones, adults and the young at heart trying what we had to offer!

The day was bursting with activities... some of you went wild on the Bouncy Castle and fun bus, you tested your golf swing and bowling skills on the

Wii Machines, and even some of you became a disco diva for the day on the dance mats. There was also time to take a break and relax and have a picnic in the park, take part in our Taster sessions, and there was even a dog show with handy hints and tips as well as the 7-a-side competition to name but a few!!

Tenant Mandy Jones, from Llandudno, was having a whale of a time and she said: I'm loving it. We didn't expect as

much as this to be put on at all. It's a great idea to have this instead of a tenants' conference."

The aim was to provide tenants with an opportunity to air their views in a more informal way. Staff of Cartrefi Conwy and the other agencies represented at the many stands were also on hand to talk to tenants and provide information on a variety of topics including repairs, decorating, pet care, money matters, healthy eating and lifestyle.

Bright sunshine helped ensure there was a carnival atmosphere.

Cartrefi Conwy Chief Executive Andrew Bowden said: "We had a wonderful day with over 700 people attending so it was a huge success."



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Executive Management team



Andrew Bowden,
Chief Executive



Gwynne Jones,
Director of
Operations



Tony Doakin,
Director of Finance



Pam Lonie
Chair of the Board

The Senior Management Team



I-r Siobhan Johnson, Jane Parry-
Evans, Carol Hackett, Paul Allen,
Sandra Lee, Helen Egan

Contacts

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Rent Payments over the phone.	0844 5578321	
Credit Union.	01492 580028	
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G Purchase	0800 54 23 451 01492 546 768	
P.H Jones	Servicing 0800 107 0517 0151 343 3070 option 3	Insulation Loft Cavity 0800 111 4688 01244 545 488
Nationwide	0800 783 7257	

✂ cut out and keep

CARTREFI
CONWY
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Cartrefi Conwy Tenants Forum

The Cartrefi Conwy Tenants Forum is where Cartrefi Conwy tenants come together to exchange views and share information about the things that matter to them regarding their homes, neighbourhoods and opportunities available to tenants.

By attending Tenant Forum meetings, local tenant and resident or community groups and other Cartrefi Conwy tenant focused events you have the opportunity to;

- **Share** your views and ideas so that Cartrefi Conwy can take them into consideration when taking decisions about the services offered and the way they are delivered
- **Learn** about issues that may affect you or your neighbours
- **Meet** people with a variety of backgrounds and experience, that also care as much as you about their homes and where they live
- **Join** smaller groups that are set up to work with or provide information to staff and other agencies on specific projects
- **Develop** your confidence, knowledge and abilities, which may help you in other areas of your life

When we put your views together with those of other tenants it helps us to decide how we should tackle particular issues so that as many people as possible benefit. So it's really important to us that those who attend meetings of the Tenants Forum and other Tenant focussed events are truly representative of all our tenants, reflecting the diversity of age, interests and needs of all those that live in Cartrefi Conwy homes.

By sparing us a few moments of your time every now and then to attend the Tenant Forum or any other tenant events, you will help make sure that your views are heard and balanced with those of others.

If you would like more information about the opportunities for tenants to get involved or would like attend the Tenants Forum please contact Phil Jones on 01492 805529 or email us at get.involved@cartreficonwy.org

Beware of Energy Scams in your Area!

A scam has been in operation where people using prepayment meters believe they are purchasing keys pre-loaded with credit from legitimate doorstep sellers, offering discounts (e.g £50 of credit for £25). In fact this is a criminal scam using cloned keys which will allow the user to get credit on their meter, but which energy companies will be able to see is fraudulent. The customer is then forced to pay (again) for the energy used. If you suspect this is happening in your area, please contact your neighbourhood co-ordinator.

MONEY MATTERS

The best ways to pay your rent:-

Swipe Card - At any Post Office or "PayPoint" outlet.

Direct Debit - To request a Direct Debit form, please phone the Finance Department on 01492 805528.

Telephone - 0844 557 8321. You will need to have your rent swipe card and debit or credit card ready.

Internet - You can pay via the Allpay Website: www.allpayments.net.

For more information on any of these methods, please phone your local area housing office.

Llandudno: 01492 805632
Colwyn: 01492 805596

Home Contents insurance

Home contents insurance is a way of protecting your belongings against events such as fire, burglary or burst pipes. It's always best to have home contents insurance as you never know what is round the corner! Without insurance you may not be able to replace your belongings, as Cartrefi Conwy only holds building insurance which does not cover your personal belongings.

While we hope that you never experience a nasty surprise, we'd like to encourage you to consider insuring you and your family's belongings. Then, if the unexpected happens, the insurer will pay out an agreed amount or an amount appropriate to the damage caused to replace the items destroyed, damaged or stolen.

Llandudno & District Credit Union

is a non-profit making financial cooperative offering a convenient saving and low interest loans service to its members. It is also offers a current account facility that will give you the benefits of modern, electronic access to your money while retaining the great advantages of local savings and loans. For further information please contact the Credit Union on 01492 580028 or www.llandudnocu.co.uk



Home safety INSPECTION

CARTREFI
CONWY
creu cymunedau i fod yn falch ohonynt
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What's it all about?

Your Appliances need to be checked for safety every year. Cartrefi Conwy has employed P.H.Jones Ltd to carry out the checks and servicing.

Why?

As your landlord **Cartrefi Conwy** are **required by law** to carry out these checks every year. The safety check is important to:

- make sure that your appliances are working safely
- make sure that your appliances are working efficiently.

Carbon Monoxide which can be produced by faulty appliances is colorless, tasteless and odorless and can kill.

It's free?

Yes, these safety checks are in the interest of your safety and are completely free. All we ask is that you keep your appointment and allow the PH Jones engineer to come into your home.

What will be checked?

The engineer will check fires and boilers that use gas or oil to heat your home. They will also check the smoke alarms and if necessary carry out a chimney sweep.

Who will call?

All workers employed on behalf of Cartrefi Conwy carry identification cards; please check the identity of anybody calling at your home before you let them in.

Please be aware of bogus visitors to your home and if you are in any doubt, take the name of the person visiting and phone Michael Rutter of Cartrefi Conwy on 01492 805538 before allowing access.

Residents who give access on the FIRST appointment will be entered into a monthly raffle for £100

Please don't put yourself, your family and neighbours at risk. Allow us access to your home to help keep you safe and warm and even save you money!

PH Jones
Plumbing, heating & mechanical services

Tenants appointed as Board Members

Meet our three new tenant Board Members. They were appointed to the Board of Management of Cartrefi Conwy on 23 September 2010.

Mair Jones

Mair was a teacher for 30 years and then joined the Clergy, serving as Rector of Llanellian, Betws-yn-Rhos, Trofarth and Bryn-y-Maen. She lives on the Fron Estate in Colwyn Bay. Mair has an interest in people and hopes that through her appointment as a board member she can make a contribution in particular regarding the interests and needs of older people.



Roy Thomas

Roy Thomas is a native of Devon and moved to the area 33 years ago. He currently lives in Lôn Cymru, in Llandudno and is keen to help and represent fellow tenants and make sure that standards are kept up. He has worked as a mental health nurse and was a member of Llandudno town council for ten years. He also has experience of working with a local charity.



Robert Redhead

Rob lives on the Peulwys estate, Llysfaen and is also Chair of the Peulwys and District Partnership Board. He's been a community councillor for the Peulwys ward and wants to do his best for the residents in the area. Initially wary of the transfer of housing from Conwy County Borough Council to Cartrefi Conwy, he now wants to help move things forward.



Contact your area office or community involvement team if you are interested in applying to be a board member.

Q & A Improvement programme

Q: Will I be given any notice that the work is about to start on my home?

A: Cartrefi Conwy has worked with tenants and the contractors to make sure that you will have plenty of notice that work is planned for your home. This is all part of a comprehensive tenant liaison service. Initially, you will receive a letter from Cartrefi Conwy at least a month before any work begins. This will be followed by a personal visit or an invitation to an open day held by the contractor to discuss the works planned for your home. The contractor will then set up an individual appointment to come to your home to discuss the work and to give you a chance to make any choices that are available. Then at least a week before the work is due to start you will receive another visit to make sure you are ready for the work to start. From the start you will be given important phone numbers for the contractor, or you can always talk to staff from Cartrefi Conwy.

NOW AND NEXT

Improvement works: which areas are being done now and next?

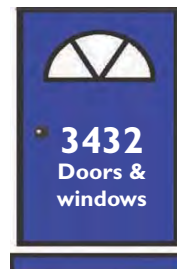
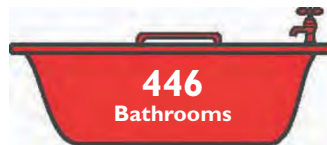
NOW: The internals programme with the contractor G Purchase Construction, which does the kitchens, bathrooms and rewires, is mainly working in Llandudno Junction, Deganwy, Conwy, and the villages towards Dolgarrog.

NEXT: G Purchase Construction will be moving into Eglwysbach, Glan Conwy, Mochdre and Rhos on Sea in the New Year. From approximately June 2011, they will start to move into Colwyn Bay and Old Colwyn.

Throughout the coming year there will also be work done on insulating lofts, installing new communal doors, and work to the exterior of your homes.

Progress on Improvements

This is how many elements we have installed since the beginning of the improvement programme



Is your estate in a state?

Tenants and staff met together in 3 Area Panel meetings around the county to come up with ideas that would improve the physical environment of Cartrefi Conwy neighbourhoods.

The reasoning behind these Area Panels is that Cartrefi Conwy has an Environmental Fund which is in the region of £700,000 per year and can be used to make large scale changes to your community which will reduce big problems or smaller improvements that will just make life a bit brighter. Since tenants know their neighbourhoods better than anyone, we wanted to get ideas directly from the people in the know.

At the meetings tenants were asked to prioritise the common issues that occur in all neighbourhoods. The 3 things that they said were most important were improvements to the landscaping so that the area looks better, looking at ways to improve parking, and ensuring there is better access for elderly tenants in sheltered areas.

All these ideas will now be considered as part of a programme of works to improve the physical environment in your neighbourhoods.

Don't worry if you missed this meeting, because if there are plans to do work in your neighbourhood we will consult with everyone, also there will be more Area Panel meetings in the future, so if you would like to be invited to future Area Panel then phone Owen on 01492 805530.



Decide on the way money is spent in your area

Now is your chance!

Cartrefi Conwy has kicked off a process called Community-led budgeting that allows you to decide exactly what you think £50,000 from the Environmental budget should be spent on. Individual projects in the range of £2,000 were requested through the month of October. The project applications had to focus on making improvements to the physical environment of a community and preferably have a benefit to Cartrefi Conwy tenants.

All tenants will be informed and invited to a county wide event in February. At this event, the applicant will be asked to give a 3 minute sales pitch to all the tenants in attendance. Each application will then be voted on by the other tenants that have come to the event. To finish off the day, the votes will be counted and the winning applications with the most votes will be revealed.

The voting event, often called 'U-Decide,' puts the decision making power directly in your hands- and besides that it is a lively, fun filled day.

So if you want to be part of this exciting experience then watch out for more information in January- or register your interest by phoning Owen on 01492 805530.

GET INVOLVED

Youth Information Festival

A youth information festival hosted on October 29th saw 10 bands battling it out for a top prize. The winners, Rumour have won a day's studio recording in Orange Music Studio's in Penmaenmawr.

The battle of bands competition was the key event at the Youth Information Festival; over 100 young people came along to join in with the music, quizzes and games.

The day was used to consult with young people about a new leaflet that give's information and advice to young people who are thinking about leaving home for the first time. Vicky Kelly, Cartrefi Conwy's Community Involvement Coordinator said "we're producing leaflets and information cards aimed at young people so we really wanted to know what they thought. We want young people to know what it's really like moving out of home for the first time! Keeping a home; paying the rent, the bills and keeping a home clean and tidy is hard and we want to be able to provide support for young people."

The team of organisers came from Cartrefi Conwy, North Wales Housing, Cymdeithas Tai Clwyd and Bus Stop. Everyone was thrilled with the outcome of the day and support for the event. They will now be looking to host a similar event next year.

Vicky said, "The results of the consultation will be really useful in developing the final leaflet which will be available across the county soon. A big thank you to everyone who took part and gave us their opinions."

A big thank you also goes to NACRO, Crest Cooperative and the Children and Young People's Partnership who all attended the event to offer advice and information.



Cartrefi's Got Talent

One of the highpoints of the day was our Cartrefi's Got Talent competition.

We had so many brilliant entries including Sasha Palmer – who had also applied to be on Britain's Got Talent, Harry Cheung who was hula hooping and his sister Ellen who also sang.

It was won by a local band, Francheeka and the Noise, fronted by 18-year-old vocalist Francesca Evans.

The other members are Thomas Cook, Ben Cooksey, Jamie Griffiths and Arthur Jones.

A delighted Francesca said: "We all know each other through Bryn Elian School but we've only been playing together as a band for two months so we were thrilled to win."

At the other end of the age spectrum, 92-year-old Ted Roberts, a native of Blaenau Ffestiniog now living in Old Colwyn, played the keyboards and sang a song Smile, for which he composed the music.

Ted is a regular performer on the Radio Cymru show, Jonsi, and plans to use the experience at Eirias Park as a springboard to getting on the X-Factor and impressing Simon Cowell himself.

We want to thank all of you who entered and we hope to see more of you next year!



Halloween party

For the second year running over 200 people attended the party at Ty Hapus. Face painting, spooky colouring, a bouncy castle, games and a fancy dress competition provided fun for everyone.



Fun and games at the party; hosted by Cartrefi Conwy and North Wales Housing.



Introducing the Chair of the Tenants Forum

My Name is David Lloyd Williams. As Chair of the Tenant's Forum, I have visited many other tenant groups that represent different aspects of the community, including The Peulwys Partnership Board, Glanrafon Tenants Association, Rhos Sheltered Housing and Chester Avenue Community House. I have also attended



events in rural areas which have given me the opportunity to meet other tenants. This enables me to explain the purpose of the tenant's forum and invite other tenants to attend.

Another part of my role requires me to attend tenant focused training courses; this not only broadens my own understanding and experience, but helps me to make informed decisions when presented with information from Cartrefi Conwy.

As Chair of the tenant's forum I attend regular liaison meetings with the Chief Executive and the Chair of the Board of Management of Cartrefi Conwy.

This enables me to share the views of the tenants expressed at the forum and local group meetings in order that we have the opportunity to influence decisions at management and Board level. I have also recently been voted on to the Tenant Participation Advisory Service (TPAS) Management Committee at the recent Annual General Meeting.

Balloon release and bike winners

To end our family fun day this year, we decided to hold a mass balloon release. This raised more than £200 for the Snowdrop Appeal, our chosen charity for 2010, who provide money for cancer research and to buy specialist equipment.

The winner of the bike was Jade Woodhouse from Fairways Llandudno. Jade's Grandmother from Swn y Don Peulwys, bought the winning ticket, and The Woodhouse family balloon – and all the others – headed out over Liverpool Bay, but then took a sharp left and headed east with several making it as far as Nottinghamshire. Jade's proved to have the most staying power though, drifting over 140 miles!

D.I McGowan from Retford, Nottinghamshire, found the Woodhouse family balloon and he receives £25.00 worth of High Street Vouchers!



KIDS SECTION

Name the Van competition winner

At the Family Day in August we asked you to come up with a name for our Cartrefi Conwy work van. The van will feature in our newsletter and become Cartrefi Conwy's mascot. The winner of the competition Pysri, chosen by Freya Turner, aged 5 from Llanrwst.

Freya said she enjoyed the family day and likes watching Thomas the Tank, which is how she came up with the name Pysri. As well as watching Thomas the Tank, Freya also enjoys blowing balloons and colouring.

Mum Claire said, "I'm chuffed that Freya's name won the competition – she's been very excited since we told her; we all really enjoyed the family day and look forward to coming next year!"



Can you help Pysri find his way back to the depot?



On the move!

The time has come for Cartrefi Conwy to re-organise the way we work to improve our service to our tenants. One key change is to our offices and where some staff are based. Our moves shouldn't cause disruption to services though; our office phone numbers and email addresses will stay the same and all of the moves will be completed by January 2011. We'll keep you informed along the way about any changes in staff contact details.

Head office – Bryn Eirias, Colwyn Bay

We have taken over some extra office space so that more of our staff can be based under one roof; the changes here mostly affect our support staff and will be taking place in November and December.

Our repairs call centre and other staff from the Building Maintenance Unit are also moving to head office but you shouldn't notice a change; you will still speak to the same people to report your repairs by calling 0800 012 1431.

Colwyn Bay Area Office

This office is staying open but there will be fewer staff based here. However, we still welcome tenants to call in and see us if you have any queries or need to speak to your Neighbourhood Coordinator (the new name for your Estate Officer!)

The main change at the office is that there will no longer be a member of staff sitting at the front desk; but if you ring the bell someone will come and see you straight away.

Llandudno Area Office

Our office in Llandudno is moving from the Town Hall. From late January you can visit our new office at 15-17 Madoc Street, Llandudno. Again, phone numbers and email addresses will stay the same so you shouldn't have any problems contacting your Neighbourhood Coordinator.

TENANTS HELPING TO MAKE A DIFFERENCE

It's always good to hear about the fantastic volunteer work many of our tenants are doing in the community to help make a difference for everyone. Staff here at Cartrefi Conwy can put them in the spotlight by nominating deserving tenants and projects for awards which could lead to public recognition.

The work being done up at the Peulwys estate, Llysfaen with the Peulwys and District Partnership Board has been nominated for the Community Award as part of the Daily Post's Achievement Wales 2010 competition.

Jenny Hughes, featured in our last newsletter, has been nominated for another Community Leader award for her work with the Tan Y Lan tenants and residents association in Colwyn Bay.

Andrew Bowden, Chief Executive of Cartrefi Conwy says "We know there are lots of "unsung heroes" amongst our tenants and in the community, so when we hear about the good things that are being done we'll do our best to help give them the recognition they deserve. Without their involvement and the efforts of our staff that work with them, we would not be making the progress we are towards creating communities to be proud of."



Jenny Hughes

If you want to tell us about anyone you think deserves special recognition for their work in the community, please let us know. communications@cartreficonwy.org or contact our Community Involvement Team on 01492 805529



Rob Redhead - Chair of Peulwys Partnership Board



Cartrefi Conwy won the 2010 UK Sustainable Housing Award in partnership with G Purchase Construction and Crest Co-operative

ANTI SOCIAL BEHAVIOUR



Unfortunately sometimes things can happen to upset the daily routines and peace of mind associated with living in your own home. Most of the time these can easily be resolved, but occasionally you might feel as though you could do with some help, especially if it involves dealing with neighbours or strangers.

That's where Cartrefi Conwy's Anti-Social Behaviour team can help... We assist your neighbourhood co-ordinators to process information given to us into legal action.

If we don't know about an incident – how can we help?

Recently we have had exceptional results by using an Anti-Social Behaviour Injunction (ASBI) to stop individuals or groups of individuals being anti-social. In the last 2 months we have obtained 16 injunctions. An injunction is an Order from the Court to stop individuals continuing with their bad behaviour. If these Orders are breached or broken and we are told about it quickly, it is possible that the person carrying out this anti-social behaviour could end up in jail - In the most serious of cases, for up to 2 years.

What should I do?

- Gather facts not opinions
- Inform your neighbourhood coordinator from the start
- Don't judge your neighbours and try to remain neutral
- Keep detailed and dated notes
- Remember – when, who, what, witnessed by, and reported to
- Communication with your neighbourhood staff is essential
- Use the ASB booklet/Logsheets

Please look on our website www.cartreficonwy.org for further detailed information, or ring us on 01492 805620

Rent Free Weeks

The Rent Free Weeks are 21st & 28th March 2011. However, Tenants who are in arrears should still pay in the Free Weeks as payments made will help to reduce your arrears.