



TOGETHER

creating communities to be proud of

Cartrefi Conwy Tenant Newsletter

SPRING 2011

3 NEW HOMES

When it was recently brought to our attention that a property adjacent to one of the Cartrefi Conwy homes in Kinmel Bay was on the market, the opportunity was grabbed to put in an offer.

Andrew Bowden, Chief Executive of Cartrefi Conwy

said "It's fantastic to be able to report that we've been successful in acquiring this well maintained 3 bedroom family home. This is a significant achievement and demonstrates that when an opportunity presents itself we can respond quickly to make the most of it."

We've also converted former office space in Ffordd Las, Llandudno into two 3 bedroom maisonettes.

Board members of Cartrefi Conwy were able to view the work done as part of their recent tour of Cartrefi Conwy properties.

Gwynne Jones, Director of Operations of Cartrefi Conwy, said "Thinking innovatively about the potential for what was previously empty office space has enabled us to add an extra two homes to our portfolio. This is a very positive step forward for Cartrefi Conwy and the community we serve".



Andrew Bowden and Tenant Board Member Mair Thomas outside the new home in Kinmel Bay.

FUN DAY KICK STARTS PLAYGROUND PROJECT



When young mums from Llanrwst attending the Family Fun Day in August last year said that they had nowhere for their youngsters to play, our Community Involvement team stepped in to help them get things sorted.

Glanrafon Re-start Group had been working with Sure Start and

approached Vicky Kelly of our Community Involvement Team for help.

Assistance was given with applying for funding, obtaining letters of support from the Police, Guto Bebb MP, Llanrwst Town Council, Cllr Ian Jenkins, and Glanrafon Tenants and Residents Association

They held a drawing competition with the local primary school to develop the logo for the group and had a Christmas Party to raise funds.

The park should be finished by June and the opening will be marked with a 'Fun Day'

The group are also looking at taking up a short college course 'Introduction to Community Development' funded through Conwy's Rural Development Plan

If you'd like some help with your own project, contact the Community Involvement Team on 01492 805500

New Office for Llandudno

We've moved into our new offices on Madoc Street in Llandudno at last.

If you're passing why not call in to have a look and meet the team.

Neighbourhood Manager: Glyn Jones

Neighbourhood Co-ordinators: Emyr Hughes, Elaine Williams and Mark Jones

Tenancy Support Officer: Tracey Yorke

Customer Advisor: Hayley Seager

We'll give you a warm welcome and are here to help you with any queries you may have regarding your home. We can also provide information about where to find help on other

matters such as anti social behaviour, financial advice and care.

If you want to make a personal appointment, contact the office on: 01492 805625

Audio copies of this newsletter are available

If you're struggling to read the detail in this newsletter, let us know and we will send you an audio version on CD. Simply ring our reception on 01492 805500 to request a copy.

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MANAGE YOUR FINANCES p6



Executive Management team



Andrew Bowden,
Chief Executive



Gwynne Jones,
Director of
Operations



Tony Deakin,
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

Bryn Eirias Reception	01492 805500	enquiries@cartreficonwy.org
Repairs freephone	0800 012 14 31 or 01492 805580	
Reception Colwyn Bay	01492 805600	
Reception Llandudno	01492 805625	
Community Involvement	Vicky 805531 Phil 805529	get.involved@cartreficonwy.org
Communications	01492 805506	communications@cartreficonwy.org
Rent Payments over the phone.	0844 5578321	
Credit Union.	01492 580028	
Asset Management Improvement Prog	Owen Veldhuizen Senior Tenant Liasion Officer 01492 805530	Ryan Davidson Admin Assistant 01492 805554
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



creu cymunedau i fod yn falch ohonynt
creating communities to be proud of



Cartrefi Conwy Tenants Forum

It's good to know that so many of us (908) returned our satisfaction surveys but if we are to make sure that Cartrefi Conwy continue to provide us with the services we need and that represent good value against the rent we pay, then we all have a part to play.

There are over 3,700 tenants and as Chair of the Tenant's Forum I would encourage all tenants to complete and return satisfaction surveys that are issued – whether it's related to the improvement works, repairs service or some other purpose.

Attending Tenant & Resident groups and community events is another way that we can support each other and have a say about the services provided by Cartrefi Conwy or the services that we would like our landlord to provide.

I and some other tenants have attended events recently where officers from the Welsh Assembly Government explained that they expect Cartrefi Conwy and other Registered Social Landlords to involve their tenants in setting performance targets and service standards as part of the new regulatory process in Wales. This is another opportunity for you to help influence the services we receive.

TPAS Cymru – the Tenant Participation Advisory Service - provides training and support for tenants that want to know more about how housing associations are run and how they can get involved. On a personal note I'm really pleased to have recently been appointed to the Management Committee of TPAS Cymru. I've found my understanding, confidence and general outlook on life has much improved since attending TPAS events and would encourage anyone to take up the opportunity to attend their events if possible.

The Community Involvement Team at Cartrefi Conwy are there to support tenants who want to access training or develop initiatives that add something back into the community. Contact Phil Jones on 01492 805529 to find out what they can do to help you or your local community group.

David Lloyd Williams – *Chair of Tenant Forum*

Can You Help

This newsletter has been compiled with input from tenants who have taken time to let us know what they've been involved with and some who have volunteered their time to help agree design and layout.

We'd really like to see more of you submitting articles and helping with the production.

In particular we'd like to know if there's someone with the enthusiasm and skills to join the Communications Group and take on the role of Editor for the Tenant Newsletter. Perhaps you've been involved in this type of activity previously or are studying media and communications and need some practical experience to support your studies.

If you'd like to know more about what the Communications Group do, please contact Sandra Lee on 01492 805507 or by email communications@cartreficonwy.org

If you've got any news or information that you'd like to see included in the next newsletter, send this to Sandra Lee as well. Our copy deadlines are:

Summer edition 11th April 2011 for June 2011 issue
Autumn edition 11th July 2011 for September 2011 issue
Winter edition 19th September 2011 for December 2011 issue

You just need to provide the details, either in writing, by email or over the phone. We're particularly keen to receive information about what's been achieved by your group or tenants in your community and details of events that you are planning, so that we can help boost attendance and support for you.

TENANT SATISFACTION SURVEY

A big 'thank you' to all those that returned the Tenant Satisfaction survey issued last year.

What the survey responses told us:

908 surveys were returned equating to a response from 23.89% of households and responses were received from tenants in all age groups and all areas of the county. The majority came from the 65-75 age group – next time we'd like to see more responses and from other age ranges, so that we can be sure we've got good representation from across all our tenants.

From the responses received we now know that:

- 26% indicated a wish to get more involved.
- 11% indicated an interest in becoming a shareholder member.
- 88% prefer to hear from us in English, 3% in Welsh and 9% in both languages.
- Drop in Surgeries and Information tours/events were rated highest as activities of most interest.
- 'Overall Quality of Home' and 'Repairs and Maintenance' were ranked the two most important aspects of Housing and Services, with 'Anti Social Behaviour' and 'Being kept informed' being ranked equal third
- Most tenants were "very satisfied" with repair work carried out on their property, and also with the contractor's attitude. Some also said that staff had been helpful and courteous throughout the improvement programme and when carrying out repairs.

We asked some questions about ethnicity, diversity and finance. We did this so that we could be better aware generally of the diversity of our tenants and financial difficulties they may be facing so that we can help them get the right advice and deal sensitively with any issues that may arise.

Mr R of Cerrigydrudion was the lucky winner of the **£250 prize draw** for sending in his survey.

£250 Prize Draw Winner



TENANTS GET TO HELP DECIDE HOW TO IMPROVE THEIR NEIGHBOURHOODS

In October 2010, we asked tenants to submit ideas for improving the physical environment of their communities. The response was terrific, and colleagues worked with tenants and the Wales Participatory Budgeting Unit to examine the ideas and shape them into workable projects. Up to £2,500 could be awarded to a project and 21 projects were selected to go forward for the community voting process.

Owen Veldhuizen, Cartrefi Conwy's Senior Tenant Engagement Officer and the Participatory Budget project leader said: "We had proposals from Kinmel Bay to Penmaenmawr and from Llandudno all the way down the valley to Pentrefoelas.

Around 120 tenants gathered on 15th March at the Interchange in Colwyn Bay to listen to presentations from each of the project sponsors and cast their votes for the 21 projects put forward. The projects included new planting areas and raised flower beds, benches, improved lighting, and many more great ideas to improve neighbourhoods.

Gwynne Jones, Director of Operations said "During the Transfer consultation process we listened to tenants and set up a £771,000 a year environmental fund, enabling area panels of tenants – with advice from staff - to influence how money available for environmental improvements is spent. We've used some of that money to support this pilot Participatory Budgeting project."

All the projects were winners in the end, with a total of £35,295 being awarded across all 21 projects. The 4 projects that received the most votes were:

- A sensory area in Ysgol Ffordd Dyffryn, Llandudno

- Lights for Ffordd Gwynedd, Llandudno
- A garden for elderly residents in Llanrwst
- 3 benches in several areas of the Peulwys estate, Old Colwyn

All the presenters were passionate about the benefits their project would bring to their community, but the children of Ysgol Ffordd Dyffryn really stole the show with their colourful banner, pictures and poetry.

All those involved will play a key part in making sure the ideas are converted into reality in a way that will give the most benefit to the area.

Andrew Bowden, Chief Executive said:

"Cartrefi Conwy is the first organisation to pilot the Participatory Budget process on a county wide basis in Wales and it was so successful I hope we will be able provide more opportunities like this in the future. Owen and colleagues have worked together as a team for the benefit of the tenants and wider community. It's a really good example of how collaboration and customer service can deliver great results.

If you've got an idea you think would really help improve an area in our communities, contact Owen Veldhuizen.

Tel: 01492 805530 or email: owen.veldhuizen@cartreficonwy.org



Walkabout Wednesdays

We've already held 2 Walkabout Wednesdays in 2011 one in Peulwys and the other in Llandudno. The rest of the dates for this year and the areas we'll be visiting are set out below. These are days when tenants and residents are invited to help staff identify issues affecting their homes and in their neighbourhoods so that we can work together to improve the local area.

Date	Area	Time	Neighbourhood Co-ordinator
8 June	Mochdre	10am-1pm	Lynda Johnson
10 August	Conwy Valley	10am-1pm	Emyr Hughes
5 October	Pensarn	10am-1pm	Dewi T Jones
7 December	Cerrigydrudion & Pentrefoelas	10am-1pm	Emyr Hughes

If you want to get involved or know more about Walkabout Wednesdays, contact your Neighbourhood Co-ordinator or Phil Jones on 01492 805529.

ATTENTION ALL BUDDING GARDENERS

Do you have 'green fingers'? How about rising to the challenge and entering your front garden in the Colwyn in Bloom competition this year? The Colwyn in Bloom committee are keen to see that the Colwyn Bay, Old Colwyn and Rhos on Sea areas are in full bloom for our residents and summer visitors this year.

Entries are invited from individual residents or groups and must be submitted by mid June. If you love gardening or would like to get involved with the competition in other ways, you can get further information from Colwyn Council, The Town Hall, Rhiw Road, Colwyn Bay LL29 7TE or telephone: 01492 532248 or email: colwyncouncil@freenetname.co.uk



Tan Y Lan Community Centre

You might have heard about or seen in the press recently, the work that is being done up at the Tan y Lan estate, in Old Colwyn, to develop land at the back of the community centre into a community garden. This has been made possible by a £3,700 grant from Cartrefi Conwy's Community Chest fund.



The idea for the garden at the rear of the community centre came from mother-of-three Jenny Hughes "It's going to be a garden for everyone, we'll have raised beds and there will be access for the disabled, including a path suitable for wheelchairs.

"We'll be growing a lot of vegetables and we'll be using them for the meals we cook at the community centre.

Cartrefi Conwy's Community Involvement Manager, Phil Jones, said: "Initiatives like this are very much what Cartrefi Conwy is about – creating communities to be proud of. We are able to help groups to develop their own ideas by giving financial support.

"We have allocated £50,000 a year for five years to our Community Chest fund, so that's a total of £250,000 that groups across the county can apply for.

"The only thing we ask is that there is a link with our tenants or the local area where they live. Anybody who meets the criteria can apply. Grants are awarded following consideration by the Community Chest Panel which is made up of a group of our tenants."

There's a lot going on at the Tan Y Lan community centre, so here's a list to tempt you to find out more.

Monday	6:00pm to 9:00pm	St,John's Ambulance
Tuesday	9:30am to 11:00am	Flying start
	7:30pm to 10:00pm	Gamblers anonymous
Every first Tuesday of the month	Housing officer surgery	11:00am to 12:00pm
Wednesday	5:30pm to 7:30pm	Kidz club (5 to 13 year old)
Thursday	10:00am to 12:00pm	Food co-op
	7:00pm to 10:00pm	Hams radio
Every last Thursday of the month	Community meeting	7:00pm to 9:00pm
Friday	9:30am to 11:00am	Coffee & chat for people with children under 5.
	7:15pm to 9:00pm	Bingo

Saturdays and Sundays are left open for birthday parties, coffee mornings or fundays

For more information about funding for your community project contact Community Involvement Manager, Phil Jones, either by ringing 01492 805529 or emailing Phil.Jones@cartreficonwy.org

Your chance to win £100 - Tell us what you think about this newsletter.

With this edition of the newsletter we've included a brief questionnaire. We'd like you to let us have your comments about the newsletter so that we can make sure we include the type of information and news items that you want to hear about in future editions. Please take a few moments to complete the questionnaire after you've had time to look at the newsletter. We'll put your response into a prize draw, so don't forget to include your name and address so that we can contact you if you're the lucky winner.

HOME IMPROVEMENTS COMING TO OLD COLWYN AND COLWYN BAY

Cartrefi Conwy has been in the midst of a home improvement programme over the last 2 years. This has involved replacing kitchens, bathrooms, rewiring homes, and improving ventilation where it is necessary in order to meet the Welsh Housing Quality Standard.

Homes in Old Colwyn and Colwyn Bay will be the next to receive such improvements.

G Purchase Construction has been selected by Cartrefi Conwy to do this work. They'll be holding an Open Day in the area so that you can come along and talk to them in person about the improvements that may be planned for your home, so watch out for your invitation.

Work will be commencing in parts of Old Colwyn as early as April and then it will progress to all the other areas throughout the summer 2011. No matter where you are in the programme, G Purchase will be in touch with you in order to give you enough warning to prepare for the work. On their first visit you will be given an information pack with all the important contact details. The one number you should keep close is 0800 542 3451 – this is the G Purchase office, where your call will be recorded and acted upon.

In the meantime if you have any further questions feel free to contact Owen Veldhuizen on 01492 805530.

NAME THE VAN

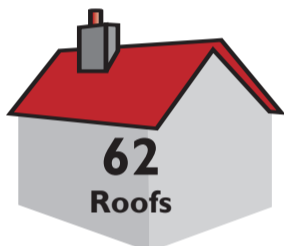
Remember in the last newsletter we told you that we'd named one of our vans Pysri?

Well he's now out and about – see if you can spot him.



Progress on Improvements

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



But still more to do for us to reach WHQS by 2012

Major Works in Abergele

30 homes in Maes y Dre, Abergele are undergoing a major transformation in order to rectify structural defects that the Council couldn't afford to put right before the properties were transferred to us.

The works involve stripping the walls back to brick and laying new floor slabs, replacement wall ties, Internal and External works. We're also installing Solar Panels which will help reduce the tenants fuel bills and considerably reduce the Carbon Emissions on the properties.

We're more than half way through the project and high levels of tenant satisfaction have been reported. The difference to the properties when they're finished is remarkable and we aim to monitor the energy usage in the properties over the next 12 months to measure the benefits of the new solar heating system.

The Contract is due to complete in June 2011.



We've Been Raising The Roof In Kinmel Bay

Cartrefi Conwy has recently completed the refurbishment of 92 roofs on properties in Chester Avenue, Kinmel Bay.

The roofs were suffering from major condensation problems and our Building Maintenance Department could no longer repair any defective tiles as they were no longer available from manufacturers.

G Purchase Construction carried out the roof work. At the same time we took the opportunity to significantly increase the loft insulation and replace fascias, soffits and rain water pipes.

Work was completed to a very high standard, on time and on budget. Previously the maintenance costs on these roofs were very high, but now they will be significantly reduced.

Tenants can relax in their homes knowing the roof structure is sound and, because of the new loft insulation installed, they will also benefit from warmer properties next winter.



Conwy Furniture Reclaim

Conwy Furniture Reclaim has a large supply of quality second hand furniture and appliances, as well as new mattresses. They are offering tenants of Cartrefi Conwy a 10% discount on items bought from their store in Douglas Road, Colwyn Bay, as well as free delivery of all goods purchased. Just bring your rent card with you as proof of your tenancy, or for more information contact them on **01492 534612**

CREST Co-operative

Crest Co-operative don't just take away the old kitchens, bathrooms and other waste as part of our improvement programme. They will also take away any unwanted furniture, clothes, baby equipment and other household items for recycling and sell the better quality items in their community store.

For more information contact them on **01492 59 67 83**

Crest Co-operative Ltd.
Brierley House, Ferry Farm Road,
Llandudno Junction, Conwy, LL31 9SF

NEW INSULATION REDUCES HEATING BILLS

Fifty bungalows in Rhos on Sea's Elwy Drive and Victor Wilde Drive are having an extra insulating outer skin fitted.

Government legislation means all properties have to be insulated by the year 2050. Where homes are made of stone or are single brick with no cavity we've had to find an effective alternative to ensure they are brought up to standard.

The programme of new insulation rendering has been backed by funding from the Community Energy Savings Programme arranged by British Gas and Steve Currey, of British Gas, said: "There are lots of these types of houses about, solid wall properties, with just a single skin and no cavity, and built either of concrete, brick or stone construction, particularly in rural areas. This is the only way of insulating them so we are keen to encourage this process to bring them up to a good standard of insulation."

The final coat of render comes in a selection of colours and Cartrefi Conwy's Mike Rutter was part of the team that held an open day for tenants to explain how the system works and to allow them to choose which colour to have their home finished in. Mike said "The houses certainly look good and they're a lot warmer as well - some tenants have already reported that they have had to turn their heating thermostats down because their homes are so much warmer."

FIRE SAFETY IN YOUR HOME

Every year in the UK there are more than 68,000 fires in people's homes, resulting in 400 deaths and 13,800 injuries. 63 people have died in accidental house fires in Wales in the last three years.

Some things you can do to ensure fire safety at home:

A smoke alarm could save you in a fire – it will wake you up and give you vital extra time to escape. Here are some tips to help ensure you and your family are kept out of harm.

- Make a fire action plan so that everyone in your home knows how to escape if there's a fire.
- Keep the exits from your home clear so that people can escape if there is a fire.
- Make sure everyone in your home can easily find the keys for doors and windows.
- Take extra care in the kitchen when cooking with hot oil -consider buying a deep fat fryer which is controlled by a thermostat.
- Don't leave children alone in the kitchen when the hob or oven is on.
- Never leave candles in rooms that nobody is in or in rooms where children are on their own.
- Keep matches and lighters where children can't see or reach them.
- Close internal doors at night. If you want to keep a child's bedroom door open, close the doors to the lounge and kitchen. This may well help save their life if there is a fire.
- Don't overload electrical sockets.
- Don't leave the TV or other electrical appliances on standby as this could cause a fire. Always switch them off and unplug when not in use.
- Cigarettes – always stub them out properly and dispose of them carefully. Never smoke in bed.
- Test your smoke alarm weekly.

Smoke alarms that have been fitted in your home should never be removed. If you have checked your fire alarm is working and think it is faulty or find that one may be missing, please call our repairs helpline on: **0800 012 1431**



Kids at Tan y Marian school got together with staff at Cartrefi Conwy and produced a calendar to help remind their families about the importance of fire safety.

Winter Freeze

When the cold snap set in during December the calls coming into the Customer Service Team from the Repairs Hotline trebled.

Between Friday 17th December 2010 and Friday 7th January 2011 we dealt with 771 urgent and emergency repairs.

Colleagues from other teams provided assistance to the customer service team during the busy times by taking some of the additional calls and helping to reassure tenants.

The Building Maintenance staff and our contractors really pulled together at this very busy time, making sure jobs were prioritised and dealt with as quickly as possible.

In the main, reports related to lack of heating and hot water, usually due to frozen pipes so our gas engineers and plumbers were extremely busy.

Here's a couple of examples of how our teams rose to the challenge:-

Gas engineer snowed in, could not get his van out. He came into work in his own 4x4 and attended to tenants reporting no heating or hot water.

Tradesman parked up and left the van at a safe spot to walk the extra distance as the van could not get to the property in the snow. This was to ensure that tenants were not left without heating or hot water.

We'd like to thank those tenants that complimented us on the service they received, especially the one that sent in a "thank you" that was announced on Radio Merseyside!

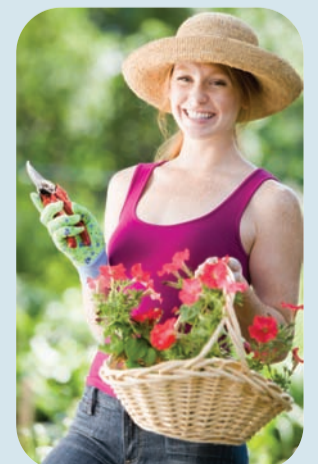
Llanrwst Community Awareness day: 15 July 2011

The police in Llanrwst are co-ordinating an awareness day on the 15th July 2011 at the Watling Street Community Centre from 11.30am to 4pm. The event is aimed at the over 50's to raise awareness of bogus callers, dealing with workmen and anti social behaviour issues. We'll have staff there to give advice and information as well so why not come along. If you'd like to know more contact the Community Involvement Team.

2nd June 2011 – Garden theme to Tenants Forum Event

As a Tenant of Cartrefi Conwy you can attend any of the Tenant Forum events that we hold from time to time. The Tenant Forum Management Committee and Tenant Board Members have been looking at ways to improve opportunities for Tenants to make their views known and to receive information about issues that affect them, their homes and neighbourhoods.

With this in mind we'll be holding an Extraordinary General Meeting of the Forum on 2nd June 2011 and linking this with a number of activities on a gardening theme so that there's plenty of information and fun for all – kids and adults alike. Watch out for more information shortly or contact the Community Involvement Team.



FILM TO HELP YOU MANAGE YOUR FINANCES

Cartrefi Conwy staff have been working with a group of 5 other housing associations and TAPE - a volunteer support organisation in Old Colwyn - to develop a short film to be released on DVD that will provide guidance for tenants on the positive and wise ways to use money.

The film tells the stories of 2 different families and the decisions that they make around using their money.

The volunteers involved in creating the DVD learned about all the processes that go into making a film, from creation, filming and editing to the finished product. They loved the experience and will come away not only with a wealth of experience and knowledge -but they have had the chance to also gain a BTEC workskills award.

When the film is completed it will be launched at a local theatre, so watch out for information about the premiere in the coming months.

The DVD will then be used by the Housing Associations as a tool for tenants to highlight the risks and rewards of using your money in a wise way.

The project has been funded by Barclays Brighter Futures Fund.



Cartrefi Conwy is hoping to continue this partnership with TAPE- so if you are interested in acting or learning about film making contact Vicky in our Community Involvement Team on 01492 805531

My Home – Making Every Penny Count

Managing your money can be difficult at the best of times- but for some it is getting even harder. Last year we developed a booklet called "My Home- making every penny count" with the other Housing Associations in North Wales, which is aimed at helping new tenants to get on their feet in their new house – physically and financially. However the information in the booklet could be helpful to everyone- so we have made it available on our website at www.cartreficonwy.org/cartrefi/page/2656.

The key message in the booklet and from any debt advisor is: Don't ignore any debt problems- they won't go away. There are people out there that can help so get in touch with us if you are experiencing any problems or have any worries.



HOUSING BENEFIT AND COUNCIL TAX BENEFIT

I'M GETTING IT, ARE YOU?

People who could get help towards their rent and council tax are missing out.

Don't be one of them.

If you are on a low income, you may be entitled to benefit.

For further information/advice or an application form please contact:

**The Housing Benefit Unit, Bodlondeb, Conwy, LL32 8DU
Telephone: 01492 576491**

If you are unsure whether or not you would qualify, we could send you a leaflet showing an estimate of entitlement. You could also speak to a Benefit Assistant for advice regarding entitlement.

CLAIM IF IN DOUBT, DON'T GO WITHOUT

www.conwy.gov.uk



Tenants help raise awareness of Housing issues to Assembly Candidates

On 7 March 2011 a number of our tenants attended an event in Gladsir, Llanrwst co-ordinated to promote awareness of housing issues in the county of Conwy amongst the local Welsh Assembly candidates. The agenda included speakers and discussion around the three key issues of Housing, Regeneration and Care. Andrew Bowden, Chief Executive of Cartrefi Conwy spoke on issues that affect housing provision, Sharon Jones Director of Crest Co-operative spoke about the work they are doing to promote work and training opportunities for the long term unemployed and Sian Lewis spoke about the issues that need to be taken into account in developing the Conwy County older persons strategy.

Kids Competition

In this newsletter we're asking children aged 12 and under to draw a picture and tell us which month of the year they like best. We'll select 12 pictures from those sent in to use in our 2012 tenant calendar along with their description as to why they like the month featured in their picture. Winners will also have their photographs taken and included in the calendar. **Pictures must be submitted on the enclosed entry form and received by 31st May 2011.**

Summer Holiday Fun Day

Last year over 500 tenants and their families attended our Free Family Fun day at Eirias Park. We're planning a similar event, to be held on 18th August this year, so make a note in your diary and watch out for more details to come.