

JULY 2015

# CCG

NEWS

**1 2 3**  
**Ready**

*Award for our*  
**tenants**

IMPROVEMENT  
**WORK**





Gerad Laidlaw



Iolo Roberts



Gareth Jones



John Glyn Jones



Arwel Williams

# COMMUNITY WARDENS

We're committed to supporting and promoting sustainable and safe communities. Our community wardens work across Gwynedd. Their aim is to ensure tenants enjoy their homes and are proud of the area in which they live. As well as having a visible presence on our estates, the wardens support residents, run projects in the community, help tenants sustain their tenancies and work with local organisations and groups.

## Do you know who your Community Warden is?

**Gerad Laidlaw**  
**Iolo Roberts**  
**Gareth Jones**  
**John Glyn Jones**  
**Arwel Williams**

Bangor  
Caernarfon  
North Gwynedd (rural areas)  
Dwyfor  
Meirionnydd

If you want to discuss any of the above matters please call our Neighbourhood Services Team on **0300 123 8084** or visit our website [www.ccgwynedd.org](http://www.ccgwynedd.org).

## SAFETY first!

Fire safety in our flats is very important. That's why we are running a pilot project in Pwllheli to try and prevent residents from leaving items in the communal areas in flats.



Leaving items in areas such as corridors, entrances and hallways in blocks of flats are fire hazards. They also cause an obstruction in the event of a fire if residents need to leave the building or the Fire Service need to get in.

Over the past two years CCG has invested in improving fire safety in flats. But we're now asking out tenants and resident to help us keep them safe.

The aim of the project is to stop people leaving things such as prams, bikes and scooters in communal areas. If our Community Warden come across anything left in communal areas, a warning sticker will be put on them. If the item isn't moved, CCG will remove and store it and a fine will need to be paid before the item is returned.

Geraint Jones, CCG's neighbourhood Services Manager said: "We are asking everyone that lives in our flats to please help us keep them safe. Leaving items in the communal areas puts other residents in the building at risk. By working together we can ensure our flats remain safe for everyone."

## SHELTERED UNITS

### Are you getting older, disabled or vulnerable but still want to live independently?

We have several sheltered units that provide convenient and comfortable accommodation with added security, in an environment where you have your own front door and can come and go as you please.



Bro Llewelyn

Four of our main units, Bro Llewelyn in Penrhyndeudraeth; Pentre' Uchaf, Dyffryn Ardudwy; Cysgod y Coleg, Bala and Hafan Deg in Barmouth are coming to the end of major improvement work which include new kitchens, bathrooms, windows and doors. Some of the sites have also had additional work including new lift and a sun lounge as well as other outside improvements.

Each self-contained flat has a lounge; kitchen; one, two or three bedrooms; and a bathroom with a disabled shower. The sites also have a communal lounge and kitchen where weekly events like coffee mornings and lunch clubs are held. There are also some on-site Wardens, 24 hour emergency alarms, and electronic door entry systems.

If you are interested in living in one of our sheltered units or would like to know more please call us on **0300 123 8084** or email [enquiries@ccgwynedd.org.uk](mailto:enquiries@ccgwynedd.org.uk).

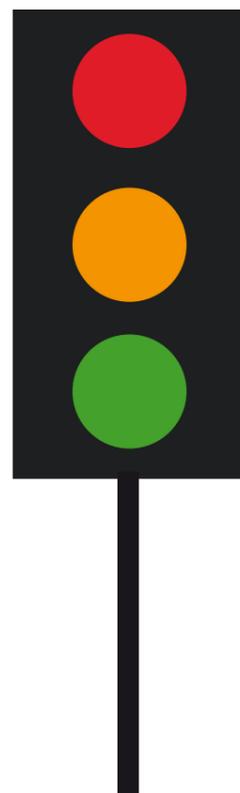
Your benefits are Changing

# 123 ...Ready

## READY FOR...UNIVERSAL CREDIT

Universal Credit will change the way you receive benefits.

You can get ready in **3** steps...



### BANKING

Open a bank account – you'll need a bank account to receive Universal Credit

### ONLINE

Get online – you can only make a claim for Universal Credit online

### BUDGETING

Plan your spending – Universal Credit will be one payment once a month

### What is Universal Credit?

The UK Government is making changes to benefits and how they are paid. These changes could affect you.

Universal Credit is a new monthly payment that will replace several benefits including housing benefit.

If you get benefits at the moment you probably get them at different times of the month. Universal Credit will replace these with one single payment directly to your bank account.

As you will be getting money directly you'll need to arrange to make payments to CCG, your landlord to cover your rent.

Remember the three steps to get ready for Universal Credit!

To find out more go to:

[www.yourbenefitsarechanging.co.uk](http://www.yourbenefitsarechanging.co.uk) or call us on **0300 123 8084** and ask for the Rents Team.



# BUILDING new homes

Building new homes has started in Bangor and Pwllheli and we have appointed contractors G Morris Construction from Llangollen to carry out the work.

At Tan y Bryn in Bangor, the work on 6 two-bedroomed homes is coming along well with the external walls nearly finished. Down the road at Tŷ Cegin, following a delay we have now started on the foundations for 5 two-bedroomed homes.

We hope to be able to welcome new tenants into the properties in January 2016.

Work has now started on site at Lôn Abererch, Pwllheli where we will be building 4 two-bedroomed homes and 3 two-bedroomed bungalows. The hope is that they will be ready by March 2016.

Huw Evans, Development and New Build Manager at CCG said: "We are building these homes in Bangor and Pwllheli in response to local need for two-bedroomed homes. Even though we've had a slight delay at some of the sites, work is now well under way and is progressing well."

A local lettings policy has been created for the new homes giving priority to local tenants affected by the bedroom tax.

If you would like to register your interest in these homes, please contact the Gwynedd Housing Options Team on **01286 685100** or call CCG on **0300 123 8084** to find out more.



# Improvement WORK

Following our five year Welsh Housing Quality Standard (WHQS) investment programme we are continuing to invest in homes with more work planned. Over the next five years we will be investing £10 million a year on improving and maintaining the standards of tenants' homes.

These improvements include new heating systems, improvements to non-traditional or pre-fab homes and empty homes, as well as work on homes that have not had any work done through our WHQS programme.

Daniel Parry, Assistant Director of Assets at CCG said: "Following on from our WHQS improvement programme, we will continue to invest in tenants' homes. Our surveyors have already started visiting properties across Gwynedd to see what work needs to be done and we are in the process of appointing contractors."

If your home has not had work done as part of our WHQS programme, either because the timing wasn't right or that you've changes your mind, please contact us on **0300 123 8084** and we will do our best to include you in the new programme.

# SATISFACTION SURVEY



Your views about CCG's services are very important to us so we can improve on them all the time. For the first time we have started to text our short satisfaction survey directly to tenants' phones. All you have to do for your chance to win an iPad is answer the six questions on a scale from 1 to 5.

With mobile phones now at the centre of our lives, texting has become a fast, inexpensive and convenient way to contact each other.

Gethin Armstrong, Customer Services Manager at CCG said; "Texting is seen as an efficient and convenient way for tenants' to give their view on our

service. Using this technology gives you the chance to tell us your opinion honestly and at a time that is convenient for you. I would like to thank those who have completed the survey already and good luck to everyone in the prize draw to win an iPad."

We intend to make more use of texting and other digital ways to consult with tenants' in the future. If you haven't registered your mobile number with us and would like to get information about our services and take part this way please contact our Call Centre on **0300 123 8084**.



Catrina Morris receiving the award from Iolo Roberts

# COUNTING THE PENNIES

A big thank you to everyone who filled in our Counting the Pennies questionnaire and congratulations to **Jonathan** and **Catrina Morris** from Lôn Eilian, Caernarfon on winning the tablet computer.

**This is what you told us:**

**80%** of you can use your bank account efficiently.

**70%** are confident when looking for the best deal when buying insurance.

However only **50%** said they are able to save money every month and know how to get a good deal when borrowing money or prepare for an unexpected bill.

The most popular responses to the question 'What help do you need?' were:

- Money advice online
- Tips on getting the best deal for energy and on energy efficiency

We also had requests on our facebook page for information on how to save money, information about Pension Credit and about changes to benefits.

We will be using this information to support you to make the most of your money. For more information call us on **0300 123 8084**, go to our website **www.ccgwynedd.org** or visit our facebook page **www.facebook.com/CCGwynedd**.



# Estate walkabouts

In the lovely June sunshine, CCG staff went out to speak to tenants in Trawsfynydd, Abersoch and Mynytho. It was nice to meet so many of you and hear your views about our services.

The next estate visits will be at:

<b>Bontnewydd</b>	<b>11/08/15</b>
<b>Tremadog</b>	<b>12/08/15</b>
<b>Blaenau Ffestiniog</b>	<b>13/08/15</b>

Here's hoping for some more great weather this summer!



The CCG walkabout team

# The Partnership's ANNUAL GENERAL MEETING

On the 16<sup>th</sup> of June this year CCG's Tenant and Residents Partnership's Annual General Meeting was held at Plas Menai, Caernarfon. The Partnership is the main body that represents tenants with matters concerning CCG.

Ffrancon Williams, CCG's Chief Executive, attended the meeting to give an overview of CCG's successes over the last year and report on what did not go so well. Ffrancon also gave a brief insight into our priorities for the next year, which include projects within the new corporate plan and building new homes.

Partnership members were given the opportunity to ask questions and many interesting and valid points were raised.

The annual election was held to nominate new Partnership officer's for the next year. They are:

- **Derek Hainge**, Chair (Tenant, Bangor)
- **Alan Field**, Vice-chair (Tenant, Tywyn)
- **Julie Rathbone**, Secretary (Tenant, Nantlle)
- **Lari Parc**, Treasurer (Tenant, Y Fron)

Congratulations and best of luck to the four with their work over the next year!



Partnership members

If you would like more information about the Partnership's work or if you are interested in joining, go to our website [www.ccgwynedd.org](http://www.ccgwynedd.org) or visit the Partnership's facebook page [PartneriaethCCGParnship](https://www.facebook.com/PartneriaethCCGParnship).



Dilys Pritchard, Alan Field and Sue Jones

## The Quality for Tenants team

The excellent work of our Quality for Tenants Team was recently acknowledged at the Annual TPAS Cymru Participation Awards which took place in Cardiff at the end of June.

The team scooped up first prize in the 'Roy Parry Improving Services' category, beating off competition from twelve other entrants across Wales.

This group of tenants meet every quarter to call other tenants who've received services by CCG recently. The aim is to give customers a stronger voice as work to improve our services.

The team was represented in Cardiff by Dilys Pritchard, Alan Field and Sue Jones who receive the award from Gareth Hughes Roberts from Clwyd Alyn housing, the Award Sponsors.

## TIM TRWSIO INSPECTION

The team's latest inspection took place back in February. The purpose of the inspection this time was to see how satisfied tenants who had recently received repairs and maintenance work were with Tim Trwsio's service.

These were the results:

**1. Did the workmen arrive when they said they would?**  
Yes **86%** / No **7%**  
Not applicable **5%**

**2. Was the attitude of the workmen polite and friendly? How would you describe their attitude?**  
Very Good **65%** / Good **28%**  
Neither **0%** / Poor **2%**  
Very Poor **2%**

**3. Were you satisfied with the quality and the time taken to complete the work?**  
Very satisfied **65%** / Satisfied **23%**  
Neither **5%** / Dissatisfied **5%**  
Very Dissatisfied **0%**

**4. Were you satisfied that the work area was kept clean and tidy following the work?**  
Very satisfied **60%** / Satisfied **31%**  
Neither **2%** / Dissatisfied **5%**  
Very Dissatisfied **0%**

**5. Have you had any problems following the work?**  
Yes **13%** / No **86%**

**6. Overall, how satisfied were you with the whole process of receiving repairs and maintenance work?**  
Very satisfied **47%** / Satisfied **39%**  
Neither **0%** / Dissatisfied **5%**  
Very Dissatisfied **7%**

# Children's Corner

A special page for our youngest tenants!

## SUDOKU

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L	W	R	K	O	L	B	F	E	G
O	P	I	C	N	I	C	C	X	S



Be careful in the sun this summer! REMEMBER TO WEAR SUN CREAM, HAT AND SUN GLASSES!

## SEASIDE WORD SEARCH

SEAGULL / ICE CREAM / SWIMMING / WAVES  
PICNIC / BOAT / HEAT

## Summer colours

The Summer is here... why not colour in these pictures!



# Tenants' Voice

This page is dedicated to articles by tenants for tenants, so please send them in to [cyfathrebu@ccgwynedd.org.uk](mailto:cyfathrebu@ccgwynedd.org.uk)

## Brand New Playground!

Jacqui Hughes is a CCG tenant from Cae Gwigin, Talybont, he she tells us about the success story behind TYB Community Group's playground project.

The TYB Community Group was formed in August 2011 by me, Stephanie Jones and Karen Desch. We are all residents of Talybont and mums of boys of various ages.

It all started because we had concerns about the lack of play facilities for children and young people in Talybont, particularly the older children who were bored.

We approached our Community Council with a group of local children of all ages to voice our views and see if something could be done. The Council told us that there were no funds available, but if we formed an official community group we could get advice and possible funding elsewhere. We were introduced to the Regeneration Officer and Play Officer at Gwynedd Council, who both guided us along our way.

We started fundraising and our first event involved both children and adults volunteering in a car wash. It was great fun washing cars in the rain (!), but we persevered and the money started coming in. This was followed by various fundraising events such as Easter egg hunt, Halloween party, and summer fun day. All events were great fun and we had fantastic support from our community.

We then held a few community consultations which is where the idea of a new playground came about.



A new playground for children at Talybont

You need a lot of time and dedication on a project like this. It requires hard work but it really is worth it. Here is a quick rundown on how we went about it:

- Llanllechid Community Council had land (we were lucky here)
- Met the legalities such as leasing the land, planning applications, land registry and survey (the fundraising paid for all the early fees involved)
- Interviewed three playground companies with designs - after consulting with the community the strongest applicant was chosen
- Applied for grant funding (5 applications in our case)
- Prepared the land with ground works and split the project into two phases
- As funding came in we part built the playground and completed at a later stage

We were extremely lucky to have been successful in our applications and getting the funding needed for the project.

We received grants from Gwynedd Council, Tir à Môr Landfill Grant, the Lottery, Magnox and £10,000 from

Cartrefi Cymunedol Gwynedd. Along with money raised by the group, the total collected to fund the project was nearly £80,000.

We had our official opening in June with a fabulous family fun day, with a great turnout and support from the community.

At TYB Community Group we are extremely proud of what we've achieved as a small group. I never thought it was even possible to be honest, but we proved ourselves wrong! We would encourage any other community to do what we have done and just go for it.

The playground is being used daily. Seeing and hearing the children having so much fun is heart warming knowing that we have played an integral part in its development. At the end of the day, that is exactly what TYB Community Group is all about - the children and young people within our community. It's been a great project to work on and we love our new playground!