

# Tenants Newsletter

*Working together to improve your homes...*

APRIL/MAY  
2011



## First homes complete

Tenants in Penrhyndeudraeth are celebrating the completion of work to their homes under the CCG investment programme.

The scheme was the first under the WHQS programme, which is to be rolled out across the whole county over the next four years. CCG's own workforce was responsible for the work at Maesteg which included installing new kitchens, bathrooms and central heating systems. One of the first houses to be completed was the home of Mr and Mrs Williams.

To mark the completion of the work, CCG Tenants Partnership chairman Colin Hughes presented Mr and Mrs Williams with a bouquet of flowers (pictured).

The couple have lived in their home for 11 years and are delighted with the improvements. Mrs Williams who has recently recovered from pneumonia said: "The work has made such a difference to us, the bathroom is fantastic and the kitchen looks fabulous. The new central heating system has been brilliant over the cold winter. I would like to thank the team who worked on our house for us they have done a great job. They were very helpful and I found them all very friendly."

Ffrancon Williams, CCG Chief Executive said: "I'm pleased that our first tenants are now seeing the benefits of the investment programme. When homes were transferred from the Council to CCG one of our key pledges was to provide quality housing to tenants like Mr and Mrs Williams, and it's great to see that they are happy with the work that's been carried out."

### FUN DAY

Tenants and staff came together a few weeks ago to mark the first anniversary of Cartrefi Cymunedol Gwynedd. Read more on page 2...



# A fun day for the family



Hundreds of tenants came together recently to mark our first anniversary with activities for all ages.

There were two events, one in Dolgellau and the other in Bangor. And although having fun was at the top of the agenda it was also an opportunity to have an input into the process of selecting kitchen and bathroom suppliers. The response to the events was fantastic, with both tenants and staff enjoying themselves.

Val Jones from Gellylydan said: "It was great to have the chance to come to an event like this, talk to CCG staff and see what the kitchen and bathroom suppliers had to offer. I was surprised to see so much going on, and it was great to have something to do with the family during the holidays".

Carol Morris from Bangor said: "I enjoyed the day, and it was good to have an event like this in our area. I had the chance to tell CCG staff my views on their services. I think a day like this is a great way of getting everyone together".



## Become a shareholder for £1

Having the right to apply to become a Cartrefi Cymunedol Gwynedd shareholder was part of the promise we made to tenants before transfer.

The process does not work the same way as owning normal shares, and owning a share in CCG does not mean you have the right to receive any payments. But for a pound (£1), the price of a share, a tenant has the right to vote at the annual general meeting and it is one way of influencing services and the way in which CCG is run.

All tenants who are 18 years old or over can apply to become a shareholder. Applications are considered by Board members, and are assessed on the basis of certain criteria, skills, experience and what the tenants can offer the association.

If you would like further information or would like to apply please contact the Governance Team at CCG, Unit 6 and 7, Llys Castan, Parc Menai, Bangor, Gwynedd, LL57 4FD or phone us on 0300 123 8084.



## Going green with CCG

In March the Assembly Member for Arfon, Alun Ffred Jones saw first hand how improvements to homes in Maesincla, Caernarfon will not only benefit tenants but also the environment.

Visiting the £1 million investment programme at Maesincla, Mr Jones saw how new windows and doors as well as state of the art solar thermal panels to produce hot water, solar electricity systems and external wall insulation has improved the energy efficiency of homes. For the tenants it means lower heating and energy bills.

The work is partly funded by the Assembly Government's Arbed programme, which aims to upgrade the energy efficiency in homes. Work is also under way by CCG on houses in Llanberis, Fron and Rhostryfan and is part of the wider programme to bring tenants' homes up to the Welsh Assembly Government's Welsh Housing Quality Standard (WHQS).

As well as improving energy efficiency, the scheme is also proving to be a boost to the local economy with three Gwynedd based contractors completing the works.

Ffrancon Williams said: "The Arbed funding means we have made the improvements to ensure houses in Maesincla are more energy efficient which will save our tenants money. It also provides tenants with better quality homes which is a priority for us at CCG. Taking a tour of the developments at Maesincla has given Mr Jones a chance to see the improvements for himself and to understand more about the benefits the work will bring to tenants in his constituency."

Alun Ffred Jones said: "I was very impressed by the work. This investment by the Government of Wales will bring real benefits to the residents in these difficult times of rising fuel prices. It will also bring down our carbon emissions which is the single biggest threat to our planet."

## WHQS Update

Our Welsh Housing Quality Standard improvements programme is now in full swing following the appointment of our main contractor on the project, Lovell. Their vehicles will become a regular sight around Gwynedd as they work on improving houses across the county over the next four years.

They have already started on a pilot project of 50 houses at Bro Syr Ifor Tregarth, Bangor. Houses on the estate will get new windows, doors, kitchens, bathrooms and rewiring as well as external improvements.

The process of appointing smaller contractors and trade suppliers for the four year improvement scheme is ongoing. CCG tenants have played a part in the selection process of some of the suppliers through our tenants' choice events held as part of two family fun days in Bangor and Dolgellau.

If work hasn't already been done to your home, you should have received a copy of our WHQS timetable with the last newsletter telling you when work will be carried out in your area. Closer to the time of the proposed work, you will be contacted by the contractors with information on when exactly the work will be carried out on your home.

## Community Investment Fund

### Want to improve your community?

Are you looking for funds to develop a project or activity for your community group?

CCG has £250,000 available for 2011/12 to fund projects which benefit communities across Gwynedd.

The fund can support projects which:

- improve community resources
- improve the environment
- protect the community
- increase volunteering opportunities
- help people back into work
- ...and much more

For further information about the Community Investment Fund or if you would like to receive an application form please contact Elin Morris, Community Involvement Co-ordinator on 0300 123 8084 or email [cymunedol@ccgwynedd.org.uk](mailto:cymunedol@ccgwynedd.org.uk)





## Turning up the heat at CCG

Maintenance company P H Jones has been appointed by Cartref Cymunedol Gwynedd to maintain and service gas, oil and solid fuel boiler and heating systems. From the 9th of May, P H Jones will be responsible for all works on boilers and heating systems for CCG.

P H Jones is a family company with over 45 years of experience. Its local base is at Llandygai Industrial Estate.

Derek Corbishley, Director of Social Housing for PH Jones Limited said: "We are delighted to have been awarded the contract for this work. We look forward to working in partnership with CCG and to bring reassurance to customers that they will be safe and comfortable in their homes".

## Servicing your heating system

If you have a gas, oil or solid fuel heating system in your home, P H Jones will be servicing your boiler annually. They will be contacting you by letter to arrange a date and time to visit your home. Servicing your boiler should take less than 45 minutes and is required by law to ensure your safety. For more information about the safety of your boiler, please refer to your Tenants Handbook. In the meantime, if you have any concerns, questions or would like to report your boiler for repair, please contact P H Jones on 0300 123 8084 and choose option one.



## When do you have to pay for repairs?

At CCG we are committed to keeping our homes in good condition by providing a reliable repairs service. This is provided free of charge when damage is due to normal wear and tear or component failure and breakdown, and we are constantly striving to improve our repairs service.

But as a tenant you also have a responsibility to look after your home and garden and to keep to the terms of the tenancy agreement. So, when damage is caused by a tenant, a member of their family or any visitors to the property, CCG will charge for making those repairs. This could also mean unauthorised alterations to your home or other costs which are incurred by CCG and which are not covered by your tenancy agreement.

Normally CCG will ask for payment for this type of work before it is carried out.

We will give tenants the opportunity to carry out work like this themselves first, but it must be up to a certain standard.

Remember if the work is being carried out to any electrical, gas, oil or solid fuel equipment, your proposed contractor must be approved in writing by CCG, and when the work is finished, you must get an appropriate certificate from the contractor.

For a full copy of our 'Re-chargeable Repairs' policy or if you need any further information or assistance on this please contact our repairs team on 0300 123 8082.

## Tenants and Residents Associations

### Want to set up a local association to give tenants in your area a voice?

Being a member of a Tenants and Residents Association means you can have your say about matters which are relevant to your homes and your area as well as a chance to influence CCG services on a local level.

CCG is committed to supporting the work of local groups like this and there is an annual grant available to help with the running of an association.

For further information on how to set up a local association for tenants and residents please contact Elin Morris on 0300 123 8084 or by email [cymunedol@ccgwynedd.org.uk](mailto:cymunedol@ccgwynedd.org.uk)

### PEBLIG TENANTS AND RESIDENTS ASSOCIATION

A public meeting will be held to set up a tenants and residents association for Peblig. All residents of the area are welcome to play a part in the new association.

Date: **Wednesday 1 June 2011**

Time: **6:00pm-7:00pm**

Location: **Noddfa Community Centre, Caernarfon**