

Cartrefi Cymunedol Gwynedd

# Tenants Newsletter

*Working together to improve your homes...*

JANUARY  
2011



## Welsh Housing Quality Standard (WHQS) work update

In the last newsletter we brought you the latest news about the investment programme and where we had reached in terms of appointing contractors and getting started with improvements to your homes.

Many of you will already be aware that the work on replacing windows and doors as well as installing heating systems has begun. Nationwide Windows (UK) Ltd has been appointed to install windows and external doors, with Eaga and Bramalls undertaking the work to install heating systems in homes. The hope is that much of this initial work will be complete by the end of April this year.

You will have noticed that we have included an information leaflet with the newsletter this time. The leaflet has an outline timetable of when we expect all the investment work to be carried out over the next five years and in which areas. Minor details may change but this will give you an idea of when the work will be done to your home.

If you wish to know more or have any queries please contact us on **0300 123 8084** and ask to speak to one of our WHQS tenant liaison officers you can also email us on **improvements@ccgwynedd.org.uk**.

## Any news?

We are keen to hear from you too and what you would like to see in future editions of your newsletter. Contact us with your ideas, news and stories.

Phone us on:

**0300 123 8084**

or email:

**communications@ccgwynedd.org.uk**

You can also send in your stories to:

Tenants Newsletter  
Cartrefi Cymunedol Gwynedd  
Units 6 and 7 Llys Castan  
Parc Menai  
Gwynedd  
LL57 4FD

## Meet the team - Elin Morris

I'd like to introduce myself as the new Community Liaison Support Officer for Cartrefi Cymunedol Gwynedd. As part of my work I will be responsible for organising, implementing and supporting community liaison and official tenants and residents' events as well as ensuring that you are at the core of all of Cartrefi Cymunedol Gwynedd's services.

Along with working within the new framework, over the next few months I will be arranging estate meetings and door to door visits giving you the opportunity to share your ideas and opinions on our services.

I will also be visiting every Local Tenants and Residents Association to see all the good work they are doing in their local community. I am confident that we can work with you as tenants and residents to establish and support similar associations across the county.



Elin Morris

I look forward to working with you during this exciting time.

For more information you are welcome to contact me by calling **0300 123 8084** or emailing: [enquiries@ccgwynedd.org.uk](mailto:enquiries@ccgwynedd.org.uk)

## Contributing to CCG's future

CCG has a new framework in place to ensure that you can voice your opinions on what's important to you and your community. If you'd like to be a part of the new Framework, there are a number of ways to get involved. They include being a member of **The Tenants and Residents Partnership** – (previously the Gwynedd Tenants Federation). This is the main tenants' body that works closely with CCG on every aspect involving tenants and residents.

Or one of the staff, tenants and residents forums:

- **Introducing Welsh Housing Quality Standard Forum** – The forum works closely with CCG on every aspect of the improvement programme.
- **Customer Service Standard Forum** – This forum looks at individual services to ensure that they focus on customer needs and services.
- **Community Benefit Forum** – CCG is committed to improving communities. This forum ensures that CCG's activities work towards this goal.
- **Communication Forum** – This forum looks at correspondence sent to you including the newsletter, letters, website content and information leaflets.
- **Maintenance Forum** – The forum looks at the maintenance service.



Even if you do not wish to join one of our forums, we still want to hear your opinion. How about becoming a CCG company shareholder? Setting up a community group? Working with us on community projects or events? You are welcome to contact us with your opinion on our services.

If you are interested in joining any of the forums above or if you'd like more information, please contact **Elin Morris** on **0300 123 8084**.



## Tidy-up after fly-tipping

CCG officers have been hard at work over the past months trying to resolve the problems of illegal fly-tipping at a number of locations.

Following problems at Bro Cynan in Pwllheli, recycling facilities have been installed and all residents have been given green bins. After several incidents of arson attacks where bins and rubbish were set alight at Yr Eifl and Y Ddôl in Pwllheli a recycling day was organised in partnership with Communities First and Keep Wales Tidy's Tidy Towns project. Tenants were urged to clear out their sheds and given advice on managing their rubbish. New locks were also provided for sheds, and bins moved to a more secure and prominent location.

Following complaints about fly-tipping by residents in Dublin Street, Tremadog, which meant children were not able to play in their gardens, a lot of work has been carried out to try and resolve the situation.

Haydn Maxwell, Cartrefi Cymunedol Gwynedd's Neighbourhood Service Coordinator has been arranging this work in Tremadog. He said: "After

complaints from residents about the state of their gardens due to fly-tipping at the back of their properties, we took steps to try and prevent the problem. In the past residents would hear fly-tippers disposing of their rubbish but couldn't see the culprits because of overgrown hedges at the end of their gardens. Working with the owners of the land behind the houses, shrubs were cleared to restore the property boundaries. Our hope now is that fly-tippers will be deterred from Dublin Street."

### Facts about fly-tipping:

- Dumping illegally is a serious criminal offence that carries a fine of up to £20,000 or a prison sentence of up to five years
- It is also a criminal offence to allow fly-tipping on your land
- It is also illegal to allow a vehicle that is registered in your name to be used for fly-tipping

## Home Contents Insurance

Have you got appropriate contents insurance for your home?

Many tenants wrongly believe that Cartrefi Cymunedol Gwynedd insures their home contents for them – this is not the case. It is your responsibility to insure the contents of your home. You can either make your own arrangements, or take out insurance under a special CCG scheme arranged by Aviva.

This insurance ensures that most of your household contents are insured and covered by the policy on a 'new for old' basis.

To apply for the insurance you will need to fill in an application form available from your area office or by contacting Dylan Morgan, Rents and Income Manager, on [rents@ccgwynedd.org.uk](mailto:rents@ccgwynedd.org.uk) or **0300 123 8084**.



# New factory to bring jobs to Gwynedd

CCG's improvement programme is already proving to be a boost to the local economy as the partnership with Nationwide Windows (UK) Ltd brings 35 new jobs to Bangor with the opening of a factory.

The new manufacturing facility at the Llandygai Industrial Estate is expected to open in February.

Replacing windows and doors in over 4,000 tenants' homes across Gwynedd between January and March 2011 heralds the first phase of the WHQS investment. Nationwide Windows (UK) Ltd has been appointed as the contractor to carry out the work, and as part of their agreement they are committed to providing local jobs and using local suppliers.

Ffrancon Williams, CCG Chief Executive said: "This is excellent news and I'm pleased that the local economy is already seeing the benefit of our investment. One of the promises we made before we took over the ownership of the Councils' homes was to develop local communities and support the economy of Gwynedd. With the opening of the factory in Llandygai I believe

that we are doing just that, and beginning to deliver on our promises.

"This is only the beginning of our huge investment programme, as work progresses we will deliver more benefits locally, providing jobs and training opportunities."

Adrian Pavey, Commercial Director at Nationwide added: "Playing a role in the community is important to us and we are pleased to announce the opening of this warehouse and production facility. This could not have come at a better time with new employment opportunities scarce across the country. As we deliver these improvements to tenants' homes we will work closely with CCG to develop our local workforce and ensure that communities in Gwynedd benefit from this significant investment."

As well as new windows and doors, installing new central heating systems is part of this first phase of works. Eaga and Bramalls have been appointed to provide this service and have already been in touch with many tenants regarding the work.



## Service Standards Rents Unit

The Rents Unit at Cartrefi Cymunedol Gwynedd is responsible for ensuring that all residents pay their rent regularly and on time. They also provide information and advice to anyone who's having trouble paying their rent. As the Rents Unit staff come to contact with tenants on a daily basis, Service Standards have been put in place to ensure tenants are fully aware of the procedure when they contact the Rent Department.

These Standards outline how the Rents team will respond to your enquiry, how you can pay your rent, how we will deal firmly but fairly with rents arrears, our aim to respond correctly and how we will rectify mistakes.

These Standards have been developed in partnership with Cartrefi Cymunedol Gwynedd's tenants and customers.

The new Service Standards are on the Cartrefi Cymunedol Gwynedd website, [www.ccgwynedd.org](http://www.ccgwynedd.org) or you can get a copy by visiting any of our offices. For more information please contact the Rent and Income Manager, Dylan Morgan on **0300 123 8084**.



## The future of door to door rent collecting

There are a number of ways that you can pay your rent to Cartrefi Cymunedol Gwynedd. Some choose to pay through our door to door collection service. This method has proved popular in the past, however most of our tenants now choose to pay using other methods including direct debit, Allpay cards, online, via text or over the phone.

Following the decline in the number of people using our door to door service, Cartrefi Cymunedol Gwynedd has decided to review this payment method. We are eager to hear your opinion on this service. A letter will be sent out to every tenant currently using the door to door service and we are also keen to hear the opinions of other tenants. You can contact us to voice your opinions by writing a letter to Gareth Parri, Housing Management Manager, Cartrefi Cymunedol Gwynedd, Victoria Chambers, Stryd y Goron, Caernarfon LL55 1SY, emailing [rents@ccgwynedd.org.uk](mailto:rents@ccgwynedd.org.uk) or calling **0300 123 8084**.

# Want to play a key role in CCG? You could be a member of the Board

Are you interested in playing a part in steering the future of CCG?

**Do you think that you can help CCG develop and fulfil their promises?**

**Would you like to voice your opinions on key decisions at CCG? If the answer is yes, then read on.**

**We are looking for two tenants to become members of the Board.**

We believe that giving tenants a strong voice in the way that CCG is run is very important. A promise was made in the Offer Document that four out of the twelve seats on the Board were to be held by tenants. We believe tenants should be a part of



Some of the Board members and CCG's directors at Penrhyndeudraeth inspecting recent work

the development of CCG along with the work to improve the standards of our services to you and your fellow tenants.

**Interested? What next...?**

We are now looking for nominations from interested tenants. Following training for candidates, an election will be held giving tenants the chance to vote.

**Want to know more...?**

Please contact the Governance Team on **0300 123 8084** or email [Board@ccgwynedd.org.uk](mailto:Board@ccgwynedd.org.uk).

## Drop in to see us...

Do you want to share your views on what's going on in your area? Have you got any concerns about your property?

**Would you like to see more events being held in your area?**

Peblog Ward residents get the chance to share their concerns with CCG on the first Thursday of every month between 5-9pm at Tŷ Peblog in a dedicated surgery.

**Would you like to see the same thing happening in your area?**

CCG is eager to set up a network of surgeries across Gwynedd giving tenants and residents the chance to voice their opinions, share their concerns, receive information and find out more about what's going on in their area.

If you would like a surgery in your community, please contact Geraint Jones, Neighbourhood Services Manager on **0300 123 8084** or email [enquiries@ccgwynedd.org.uk](mailto:enquiries@ccgwynedd.org.uk)

## Llanllyfni community blooming

Carys Moseley and her family, of Trem y Wyddfa, Penygroes were celebrating recently after winning the Llanllyfni Community prize for the best garden.

In the competition, which is run annually by CCG and the Community Council, Carys took home first prize and received a shield from Parish Councillor Alwyn Jones Griffiths. Carys said: "I spend a lot of time in the garden, so was very pleased to win this prize. I compete every year and I think it's a great way of encouraging people to take pride in their gardens."

A special awards evening was held at Penygroes Memorial Hall when the first, second and third placed gardens collected their prizes. All entrants received a commendation certificate.



Winner Carys Moseley (centre) with Brenda Thompson (left) and Beti Williams (right) who came joint second.