

Cartrefi Cymunedol Gwynedd

Tenants Newsletter

Working together to improve your homes...

AUTUMN
2010



Left to right:
Gareth Jones, Alun Thomas, Dafydd Roberts a Christian Hughes

Introducing your community wardens

One of the promises made in the offer document before the ballot in 2009 was that we would provide a high quality local service to tenants. This included establishing a dedicated team of community wardens who would operate across the County.

That team is now in place and you'll be able to see them at work in your area.

Alun Thomas is the warden for Bangor; Christian Hughes will be working in Caernarfon; Dafydd Roberts in rural north Gwynedd (Dyffryn Ogwen, Peris and Nantlle); and Gareth Jones in south Gwynedd (Dwyfor and Meirionnydd).

Their main role as wardens will be to take part in projects and activities on the estates, to visit new tenants and to be on hand to offer support to those tenants who need it. A key aspect of the work will also be to tackle anti-social behaviour by working closely with the police and other partners locally.

If you want to contact one of the wardens call Cartrefi Cymunedol Gwynedd on **0300 123 8084**.

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

Has your **GAS** been serviced recently?

CCG services gas fittings and flues in its homes every year. We are obliged to do this by law. We are not, however, responsible for non-fixed appliances like cookers and mobile heaters. And we are not responsible for appliances which we did not install.

It is your responsibility to allow our engineers access to your home to service the fittings.

Cartrefi Cymunedol Gwynedd engineers will always have a valid ID card – make sure you ask to see it. Anyone carrying out work on gas appliances or fittings must be registered with Gas Safe. Always ask to see a current Gas Safe photo ID. You can contact Gas Safe during office hours on 0800 408 5500 or visit www.gassaferegister.co.uk.

To help us help you, follow these simple steps:

- Check to see when you last had the gas appliance checked – If the safety check is out of date contact our maintenance unit on 0300 123 8082;
- Make sure you have plenty of credit in your meter if you have a safety check appointment;
- If you own your appliance please have copies of its safety certificate for the CCG service contractor to see;
- Try your heating out before the winter and report any problems to us before it gets cold as we get very busy during the winter months;
- Please respond to any letters that you receive in relation to access and appointments for gas safety checks – **DO NOT ignore these letters, they are sent in the interest of your family's safety.**

If you are in any doubt about any of the information please contact us and we will be happy to help.

GAS SAFETY

NEVER use a gas appliance if you think it is not working properly – signs to look out for include yellow or orange flame, soot or stains around the appliance and a pilot light which frequently blows out.

NEVER cover an appliance or block the conventional air vents.

NEVER block or obstruct grilles or air bricks.

If you smell gas or think that gas may be leaking you should immediately:

- Open all doors and windows
- Shut off the gas supply at the meter control valve
- Do not switch on any electrical appliance

If the gas continues to escape call National Grid (Gas) on the Gas Emergency Number 0800 111 999.



Gardening at Ffynhonnau

Sheltered housing tenants at Ffynhonnau in Dolgellau are looking forward to next spring to see the results of a joint project between CCG's Neighbourhood Services and the Probation Service in Wales.

Recently a group of young people on the Community Payback scheme run by the Probation Service spent the day planting hundreds of daffodil bulbs around the sheltered homes.

Humphrey Jones, CCG Community Involvement Co-ordinator said: "The group worked very hard and it was great to see the difference a project like this can make. The tenants have praised the group and appreciate all their hard work, and are now looking forward to next year to see the flowers bloom. This is an important example of how we can work with partners like the Probation Service for the good of our tenants and the community."

As well as planting daffodil bulbs the team put down a range of different flowers, tidied up the hedges and cut the lawns around the Ffynhonnau site.



New playground for Gellilydan youngsters

Children in Gellilydan are the proud new owners of a multi purpose playing field thanks to the efforts and hard work of the local tenants and residents association.

Association members, local school children, CCG and the Council have worked together to develop the new field which opened at the beginning of the new term at Ysgol Edmwnd Rhys.

The tenants and residents association in the village is one of the longest running in Gwynedd. It was formed in the 90s and has organised a huge number of events on the estate and around the village. Working in partnership with other local organisations like Keep Wales Tidy, and the Fire and Rescue Service, members have been involved in estate clean-ups, days out for children and street parties.



Val Jones

Val Jones, Chair of the Association and a member of the CCG Board said: "We would like to thank everyone who contributed towards the development of the playing field, which at times involved a great deal of hard work and fund raising. The architect, building contractor and staff at CCG have done a great job and the children are delighted with the end result. We are also grateful to everyone who contributed in grant aid towards the project."

Gwyn W Jones, CCG Community Involvement Officer said: "I have known Val for many years and know how hard she has worked on this and many other projects. It was great to work with the pupils at Gellilydan and to see them benefit from the new playing field."

A focus on customer service

One of Cartrefi Cymunedol Gwynedd's priorities is to make sure that our customer services is of the highest standard and that we get it right the first time round more often. To deliver on this a Quality Customer Services Forum has been set up, where staff and tenants work together to scrutinise the service CCG provides.

As a result tenants are to play an increasingly significant role in the improvement of services at Cartrefi Cymunedol Gwynedd, they will do this through the CCG Tenant Auditors Partnership.

The partnership is made up of four tenants who have been trained as auditors through a Tenant Empowerment Grant (TEG). They will act as an independent auditing group working in co-operation with CCG management and staff to monitor and evaluate the service provided to tenants.

Tenant Auditors are now working with housing associations across Wales and are seen as key to the improvement of services in the sector.

The findings of any inspections will be presented with recommendations to the relevant officers at CCG. Any news regarding results and changes implemented as a result of the programme will be brought to you via this newsletter and through the CCG website.



Margaret Bracegirdle

Margaret Bracegirdle who is one of the tenant auditors said: "Our role is to identify problems and services that are not up to scratch. And, equally as important, to recognise the good services provided by CCG. I think this is an important way forward, and will mean that tenants and CCG can work together to make sure services are of the highest standard. It also gives us the tenants a voice in how CCG provides us with its services."

Rhys Jones, Director of Customers and Community at CCG said: "In the future it is envisaged that tenant auditors will play a crucial role in the self-regulation process being developed by the Welsh Assembly Government. The hope is that the programme will not only ensure our services are efficient and meet the needs of our tenants but also that we can adapt to meet future challenges."

Improvement programme...

What's the latest?

Since the last newsletter work is progressing well on the investment and improvement programme to your homes. The initial surveys carried out by Savills have been completed, this has given us a clearer picture of the work which needs to be undertaken to bring CCG's stock up to the Welsh Housing Quality Standard (WHQS).

You may have seen advertisements in the press over recent weeks inviting local companies to submit tenders for contracts with CCG to carry out work on our homes, ranging from installing new windows and doors to central heating systems. Much of the work will begin this autumn, so tenants will start to see the benefits before the end of the year.

In October a WHQS pilot scheme will get underway in Penrhyndeudraeth with 44 homes to be fitted with

new kitchens, bathrooms and new wiring. CCG's own repairs and maintenance team will take on this work and we are keen that tenants have a real input into the project and to let us know what they think of the work.

As well as improving your homes we are also committed to supporting local businesses and jobs. Mick Butler, Director of Assets and Investment at CCG said: "The hope is that our WHQS work will deliver long term economic, environmental and social benefits to tenants and communities across Gwynedd. This is a real opportunity and I am keen that local businesses will benefit from the huge investment programme that we are undertaking".

To learn more about the programme contact us on **0300 123 8084** and ask for the investment team or email enquiries@ccgwynedd.org.uk.

Welsh Housing Quality Standard

'Better Homes for People in Wales' states the National Assembly for Wales' vision that all households in Wales shall have the opportunity to live in good quality dwellings that are:

- in a good state of repair
- safe and secure
- adequately heated, fuel efficient and well insulated
- contain up-to-date kitchens and bathrooms
- well managed (for rented housing)
- located in attractive and safe environments
- as far as possible suit the specific requirements of the household

Green Homes

Over £1 million is being invested in homes in the Maesincla area of Caernarfon to improve energy efficiency. The work forms part of a wider programme to bring tenants' homes in Gwynedd up to the Welsh Assembly Government's Welsh Housing Quality Standard (WHQS).

As part of the project residents will get new doors, windows, as well as state of the art solar thermal panels to produce hot water, solar electricity systems and external wall insulation.

The work is partly funded by the Assembly Government's ARBED programme, a green home improvement scheme which aims to upgrade the energy efficiency of houses in some of the less well off areas of Wales.

Ffrancon Williams, Chief Executive of CCG said: "This is a significant first step in our £136 million investment programme over the next five years. Together with the ARBED grant we are able to make a positive impact on people's lives by providing better quality and more efficient housing which will reduce energy bills and help those in most need who are in fuel poverty."



Councillor Huw Edwards; Tessa Jones; Sophie and Kayla Harte; John Glyn Jones, Chair of CCG; Peter Evans, Evans Wilson & Evans