

Cartrefi Cymunedol Gwynedd

Tenants Newsletter

Working together to improve your homes...

SPRING
2010

Welcome to CCG

We hope this fridge magnet with our phone number and website will be useful

Is your magnet missing?
Call us on
0300 123 8084

April 12th is the day

Transfer day is just around the corner with your homes transferring from Gwynedd Council to Cartrefi Cymunedol Gwynedd on Monday, April 12th.

That's when the formal transfer takes place and CCG becomes your new landlord.

Work can then begin on delivering the £136 million improvement programme which will bring your homes up to the Welsh Housing Quality Standard.

A new look for your new landlord

A big part of our new look is this newsletter and you will also see CCG vans on the roads with our workforce in CCG branded uniforms.

All CCG staff will carry ID so please make sure you ask to see it if you get a visit at your home.

We hope you enjoy the new look.

How to get in touch

It is very easy to get in touch with CCG. We have one number for all general enquiries and one to report repairs.

General Enquiries: 0300 123 8084

Repairs and Out-of-hours: 0300 123 8082

Our new headquarters are at **Units 6 & 7, Llys Castan, Parc Menai, Bangor, LL57 4FD** and we have new area offices across the county:

Bangor: Bryn Llwyd, Coed Mawr, Bangor, LL57 4SW

Caernarfon: Victoria Chambers, Crown Street, LL55 1SY

Pwllheli: 14 Penlan Street, Pwllheli, LL53 5DH

Dolgellau: Arran Road, Fron Serth, Dolgellau, LL40 1LA



0300 123 8084

www.ccgwynedd.org

The Big Sign Up...

Our first major task is to sign-up tenants to our **new tenancy agreement**.

This tenancy agreement protects all the key rights you enjoyed with the Council.

You will receive your tenancy agreement in the post with a perforated first page and pre-paid reply envelope. Please sign the perforated page of the agreement and send it back to us in the envelope provided.

If you have any queries, please contact us on 0300 123 8084



If you don't receive your tenancy agreement please let us know.

Meeting the Welsh Housing Quality Standard

We will be working hard with tenants to make sure that you are at the heart of all decisions as we plan to deliver the Welsh Housing Quality Standard (WHQS) in your homes and communities.

With a £136 million programme to deliver the WHQS in the first five years, there is a lot of work to do but even at this early stage a number of contracts are in preparation.

We will keep you informed of progress.



Who is responsible for what

Once transfer has officially taken place, CCG will be your new landlord. CCG will own and manage your homes and will be responsible for:

- Rent collection
- Allocation of homes
- Day-to-day repairs
- Improvements to homes and estates
- Estate management
- Tenant involvement
- CCG housing waiting list

But Gwynedd Council will still have a role to play and will keep certain responsibilities for housing.

The Council will work in partnership with CCG and will hold regular meetings to talk about how promises are being kept.

The Council will:

- Be responsible for the County's housing waiting list
- Keep responsibility for securing accommodation for homeless people
- Be responsible for Housing Benefit
- Be responsible for the housing strategy for the district, working with Registered Social Landlords and private developers on new developments and regeneration schemes

Your rent... How to pay



From the transfer date you will be able to pay your rent by using a new swipe card.

The Allpay swipe card lets CCG process rents efficiently and meet the needs of our tenants.

You will, however, no longer be able to pay your rent at the Council's Cash Offices.

You will be able to pay using the existing rent collector service.

The new swipe card is accepted at 124 post offices within the general Gwynedd post code area. The new Paypoint service also has 135 outlets which means you will have plenty of opportunities to pay with your new card.

To find your nearest Paypoint/Post Office outlet you can either phone CCG or visit the Allpay website at www.allpay.net and click on 'Search for a payment outlet' and enter your postcode. This will produce a full list of all the outlets in your area. All the Paypoint outlets have long opening hours.

If you have any questions on the swipe cards or how to use them, please contact us on 0300 123 8084.



DIRECT DEBIT

Direct debits provide an easy way for you to pay your rent. Once it is set up, you do not need to do anything. Cartrefi Cymunedol Gwynedd will arrange for the Direct Debit amount to be changed if your rent increases.

Our paperless Direct Debits mean that you do not even have to fill in a form – a staff member at Cartrefi Cymunedol Gwynedd will take the details from you over the phone, and you will then get a confirmation letter setting out the payment amount and dates.

To set up a Direct Debit, simply phone Cartrefi Cymunedol Gwynedd or call into the office. All you need to know are your bank account details (sort code and account number) – we will do the rest.

You will also still be able to pay by standing order.

Telephone and office payments

Cartrefi Cymunedol Gwynedd also accept payment by Debit Card over the telephone (0300 123 8084).

Internet payments

If you want to pay your rent over the internet, please do this via the link on Cartrefi Cymunedol Gwynedd's website www.ccgwynedd.org. You will need an Allpay card and debit card to do this. If you do not have an Allpay card, please contact us to arrange for one to be sent to you free of charge.

Internet payments made via Allpay will usually be transferred to your rent account on the next working day.

Text payments

To begin securely texting your rent payments, you simply need a UK registered mobile phone, an Allpay card (all tenants should have one of these – if it is lost please contact us and a new card will be sent to you) and a current debit card. After a brief online registration customers can then pay their bills on the move at anytime.

How to start making text payments:

Step 1

Register online to set up your card details – go to <https://www.allpayments.net/textpay/login.aspx> to do this. If you do not have internet access, you can do this at Cartrefi Cymunedol Gwynedd offices. You only have to register once, unless any of your details (e.g. your debit card) change.

Step 2

Once you have registered, each time you want to make a payment simply send a text to 81025 with the following details. "Pay rent" followed by the amount you want to pay and then your text password which is the last four digits of your debit card number.

Step 3

You will then receive a text back confirming the payment.

www.ccgwynedd.org

Our Services...

Services provided at **Cartrefi Cymunedol Gwynedd** area offices include:

- Advice on completing application forms
- Help to fill in benefits forms
- General enquiries and information
- Advice on how to pay your rent
- Insurance
- Complaints about anti-social behaviour
- Local contact centre on all issues relating to housing



Chief Executive Ffrancon Williams and Chair of the CCG Board John Glyn Jones

A message from ...

Chair of the CCG Board, John Glyn Jones and Chief Executive, Ffrancon Williams

"Welcome to Cartrefi Cymunedol Gwynedd and a new beginning for housing across the county.

The transfer of the Council's homes will take place on the 12th of April, making Cartrefi Cymunedol Gwynedd (CCG) your new landlord.

We would like to take this opportunity to say thank you to our tenants for placing their trust in the organisation and voting in favour of transfer.

We are soon set to start delivering on the promises made to you and proving that your trust was well placed.

We also wish to thank our staff for all their hard work in ensuring everything is in place to ensure a smooth transition from the Council. Former Council staff will transfer to CCG and will make sure that you continue to receive efficient services as we introduce the improvements that have been promised to you.

Transfer marks the start of a new era for tenants and staff alike, as CCG invests in its homes, estates and services.

This is a new and exciting chapter for housing in Gwynedd and the CCG team is committed to delivering the investment in your homes and services."

Come and visit us at our new offices

To mark the big day, our tenants are invited to call in for a cup of tea and a chat with staff at each of our new offices – where you will see some very familiar faces, as our staff are also transferring to CCG.

We expect the first few days after transfer to be very busy as the various new systems settle in, so you are invited to visit any of our area offices between 10am and 3pm on Wednesday, April 14th.

Our new offices are at:

Bangor - Bryn Llwyd, Coed Mawr, Bangor, LL57 4SW

Caernarfon - Victoria Chambers, Crown Street, LL55 1SY

Pwllheli - 14 Penlan Street, Pwllheli, LL53 5DH

Dolgellau - Arran Road, Fron Serth, Dolgellau, LL40 1LA

We look forward to seeing you then!

Welcome to our new website

We want to make sure you have lots of ways to get information about CCG and to make it easy for you to book repairs and pay your rent.

Our new website www.ccgwynedd.org goes live on April 12th and you will be able to pay your rent, report a repair and find out more about CCG and the services it offers.

All our office addresses and contact details are also on the site so everything you need is just a click away.