

North Team **0333 700 1023**

South Team **0333 700 1024**

www.cantref.co.uk

post@cantref.co.uk

Out of hours telephone number is **01239 712 000** on weekends and evenings after 5.00pm

Happy New Year to all our tenants

We would like to thank everybody who showed understanding to the disruption in tenant services during the adverse weather we experienced in January. Cantref made every attempt to ensure minimal disruption was caused throughout the difficult period of weather, however, some of our operational areas were deemed too dangerous to send our contractors or staff to carry out any work.

Cantref would like to express an apology to any of our tenants who suffered as a result of a disruption in services which was caused by the snow and ice. You may still be experiencing a knock on effect due to this disruption. Cantref are doing everything to ensure normal service is resumed as soon as possible.

If we are to experience further snow or icy conditions, we have included a few top tips which may help.

- In freezing conditions a number of you may experience loss of heating and hot water, this is not always due to a faulty boiler, it is highly likely that the problem is caused by the water becoming frozen in the pipes and unable to get to the boiler. In these circumstances, do not use hot water from the tap. This can be sometimes be

resolved by using a hair dryer on the frozen pipe at the point of entry to the house. If this fails to resolve the problem, the only other resolution is to be patient and wait until the conditions thaw naturally. When the thaw has taken place, please be aware of any leaks that may occur, if this is the case, please turn off your water supply and report this to Cantref as a matter of urgency.

Usually a small white overflow or copper pipe is located on the outside of your property (on the opposite side of your boiler, external wall). This pipe can sometimes become frozen which causes the boiler to overheat and shut down, you can resolve this by using a boiled kettle to pour hot water onto the pipe which should in turn thaw and allow your boiler to operate effectively again. If you feel that this is not the problem, then please contact us.

- During long periods of snow or icy conditions the Local Authorities only grit main roads as a priority, smaller roads, estates and pavements are not gritted. The Met Office advise people who are affected to only attempt journeys if absolutely necessary. If you decide to

venture outside your property, you must accept full responsibility if you are to fall, cause damage to your, or someone else's property or more importantly become injured.

Cantref have no obligation to carry out gritting to any of their estates. Common sense should prevail if your estate has become icy and slippery.

Some residents have requested "grit boxes" be installed on their estates, Cantref would be in a position to do this, however, we would have no alternative but to recover the cost via service charge which would be recoverable throughout the financial year. Tenant consultation would need to take place before we could introduce this service charge.

- If you are in a position where you require assistance from one of our contractors or a member of Cantref's staff, please try and give us as much detail as possible about the condition of the roads or if your aware of any routes that may be affected within your area.

Again, please take care when you are out in these freezing treacherous conditions to ensure you reach your destinations safely.

Community Energy

Calling all tenants and friends to join Cantref in a Charity 5k (walk / run) event to raise money for a local charity on

Sunday 28th March starting at 10.30am at Llys Cantref Newcastle Emlyn. This event is free of charge to all tenants participating. The theme of the event is to promote energy efficiency and promote health and wellbeing, so we ask everyone participating to wear = green clothing.

There will be prizes for the best dressed. To register for the charity event please email post@cantref.co.uk or call **01239 712 000** or complete and return this form in the freepost envelope provided.

Name _____

Address _____

Telephone _____

Email _____

Number of people wishing to take part with you _____



TENANTS NEWS

Residents News

Home Safety 1500

The Home Safety Scheme run by Ceredigion Care and Repair has reached a significant milestone of 1500 Home Safety Assessments since its launch in 2004.

Dr and Mrs Richards were the 1500th client to receive a Home Safety Assessment and said "We would recommend this service to all older people. The officers are so professional and friendly. The rails have made a great difference to our confidence and our ability to stay independent, and the quality of work was first class".

The unique assessment covers falls and accident prevention, fire safety and security, energy efficiency and welfare benefits, and is available for older people over 65 across Ceredigion. Where risks are identified, agreed works can be completed by the Home Safety Craftsmen which includes stair rails and grab rails, locks, draught proofing, and smoke detectors. The Home Safety Scheme offers a full Home Fire Check as a result of their partnering agreement with Mid and



West Wales Fire and Rescue, who trained all of Care and Repair staff.

The Home Safety Scheme receives financial support from Ceredigion County Council, and Council Leader Councillor Keith Evans said "This is an excellent service for older people in Ceredigion which helps prevent accidents at home which could lead to hospital admission. It's also a prime example of partnership working between the Council and voluntary sector that delivers preventative front line services which enable older people to remain living at home in safety and in comfort".

Ceredigion Care and Repair is a part of Cantref, and has been providing a range of home based services for older

Ceredigion residents since 1996. The Chief Executive of Cantref, Lynne Sacale said "This is a great achievement by Care and Repair in partnership with Ceredigion County Council, and we hope the scheme goes on to further success in future. It's a vital service preventing falls and accidents at home and maintaining older people's well being."

If you would like a Home Safety Assessment contact Ceredigion Care and Repair on the local rate number **08452601640**.

Life Begins @ Home

In total, 303 votes were cast for 37 artworks in the Life Begins @ Home art exhibition, and the first prize was awarded for 'Hills of Home' a watercolour by Betty George, Llainlas, Fishguard



Quiz | Can you find the 5 hidden words? PIPES - SNOW - FROST - COLD - HEATING

B	T	E	T	S	O	R	F
D	P	A	R	D	E	N	R
R	I	N	K	F	R	W	O
L	P	C	O	L	D	O	E
I	E	A	E	H	E	N	W
O	S	P	I	P	R	S	D
T	H	E	A	T	I	N	G

Please return your completed wordsearch to us by **March 12th 2010** in the Freepost envelope provided. You will be entered into a prize draw to win a **£20 Voucher**

Name _____

Address _____

Telephone _____

Winner of our crossword in Autumn newsletter

Mrs Mary Oliver Gerddi Ffynnon who won a £20 voucher



ACTIVITIES

Residents Panel News

I hope everyone had a good Christmas and I wish you all on behalf of the Residents Panel a happy and prosperous New Year

With winter in full swing and the ice and snow falling thoughts must go to what the spring and summer will bring.

Can I ask you to consider joining us on the Residents Panel? It's your committee that makes decisions that effect how Cantref looks after your home. We only meet a maximum of 6 times a year. Your travel to and from the meetings are covered cost wise. Child care is also arranged (if you let Rhiannon know in plenty of time) and it's a great opportunity to make a difference. Every resident has a right to be on the panel, so why not come along and make that difference.

Those of you who live in Ceredigion will probably know that the Council has

now transferred all their houses and sheltered accommodation over to a new housing association called Tai Ceredigion. This transfer will have no effect on your home and the services Cantref provide, but this now means that there are now no council houses in Ceredigion. Tai Ceredigion's tenants, like us, will have their homes brought up to Welsh Housing Quality Standard (WHQS). The timescale for their work priorities maybe different from Cantref's, but they, like Cantref, will all

have to reach the required standard within a few years time.

The dates of this years Residents Panel meeting can be found in the calendars you all received from Cantref over Christmas.

Best wishes

Paul Hinge
Chairman Residents Panel

DATES FOR THE NEXT RESIDENTS PANEL MEETINGS ARE:

DATE	LOCATION	TIME
3/3/10	Fishguard Town Hall, Fishguard	10.00am
5/5/10	Castle Hotel, Llandovery	6.15pm
7/7/10	Morlan Centre, Aberystwyth	6.15pm
8/9/10	Machynlleth Leisure Centre, Machynlleth	10.00am
3/11/10	Integrated Childrens Centre, Cardigan	6.15pm

Join us on



We have a Facebook page and would encourage you to join us to find out more about our activities, events, training programme and contact staff and share your views with us. Search for us by entering Cymdeithas Tai Cantref. If you are not already a member of Facebook go to www.facebook.co.uk to join for free.

Estate Inspection Programme 2010

Monthly inspections of your estate will be taking place during the week of:

- 1/2/2010
- 1/3/2010
- 5/4/2010
- 3/5/2010

We would be grateful if you could assist us whilst carrying out these inspections.

If you would like to meet us on your estate please contact your team prior to the inspection date in order for us to give you a telephone call once a team officer has arrived on your estate.

Winner of Gill Holcombe cook book Fish Pies & French Fries

from the last Quids in magazine was Lisa Cull, Newport and Louise Edwards, Lampeter.

ACTIVITIES

Events

You & Cantref

Want to meet with Cantref your landlord but haven't got the time to visit the office or pick up the phone?

Then we will come to you. We will be in the following areas on the dates below to:-

- Report and Review Day to Day Repairs
- Estate and community ideas / issues
- Anti Social Behaviour problems
- View and Pay Rent

- Housing Applications & Allocations
- And any other matters you wish to discuss or even if it's just a matter of keeping us company and a general chat!

Come and join us in a private environment to meet your staff. Call at your convenience. We look forward to seeing you.



FEBRUARY 2010

DATE	TIME	LOCATION
9 Feb	3.00pm - 5.00pm	Ysgol Cae'r Felin, Pencader
11 Feb	3.00 pm - 4.30 pm	Bus in Clos Pantycelyn/Pluguen, Llandoverly
17 Feb	10.00am - 12.00pm	Bus in Cae Job, Abrisystwyth
17 Feb	2.00pm - 4.00pm	Bus in Caer Odyn, Bow Street

MARCH 2010

DATE	TIME	LOCATION
11 March	10.00am - 12.00pm 2.00pm - 6.00pm	Town Hall, Fishguard
17 March	10.00am - 12.00pm	Cambrian Hotel, Newquay
17 March	2.00pm - 4.00pm	Unit 9 Craft Centre, Aberaeron

APRIL 2010

DATE	TIME	LOCATION
15 April	10.00am-12.00pm	Eco Centre, Newport
21 April	10.00am - 12.00pm	The Plas, Machynlleth



ACTIVITIES

Free Training

Build on your skills Programme

How to set up a Social Enterprise?

28 April County Hall, Haverfordwest at 10.30am - 12.30pm

An Introduction to Anti Social Behaviour

May 2010

All sessions will be very relaxed so don't worry if you haven't been to anything like this before - they are all suitable for beginners.

- Sessions are **Free** for tenants, **Free lunch** provided
- We will cover your mileage or transport costs. If you have problems with transport then please contact us and we will try our best to arrange something for you.
- We will cover any childcare costs.



Reply slip - Build on your skills Programme

Please circle the location you would like to attend for each training course:

An Introduction to Anti Social Behaviour

Newcastle Emlyn

Haverfordwest

How to set up a Social Enterprise

Haverfordwest

I would like to be sent information about other training sessions. Please tick

Return in freepost envelope by March 12th 2010

Name

Address

Telephone

INFORMATION

Feedback Feast on Local Tenant Participation Strategy (LTPS) 2009



What we have achieved under:

Encouraging tenants to influence improvements to the housing service

- Asking tenants opinions on rebranding for Cantref, new logo, website
- Tenants attended TPAS Awards ceremony, TPAS Conference and training days
- All tenants have been consulted on WHQS work through home visits and information in newsletter
- Residents Panel meetings held evening and day time once every other month
- Board meetings held once every other month with tenant board members attending
- All policies, procedures, strategies passed by Residents Panel and Board
- Budget for Tenant Participation set by Residents Panel
- Cantref are now carrying out telephone surveys with tenants who have had repairs carried out at their properties. 10% of tenants chosen randomly will receive a telephone call from Cantref who will be asking a few questions in relation to the quality of work, contractors conduct and ways in how we can improve the service we provide
- One off telephone surveys on AGM, newsletter and general participation



Cantref held a feedback feast for tenants reporting on the achievements carried out with regards to meeting the Tenant Participation Action Plan. This event was carried out jointly with Pembrokeshire Housing Association (PHA) and Pembrokeshire County Council (PCC)

The following report was presented.

This report outlines the work that has been carried out towards meeting the Actions as laid out in the Strategy above. It lists progress under each objective.

Our Main Aim

“To improve our homes and help make our communities a better place to live through:

- Working together in partnership
- Listening to and learning from each other”

What we set out to achieve?

- Encourage tenants to influence improvements to the housing service
- Provide tenants with more information and in plain language
- Make sure tenants can join in
- Tenants views are used in decision making through all housing services
- Show tenants how their influence has improved services
- Work with tenants and landlords to get value for money
- Tenants and landlords to work together to make neighbourhoods and communities a better place to live



INFORMATION

Provide tenants with more information and in plain language

- Tenant Profiling carried out in conjunction with WHQS inspections
- Website is updated so tenants can now pay rent online, report a repair, benefits calculator, apply for a house, read an electronic newsletter and find out about meetings and events
- 4 editions of Clonc newsletter have been sent to all tenants annually

Make sure tenants can join in



- Resident meeting dates published on website and in newsletter and on calender
- Identified young people as hard to reach. Managed to get 2 representatives to sit on Residents Panel. They have attended seminars, meetings, conferences.
- A budget has been allocated from the TP Budget towards youth activities. This is managed by the supported housing team. Activities have included cooking, gardening, IT lessons. A Wii Console has been

purchased to encourage group activities. Breakfast bar being put in to encourage tenants eating breakfast and form a social activity. Planning trips for next year.

- Set up 'You & Cantref surgeries' held twice a month

Take on board tenants views in decision making through all housing services

- Tenant Champions in place for each Team, training in Feb 2010
- Tenant Participation Training planned for staff in Feb / March 2010
- Every member of staff to attend at least 1 tenant event a year. Monitored in one to one meetings
- Views from Resident Panel meetings and Resident Associations looked at when making decisions

Organised various events for consultation:

- Fishguard Information Day

- Penparcau Information Day
- Monthly play sessions Golwg y Castell
- Half term play scheme Penparcau
- Litter picks - Fishguard, Drefach Felindre, Penparcau
- Borth Family Centre Teddy Bears Picnic
- Fun & Crafts Lampeter Family Centre
- Lampeter Agricultural Show
- Surgeries - 11 held
- Residents Panel - 7 held
- Attended 8 Resident Association meetings



INFORMATION

Will show tenants how their influence has improved services

- Feedback on STATUS survey given in Clonc newsletter with action plan
- Annual Report given to each tenant highlighting our performances
- Tenants able to see improvements in services
- Restructured - Area Teams with generic roles
- Employed 2 craftsmen
- Service charge working group
- Changes to policies and procedures - Residents Panel
- Consultation results and feedback fed into Business Plan

Will work with tenants and landlords to get value for money

- Carried out a joint training programme with PHA, PCC and identified free training available in County. Arranged training on Event Organising, Basic Book Keeping, Written Communication
- Joint training booked for 2010 will be on ASB, Social Enterprise and Financial awareness
- Cantref are also organising training with Genesis (a project to help parents overcome many of the barriers they face when wanting to learn new skills or return to work)
- Joint landlord events held have been joint roadshow with PCC around the County



- Fishguard Information Day also invited partner organisations like Keep Wales Tidy, Police, Credit Union, Health Challenge
- Meet with tenants of joint landlord 14th December Feedback Feast
- Joint community profiling being carried out in Pembrokeshire

Will work with tenants and landlords to make neighbourhoods and communities a better place to live

- Visits carried out to 80% of our stock in 2008 / 2009
- £572.00 given towards Resident Associations in 2009
- Monthly estate inspections carried

out. A programme is promoted in Clonc and ask for tenants to join in

- Worked with over 21 different organisations on community work
- Supporting 2 Residents Association in developing play areas, New Quay and Cardigan
- Garden Competition held - 6 Categories, 6 winners
- Cooking demonstrations and healthy eating awareness at our events
- Employed a tenant of Cantref to carry out art activities
- Monthly play activities being held in Golwg y Castell Cardigan
- Working with Youth Offending Team, Police, Communities First to deliver play sessions in Aberystwyth during half term week 2010
- Developed Community Regeneration Strategy - purpose of the strategy is to establish Cantref's medium and long-term aims for, and commitment towards, sustainable community based regeneration





INFORMATION

New for 2010

Following the feedback and ideas we have gained from tenants and partners we will be carrying out the following in 2010 along with all the above

1. 'Meet your neighbour' event for new developments before tenants move in. This will ensure all key staff are present to provide information and answer questions
2. Delivering where possible You & Cantref surgeries from a mobile bus on the estate
3. Hold You & Cantref style surgeries in our sheltered schemes only for the tenants living there
4. New Repairs Handbook made available to every tenant. Reporting repairs through our website will be made available
5. Reviewing process for Compliments & Complaints
6. Set up Communications Database which will consist of tenant names who are willing to proof read policies, strategies, newsletters, leaflets
7. Send out postcard style questionnaire to all tenants asking if they would like to get involved in improving services and if so how - email, postal, attend meetings
8. Look into time banking scheme as an incentive for tenants getting involved. For every hour they give in the community in return they can cash the hours in for free activities
9. Look into Community Chest idea, where constituted community groups can apply for funds from Cantref
10. Tenant Profiling kept up to date. Develop a system where staff update records on every telephone call
11. Develop an evaluation process for each event / activity that can be used by all staff members
12. Involve tenants in the planned maintenance work
13. Planned maintenance work schedule to go in newsletter
14. Carry out Equalities form for each event / activity to monitor profile of people taking part
15. Develop partnership working with Mid Wales Housing and Tai Ceredigion

Cantref Crack Down on Nuisance Tenants

Cantref have recently shown further commitment to their tenants by ensuring action is taken to prevent tenants causing acts of Anti Social Behaviour and nuisance to others.

During September and October, Cantref gathered enough evidence to

obtain 4 Anti Social Behaviour Injunctions with power of arrest against a tenant in Cardigan and 3 others on a Fishguard estate.

These injunctions were obtained via County Court and would remain in place for a minimum of 12 months. An injunction would prevent an individual committing further acts of Anti Social behaviour to those who live within the vicinity of the perpetrator's

property. If the individual was to breach this injunction they would be immediately arrested and remanded in custody until they could be placed before the court. If the Judge found the defendant guilty of breaching their injunction, this would result in imprisonment or up to a £2,000 fine. Along with the Courts punishment, Cantref would also have no option but to seek possession of the perpetrators property.

Along with an Anti Social Behaviour injunction with power of arrest, one of the Fishguard perpetrators was also excluded by the Court from coming within 50 meters of Cantref's estate. Again this was seen as a successful outcome by the Association and all tenants involved in assisting this outcome.

If you feel you are the victim of any Anti Social neighbours, please don't hesitate to contact your area team at Cantref in confidence.



INFORMATION

ChildLine Introduces New Features to the Service

This autumn young people will see some exciting developments to the ChildLine service.

The telephone service is available as ever and remains the simple to remember number: 0800 1111, but government funding and ongoing support of the public through the Child's Voice Appeal is enabling ChildLine to grow and expand the service to counsel more young people when they need someone to turn to.

Young people have told us they would like more information and support to be available online. We've responded to this and a major part of developments to ChildLine are online at our website: www.childline.org.uk.

The new online features will enable young people to have more choice in the way they can reach out for help and advice. The website continues to provide advice about issues that commonly affect children and young people, but will now also contain brand new features including:

- A message board where young people can communicate and provide support to each other
- Ask Sam - the online agony aunt
- The opportunity to email or post questions to ChildLine
- A new online counselling service offering children and young people help, support and advice by requesting one to one support with one of our counsellors. When a counsellor becomes available the



child will get a message inviting them to come and talk.

The site also has a range of fun stuff! Online tools allow young people to get creative, explore their feelings - perhaps whilst waiting to speak with a counsellor. There are games, videos, creative tools and a mood tracker to help young people evaluate how they are feeling at that time.

By logging on to the ChildLine service, young people can enter an environment that makes them feel more comfortable. They can use the creative tools to talk about their worries without having to find the right words and draw a picture or write a poem to help show how they are feeling.

As always, confidentiality and feeling safe to get in touch is important to ChildLine. A 'hide your tracks' feature means that children can seek advice discreetly and in confidence. A locker room feature means that young people can maintain privacy and store any drawings or poems they have created or important correspondence they may have shared with us.

A ChildLine spokesperson said: "We're really excited to be introducing additional services and more ways in which young people can contact us. The support of the public and government has made this possible. Technology and how young people choose to communicate is continually evolving, and with the ongoing support of the Child's Voice Appeal, we aim to continue to develop the service and introduce even more ways for young people to get in touch with us. By offering both telephone and online counselling services together, ChildLine will be there for many more children when they have a worry and they will be able to choose for themselves about how they want to get in touch."

Your donation will help the NSPCC continue to expand this vital service. If you would like to donate you could make all the difference to a child by giving just £3.50 a month. This equates to £42 a year, which pays for a complete one-to-one counselling session.



INFORMATION

Changes to your Teams

The South Team have been responsible for the housing management in New Quay, Cross Inn, Llanarth since the area teams were set up back in 2008 however from the 1st December 2009 the North Team will be responsible for these areas as they already cover the surrounding areas.

A successful morning of visits took place on Thursday 26 November 2009, members of the North and South Team were at Hengell Uchaf and Creigle to meet tenants from the New Quay area.

There will be no change to the service provided to our tenants. But if you do live in any of the above areas please make a note of the contact details for the North Team on the front of this Newsletter.





**Don't get bitten by
loan sharks**

In Wales, thousands of people borrow from loan sharks each year. Borrowing even a small amount of money for a fridge or washing machine can mean paying back thousands in interest. So don't get bitten by loan sharks...

Visit chcymru.org.uk for more information