



Cardiff Council • Communities

Tenants' Times

Issue 46 | Spring 2019

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Cash For Your Thoughts! ▼

Thank you to everyone who completed the annual tenant satisfaction survey, which was included with our last issue of Tenants Times.

Tenant's views and opinions are an important part of shaping the way we improve our services in the future. We are always trying to engage with local communities to ensure we can offer the best services possible for our Tenants and Leaseholders.

Big congratulations to our winners who filled in the survey and won cash prizes adding up to £350!

1st Mrs H Henry

2nd Mr G Hegarty

3rd Mr A Polycarpou

If you want to be a winner in the future, please keep a look out for the next survey arriving on your doorstep in 2019! We look forward to hearing from you!



Is your Garden Blooming Marvellous? ▼

Do you consider yourself green fingered or would you like to learn? Our yearly gardening competition is now open to entries for 2019!



There are cash prizes up for grabs for first, second and third place. Why not enter today? The winners are announced at our Tenants Conference in October. Get the recognition your effort deserves!

Did you know? Gardening has been proven to relieve stress, boost your immune system as well as decreasing the risk of dementia in old age!

We also have the contact details of many community gardens across Cardiff if you don't have the space. Why not head down for a cup of tea to see if you would like to get involved!

You can request a sign up form by phoning our office on

029 2087 1777 or send us an email at TenantParticipation@Cardiff.gov.uk and we will send one out including a freepost envelope to send it straight back.

Categories include;

1. Front Garden
2. Back Garden
3. Restricted space
4. Community Garden
5. Communal Garden





King and Queen of Hearts' Ball



Heathmead's Healthy Lunch Event



Over Blue Monday and Straight to the Ball! ▼

Community living schemes over Cardiff have been regularly meeting up for fun and games with their neighbours and local community! Each event is a great opportunity to meet new friends & have food and games with your neighbours.

Get over Blue Mondays at Ely Homeguard social club!

There is no better way to shake off the cobwebs of Christmas and look forward to 2019! There were even a few games of bingo and a singalong courtesy of the Goldies Cymru choir.

King and Queen of Heart's ball.

Tenants dress up in white, red or pink and were treated to a high tea and a disco! They even got

involved in sharing stories about families and friends once the disco finished.

Heathmead's Healthy Lunch event.

An event to promote healthy eating with help from a local dietician from public health wales and everyone got the opportunity to taste some new healthy food!

If you live in a community living scheme and would like to

get involved, please speak to your scheme manager about upcoming events or call Tenant Participation on [029 2087 1777](tel:02920871777).



Ely Homeguard Social Club

We'll get the popcorn out! ▼



We have rented out a cinema room in butetown for the following dates. Why not come down, watch a film and have a chat? They will all be running from 10am – 2pm with lunch provided!

Summer Cinema

27th June

Halloween Cinema

31st October

Christmas Cinema

20th December

Limited spaces available.

To book on and get more details, please ring Tenant Participation on 029 2087 1777 or email us at TenantParticipation@Cardiff.gov.uk.



Inspiring The Youth ▼

On 2nd February Butetown Pavillion opened its doors to the local community by hosting a careers fair with the theme 'Inspiring the youth'.



"The event was so inspiring. I have a few more career options I am looking into now that I hadn't before heard of!"

"It was nice to have such a great event with role models from the same community as myself who can uplift, inspire and encourage us"

"When's the next one? I met some really cool people!"

Local experts and professionals from South Wales took part with stalls and heartwarming presentations with the aim to inspire bold ambitions and achievable goals for the next generation of job seekers in south Cardiff.

Experts from industries such as Medicine, Pharmacy, Chemical engineering, ICT, Cyber security, Construction, Architecture, Laboratory Sciences and Civil

Engineering took part to offer advice, book people on taster days, as well as offering suitable candidates job opportunities, apprenticeships, shadow days and general work experience.

Following the jobs fair, two separate workshops offered speakers at a parent's panel and youth panel with representatives from local universities, colleges & schools.

Thinking of Fostering? Think Cardiff Council!

We're looking for Foster Carers as diverse and vibrant as Cardiff's children and young people themselves!

Could I foster?

Are you:

- Passionate about bettering the lives of Cardiff's young people?
- Interested in earning an additional income or maybe considering a change of career?
- Able to provide care, guidance and support to Cardiff's young people?

Then you could foster!

What we offer

- Newly updated competitive fees and generous allowances
- Additional payments for holidays, religious holidays and birthdays
- 54 weeks' pay a year
- Access to qualified respite carers to allow you rest and recuperation breaks
- Professional Learning and Development opportunities with nationally recognised qualifications
- Specialist Support- including your very own qualified Support Worker
- As a Not for Profit Organisation, 100 % of our budget goes directly towards bettering the lives of children and young people.



Come and join our team!

For more details, contact our friendly team on **029 2087 3797**. Our team are available Monday - Thursday 9am-5pm and Friday 9 a.m. - 4.30 p.m. www.fostercarecardiff.co.uk

Cardiff Council Cares
Foster a child





Your Story; Downsizing ▼

I used to live on the seventh floor in a high-rise block of flats. My cousin, and best friend, who I lived with for over 20 years passed away and the flat was too big for me to manage on my own.

Everything in the flat reminded me of my Cousin so I decided it was time for change. I needed a smaller place that was more manageable and was on the ground floor.

When I was offered a property, an Accommodation Solutions Officer hand delivered the offer letter and answered every question I had. They made it clear what the next steps were and helped me overcome a few barriers that were stopping me from moving. Having the Accommodation Solutions team supporting me was a big relief as I was always clear in what steps were next in the process and they were always a phone call away if I ever needed

anything. The Accommodations Solutions Officer was with me every step of the way, to discussing the offer letter, being there at the time of the viewing to the very end when they set up all my utilities at my new address. This gave me so much confidence that I was making the right decision because I had a friendly face there that I knew I could rely.

Since moving I am so happy in my new place. The move was stress free and once I was settled, the Accommodation Solutions Officer made sure any issues I had were resolved, took care of all the stressful stuff like informing my pension, insurance, bank, benefits and utilities. I feel

like I've got my independence back and I couldn't rate the Accommodations Solutions team highly enough, I don't know why this wasn't implemented sooner. They were very friendly, so helpful and they are welcome around anytime for a cuppa.

Contact Us

The Accommodation Solutions Team are available Monday to Thursday 8.30-1700 and Friday 8.30-16.30 on:

Tel 029 2053 7111

Email
SLUAccommodationSolutions@
Cardiff.gov.uk

Introducing our Tenancy Sustainment Team ▼

The Tenancy Sustainment Team has recently been set up to help people who may be struggling to understand their responsibilities as a tenant, and to support them in sustaining their tenancies.

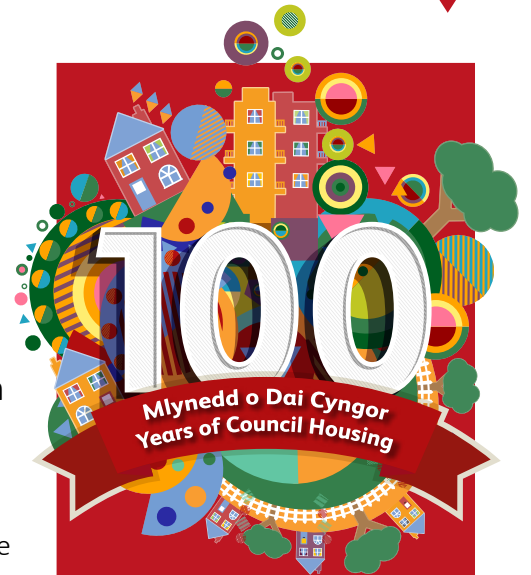
We recognise that many of our tenants experience personal and community difficulties and this can affect their ability to sustain their tenancies. The Tenancy Sustainment Team are here to work closely with those tenants, to look at what issues may be affecting their tenancy and to help them access services to improve their lives, and their ability to manage their tenancies successfully. We want to help improve the safety, sense of community and wellbeing, to improve the lives of individuals and communities.

The Tenancy Sustainment Team will be working closely with current Tenancy Management and Anti-Social Behaviour Teams, to identify tenants most of risk of tenancy failure. We are

looking at early intervention, to support those most at risk before tenancy issues may escalate.

They will be working collaboratively with tenants who are feeling isolated and alone to link in with community and voluntary organisations; to engage in community activities; and also to support their involvement with various health services, to name a few.

We will be providing outreach work in tenant homes but will also be operating from the local, community HUBS. If you or a tenant you know is struggling to maintain their home or needs help with health or other issues please contact us on **029 2053 7271** or contact us by email at tenancy.sustainment@cardiff.gov.uk.

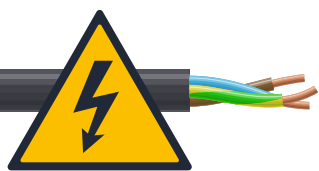


100 years of housing ▼

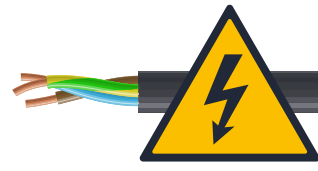
This year marks 100 years since the introduction of council housing following the end of the First World War. After the war, the Addison Act was introduced with the aim of building council homes '**fit for heroes**' for soldiers returning home after the First World War.

Keep your eyes peeled as we at Cardiff Council are celebrating by hosting a series of events across the city!

If you would like to host an event in your community to celebrate 100 years of council housing or would like to share an experience from your time living as a council tenant, please don't hesitate to contact the Tenant Participation team by ringing us on **029 2087 1777** or sending us an e-mail at TenantParticipation@Cardiff.gov.uk



Electrical Safety in Council Homes



Cardiff Council takes part in routine testing of Gas and Electrics to ensure the safety of its tenants and leaseholders.



Handy details are;

- Cardiff Council's Responsive repairs unit is initiating a program of Electrical Installation Condition testing to a number of its properties throughout the coming months.
- There will also be Gas Safety checks to ensure the safe performance of all heating systems in our properties.

We are required by law to inspect and service all appliances annually.

All tests are to be carried out by Approved and Qualified Electricians, Gas Safe registered operatives and Contractors but remember; Council Operatives and Contractors will always carry Identification and must provide it on request. Some tests may require additional remedial works and **failure to provide access**

will result in the contractor notifying us, which can result in legal action.

The Contractors and the areas they are carrying out work for Electrical testing are:

Wates Construction will be working in the following areas during the upcoming months.

- Penylan, Creigau, Radyr & Morganstown, Cathays, Canton, Pentyrch, Adamsdown,



Plasnewydd, Riverside,
Grangetown, Caerau ,
Butetown, Splott, Fairwater, Ely

Starlight Electrical will be working in the following areas for the same period.

- Llandaff, Lisvane, Rhwbina, Pontprennau & old St Mellons, Heath, Gabalfa, Whitchurch & Tongwynlais, Rumney, Llandaff North, Llanishen, Trowbridge, Pentwyn, Llanrumney

LCB construction will be working in Bungalows, Sheltered Housing and Flats in the following areas.

- Lydstep Flats, Radyr & Morganstown, Llanrumney, Pentyrch, Llanishen, Heath, Ely, Fairwater, Caerau, Whitchurch, Grangetown.

For Gas Safety checks, if you are on a pre pay or token payment meter, **please ensure that you have adequate credit to allow the Gas Safety check to take place.**

If you have any questions about Electrical testing or Gas safety checks, please do not hesitate to ring C2C on **029 2087 2087** or check on our website at www.cardiff.gov.uk/ENG/resident/Housing/Living-in-a-council-property/electrical-safety-checks.



Home Contents Insurance Designed for Cardiff Tenants ▼

Some of the key benefits:

- Covers fire, theft, flood, water damage and other household risks
- Affordable weekly premiums and flexible payment options
- No excess to pay
- There are no minimum home security requirements
- Extended accidental damage is available for an additional premium
- If you have a key safe or carer you are still eligible to apply for the scheme

Premiums start from 52p a week, for standard cover (for tenants aged under 25 or over 60, for a £6,000 sum insured).

Premiums start from 69p a week, for standard cover for all other tenants, for a £8,000 sum insured.

For more information or to request an application pack, please contact Cardiff Council on **029 2053 7382**.

Limits and exclusions apply.

A full policy wording is available on request.

Underwritten by Aviva Insurance Ltd.



Have you read it? Enter our prize draw! ▼

Answer these three questions correctly to be entered into our prize draw to **win £30 worth of shopping vouchers** of your choice!

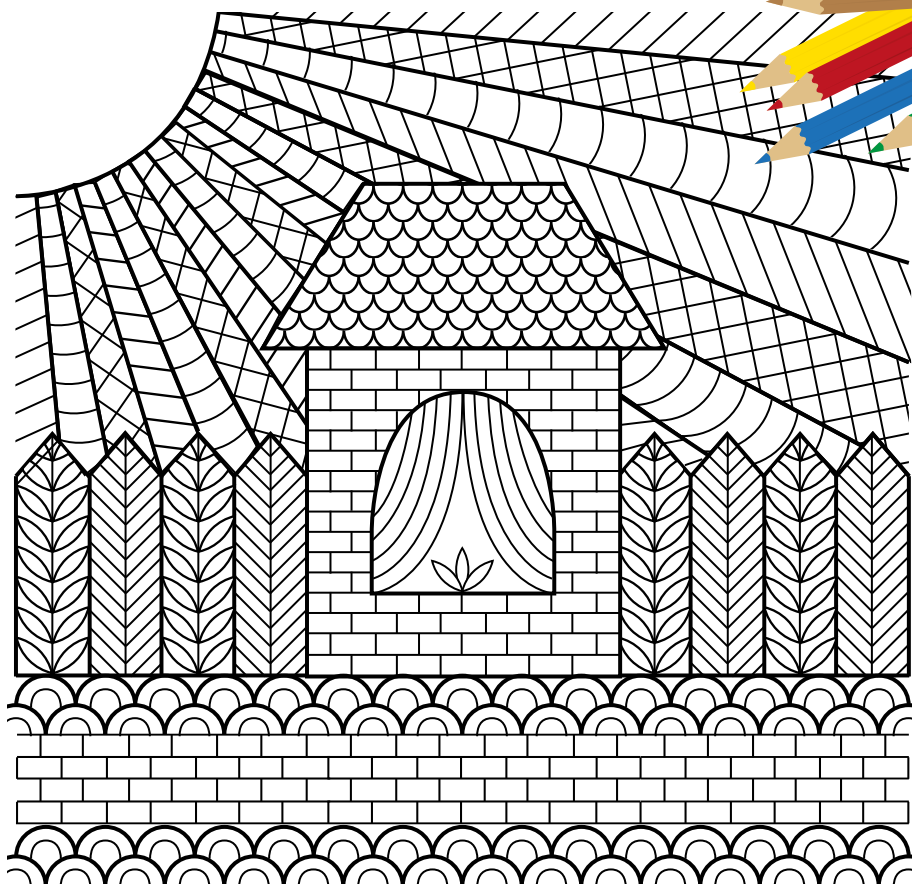
1. How many categories are there for Council Tenants & Leaseholders to enter in our Blooming Marvellous competition?
2. On what date did Butetown Pavilion host the jobs fair?
3. What is the phone number for the new Tenant Sustainability team?

Please email your entries to TenantParticipation@Cardiff.gov.uk or post them to us at **FREEPOSTCARDIFF COUNCIL TENANT PARTICIPATION** to be in with a chance of winning our prize!

For further information, please don't hesitate to contact us on 029 2087 1777. Competition entries close on **July 31st 2019.**

100 Years of Council Housing, Tell us your stories! ▼

This year marks 100 years of council housing in the UK. We want to host a series of events this year to celebrate all the wonderful things that council tenants have done in their homes and communities.



Time to Draw! Why not celebrate 100 years of council housing in the UK by colouring this one in?

We are offering £100 of shopping vouchers for the best story describing a time or memory of you living in your council house or community!

This can be anything, whether it has to do with an event in your community, a funny time in your home or just a description of the area you live in!

No more than 500 words!

Entries close July 31st.

£100 Shopping voucher awarded to the winner!

Please email your entries to TenantParticipation@Cardiff.gov.uk or post them to us at

FREEPOST CARDIFF COUNCIL TENANT PARTICIPATION to be

in with a chance of winning our prize! For further information, please do not hesitate to contact us on [029 2087 1777](tel:02920871777).

We look forward to hearing about your council memories!