

City of Cardiff Council • Communities

# Tenants' Times

Issue 43 | Winter 2016

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### ▼ Contact the Tenant Participation Team

To register for any of our events or for more information about any of the articles in this issue, pop in and see us in the Tenant Resource Centre, Fourth Floor, Central Library Hub, The Hayes. Alternatively please visit our website [www.cardifftenants.co.uk](http://www.cardifftenants.co.uk) or contact us on 029 2053 7511 or by e-mailing [tenantparticipation@cardiff.gov.uk](mailto:tenantparticipation@cardiff.gov.uk)

Reasonable travel expenses to any of our events can be refunded. If you have any specific travel requirements (for example mobility issues), please contact the Tenant Participation team beforehand to see what help we can offer.



## Natter With Neighbours ▼

**Natter With Neighbours is a new neighbourhood coffee morning giving you the opportunity to meet with people from your area, have a coffee, and have a chat.**

Thursday from 10 till 12, so pop over and say "Hello!". It's free and you can speak with Council officers about what community events you would like to see and to let us know how we can help you.

We'll be at the STAR Hub every

We're looking forward to seeing you there!



## Would you like to win £50? ▼

Would you like to win £50? It's easy. All you have to do is like our Facebook page, which you can find at [www.facebook.com/TPCardiff](http://www.facebook.com/TPCardiff). Every week we update the Facebook page with events, activities, and news for tenants and leaseholders of Cardiff Council. Every Council tenant or leaseholder who likes the page will be entered into our

quarterly prize draw for a chance to win £50.

If you have something that you would like to share via our Facebook page, then contact the Tenant Participation Team. Congratulations to Mrs Janice Tiltman of Llanrumney, who is our first £50 winner!

## Annual Tenant Satisfaction Survey ▼

Each year we send out a satisfaction survey to a random sample of 30% of our tenants.

We want to know how well we are delivering our services and if you are happy with these services.

This year's survey had 50 questions about a range of issues including contact with the Council as your landlord to your property, its condition, and your local neighbourhood.

We're happy that so many of our tenants are satisfied with the services that we provide, but we're also working hard to improve our services.



**83%**

of tenants who expressed an opinion were satisfied with the way we deal with repairs.



**87%**

of tenants who expressed an opinion were satisfied with the general condition of their property.



**89%**

of tenants who expressed an opinion were satisfied with the speed with which repairs were carried out.



**88%**

of tenants who expressed an opinion were satisfied with the overall quality of the repair work.



**95%**

of tenants who expressed an opinion were satisfied that they were kept informed about things that might affect them as tenants.

**90%**

of tenants who expressed an opinion were satisfied with their neighbourhood as a place to live.



## Points 4 U

Would you like to earn rewards simply by giving your time?



Many of our tenants and leaseholders make a difference by giving up their time to get involved with community events, or by attending Tenant Participation events.

You can earn Points 4 U simply by getting involved. You can then exchange points for rewards such as shopping vouchers, cinema vouchers, or anything you can think of for you or your family!

For more information and to request your free booklet contact the Tenant Participation Team on 029 2053 7511, or by emailing [tenantparticipation@cardiff.gov.uk](mailto:tenantparticipation@cardiff.gov.uk).

It really is as easy as that. So get involved and start earning points!



# Star Hub ▼



## Central Library Hub

The Hayes  
029 2087 1000

## Butetown Hub

Plas Iona  
029 2053 7060

## Llanrumney Hub

Countisbury Avenue  
029 2078 0994

## St Mellons Hub

30 Crickhowell Road  
029 2078 0992

## Rumney Partnership Hub

Llanstephan Rd  
029 2233 0661

## Grangetown Hub

Havelock Place  
029 2078 0966

## Ely and Caerau Community Hub

Cowbridge Road West  
029 2087 3800

## Fairwater Hub

Doyle Avenue  
029 2078 5583

## The Powerhouse (Housing Office)

Roundwood  
029 2054 9650

The new STAR Hub opened its doors to the public in September, the latest in a series of community hubs being delivered across the city. STAR Hub is a 'state of the art' building bringing together a range of leisure and community services all under one roof.



Located at Splott Park, the new Hub has a 25 metre swimming pool, a modern gym with the latest fitness equipment, a new library and multi-use community rooms. Advice services and training rooms are also available, along with a community café. The building has been constructed

to the highest design standards by contractors Wilmott Dixon, including roof-mounted solar thermal panels.

Initial feedback from the community has been favourable, with the bright modern design and the variety of services and activities attracting positive comments.



# Llandaff North & Gabalfa Hub ▼

Llandaff North & Gabalfa Hub is due to open in January. Comprehensive refurbishment of the former day centre and library on Gabalfa Avenue has seen the creation of a contemporary new Hub, offering library and information services, training and 'into work' support, housing and benefit advice, an IT suite, multi-use community hall and community café, with an outdoor courtyard.

Local residents have been watching the transformation of the building take place over recent months, and are keen to start using the new facilities.

## Join the Local Revolution for Ethical Savings & Affordable Loans

**Love saving?  
Love spending?**

**Contact:**  
Tel: 029 2087 2373  
The Advice Hub at Central Library, CF10 1FL  
[www.cardiffcu.com](http://www.cardiffcu.com)

**Cardiff & Vale CREDIT UNION**

Not-for-Profit Trusted In the Heart of your Community

# Blooming Marvellous winners ▼

Congratulations to all the winners of our Blooming Marvellous competition. We were really impressed with all of the entrants, and can't wait to see next year's gardens!

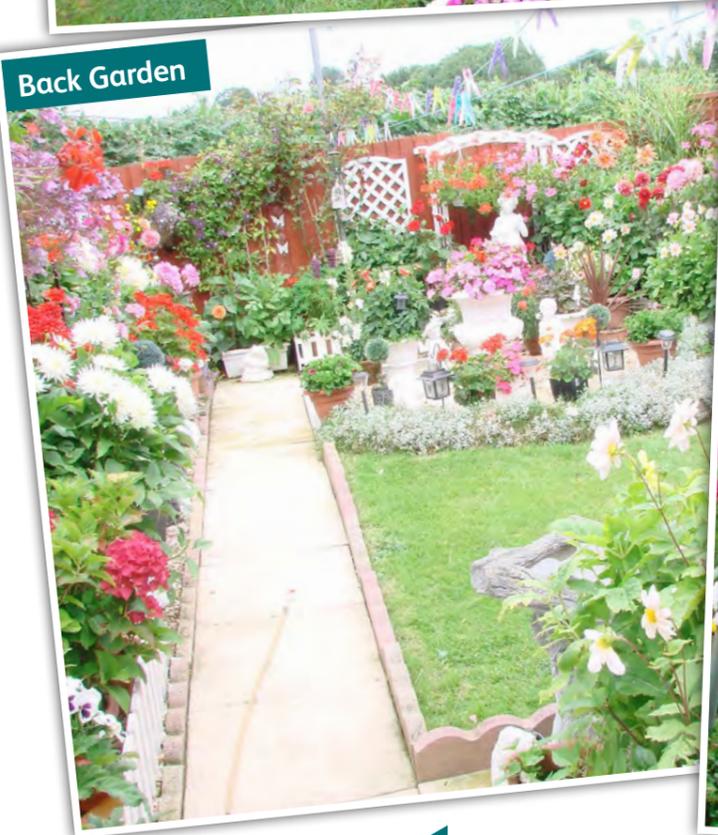
**Back Garden** – Christine Read, St Mellons

**Communal Garden** – South Morgan Place Communal Garden, Riverside

**Front Garden** – Mrs B Lewis, Llanrumney

**Restricted Space Garden** – Joint Winners Helena Boston and Marjorie Ragab, Butetown

**Overall Winner** – Ian Jeannette, Caerau



## Annual Tenants' Conference ▼

The second annual Cardiff Tenants' Conference was a resounding success with over 90 attendees. As well as presentations about the future of Cardiff Council housing attendees also took part in seven different workshops about how they can be involved in shaping the services that we provide as a landlord.

After a buffet lunch the prizes were given for the 2016 Blooming

Marvellous gardening competition.

Attendees were able to visit stalls from organisations including the Credit Union, Green City, Citizens Advice, National Energy Action, Telecare, Age Cymru, and the RNIB, and prizes were donated by Ian Williams and Waites.

We've already started planning for next year's conference, and we'd love to see as many of you as possible there. If you'd like to find out how you can get involved then contact the Tenant Participation Team. Details are at the front of the Tenants' Times.

## Pam Williams ▼

Congratulations to Cardiff Council tenant Pam Williams, who was nominated for a Women in Housing award at the Welsh Tenants' Federation awards. Pam has been a champion for tenants across the city for many years, and this award is very well deserved. Congratulations Pam!



The Tenant Participation Team were also awarded an award for Outstanding Achievement.

## Meet the Tenant - Mr Jeanette ▼



### How did you first get involved?

I got involved through the Blooming Marvellous competition, and then I came to some of the other events that Tenant Participation organise.

### What have you got out of it?

I've learned a lot about what the Council does. You think you know it all, and then you learn something new.

By getting involved with Tenant Participation you learn more about what the Council is doing, and they do a lot for tenants. I've seen the improvements they've been making to the housing. I think more people should get involved.

### Would you recommend it to other tenants?

I definitely would. Since I started going to Tenant Participation events I've been to the Annual Conference, I've been to Tenants' Voice, the annual bus tour, and lots of gardening events. We've just started our own community garden with help from the Tenant Participation Team.

My brother started coming to some of the Tenant Participation events, and he didn't think the Council were doing much for tenants, but he thinks differently now. The amount of help they can give you is fantastic. I've met lots of new people, lots of characters. You get to know other people and make new friends. And you get to have lovely cakes!

# Kitchen Fires ▼

Nearly two thirds of all domestic fires happen because of cooking. The council has seen a recent increase in the number of fires and false alarms we have received due to cooking and kitchen appliances. In 2016 there were 17 fires in Council properties that were caused by cooking or faulty electrical appliances.



Below is some information on how to stay safe while cooking.

## Cooker

- Switch off the cooker at the cooker switch when you leave the property or go to bed.
- Keep electrical leads from trailing over or near the cooker.
- Don't hang tea towels or cloths on or over the cooker.
- Keep the oven, grill and hob clean. A build-up of fat and bits of food can start a fire.

## Microwave

- Don't put anything metallic inside the microwave.
- Don't dry clothes in the microwave.
- Don't leave food cooking in the microwave too long.

## Electrics

- Keep electrical leads away from water.
- Keep toasters clean and away from curtains.
- Do not place items on top of toaster.
- Don't overload sockets, one plug per socket is the rule, especially if the electrical item consumes a lot of power like a kettle.
- Don't leave appliances like washing machines and tumble dryers unattended or on overnight.

## General safety

- Switch off any electrical items in the kitchen if not in use.
- Unplug any electrical items that are not being used.
- Do not place or leave any items on top of the cooker.
- Ensure that any new kitchen appliances are registered with the manufacturer so they are able to contact you in the event of any recalls.
- If the appliance is not registered you can check on their web site if there is a recall issued for the appliance
- Clean fluff from inside tumble dryer on a regular basis.
- Test your smoke detector on a weekly basis by pressing the test button.
- Shut all doors before going to bed to hold back any smoke in the event of a fire.

# High Rise fire drills ▼

Working in partnership with South Wales Fire & Rescue Service a test drill was carried out at Holly Bush estate. Fire officers used dummies to act out a rescue and practice fire drill using fire crews.

A letter was sent to all resident prior to the event to inform them of the fire drill.

A dummy was placed on the 8th floor and officers tested firefighting equipment and carried out drills for rescuing people from the upper floors of high rise blocks.



Everything went well and the dummy out in our other high rise blocks in the future was very pleased to be rescued.

Both the fire service and Cardiff Fire drills will be carried out in Council learnt from the training, Loudoun House and Nelson House in 2017.

# Act Now to Stop Tenancy Cheats!

10,000 people in Cardiff are waiting for a council home. We need to make sure they're used by those that need them the most.

## You can help!

Tell us if you know anyone who has:

- Sublet the whole property
- Sold the keys to someone else
- Lied to get a council home
- Abandoned the property

Day or night, call and leave a message

# 029 2087 3500

Please give as much information as you can. Any information will be treated as confidential. If you would prefer to speak to someone, call our Housing Enquiries Team on 029 2053 7111 or email: [stoptenancycheats@cardiff.gov.uk](mailto:stoptenancycheats@cardiff.gov.uk)



## New Tenant Participation officers ▼

With the start of a new year the Tenant Participation Team are getting two new Tenant Participation Officers, Jack Slowinski and Amy Clements.



As well as attending events and meeting with tenants and leaseholders Jack will be dealing with community gardens, and Amy will be on hand to answer any queries about Passport to Work.

Amy previously worked in the Central Hub, and Jack has been providing administrative support to the Tenant Participation Team.

Tel: 02920 871000  
 Email: Advicehub@cardiff.gov.uk  
 Web: www.cardiff.gov.uk/hubs

**Money Advice** @

**CONTACT**

MONEY ADVICE IS A TEAM OF DEDICATED ADVISERS TO HELP YOU TO MANAGE YOUR MONEY

ADVICE ON DEBTS

Help to budget and filling out welfare benefit forms

WE MAY BE ABLE TO HELP YOU TO OPEN A BASIC BANK ACCOUNT

WE CAN HELP YOU SEARCH FOR GRANTS AND DISCOUNTS

**UNIVERSAL CREDIT**

WE CAN HELP YOU PREPARE FOR UNIVERSAL CREDIT

HELP WITH ENERGY AND WATER QUERIES

**WHERE TO FIND US AND WHEN**

Location	Times
Central Library Hub (2nd Floor) The Hayes Cardiff, CF10 1FL	Mon - Wed: 9am - 6pm Thu: 10am - 7pm Fri: 9am - 6pm
Llanrumney Hub Countisbury Avenue, Llanrumney Cardiff, CF3 5NQ	<b>New Day</b> Tue: 9am - 5pm Fri: 10am - 6pm
Grangetown Hub Havelock Place, Grangetown Cardiff, CF11 6PA	Mon: 9am - 5pm Wed: 10am - 6pm Thu: 9am - 5pm
St Mellons Hub 30 Crickhowell Rd, St. Mellons Cardiff CF3 0EF	Wed: 9am - 5pm
Ely & Caerau Hub Cowbridge Road West Ely CF5 5BQ	<b>New Locations</b> Fri: 9am - 5pm



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**Call: 029 2053 7080 to speak to our friendly team**

\*Usual cost of Equipment £175. Installation charge of £35 applies.  
 Telecare Cardiff is a service provided by the City of Cardiff Council.



# Building Maintenance Contract ▼

The Building Maintenance Contract that the Council has with its external contractors and sub-contractors is currently up for renewal. The tender process will commence in March 2017.

We want to make sure that the new contract take into account all of the issues that are important to the Council and our tenants. We will set out clearly what we expect from both the external contractors and sub contractors.

## Why do we need contractors?

90% of repair work is completed by our employees, however contractors provide help with:

- Busy times
- Empty properties (voids)
- Major Works

## We think it's important that contractors:

- Do a good job
- Get the job done first time (First Time Fix)
- Are respectful of you and your



home by being polite and tidy

- Get the job done with minimal disruption
- Keep to appointments / timescales
- Maintain good communication about the progress of works

We would like to hear your opinions on what you feel is important when contractors

carry out repair work. We're also looking for volunteers to take part in workshops about how we can improve our repair services. To let us know what you think, or to volunteer for our workshops, please contact the Tenant Participation Team on **029 2053 7511**, or email [tenantparticipation@cardiff.gov.uk](mailto:tenantparticipation@cardiff.gov.uk).

# Planned maintenance work ▼

The roofing contract will be starting in the New Year, we will be upgrading over 200 roofs this year. We are also replacing the roofs on our BISF properties from steel sheeting to new lightweight tiles and ensuring all properties have 270mm of loft insulation.

Fire door renewal in flats is ongoing, and door entry systems being upgraded throughout the city. Landlord and emergency lighting is being renewed in blocks of flats in the city.



# Healthy Homes ▼

Condensation is a common problem in our homes. When warm moist air comes into contact with cold air or a cold surface, the water in the air is deposited onto the cold surface as condensation. Any activity that involves water such as bathing, showering, cooking, washing and drying clothes will put moisture in the air.



- Wipe any moisture appearing on walls, window sills and other surfaces on a regular basis.
- Increase Ventilation
- Open a small window for 15 minutes when you get up in the morning. This will get rid of the moisture produced overnight.
- After cooking or taking a bath or shower, open the window for a short time and close the door to the room.
- Make sure vents are not blocked.
- Keep trickle vents in windows open, they are designed to ventilate without causing draughts.

It is unlikely that any home can be totally free of condensation but there are a few small changes that you can make to reduce it.

## Produce Less Moisture

- Put lids on pans while cooking.
- Use an extractor fan if you have one.
- Dry clothes outdoors whenever possible. If you have no alternative, dry them inside on an airer rather than on radiators.

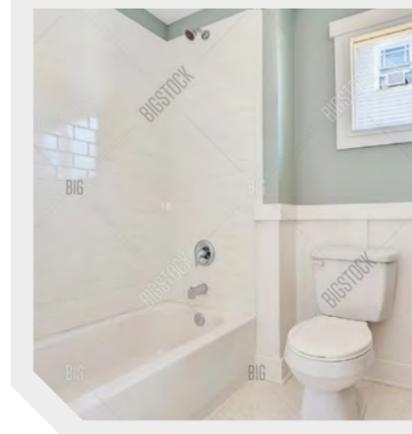
If the condensation is left on surfaces, it can lead to mould. Mould can cause considerable damage to surfaces in the home including rotting wood, crumbling plaster and peeling wallpaper and paint.

# Have you missed your upgrade? ▼

Over the last few years we have been investing in your properties by upgrading kitchens and bathrooms.

If your property hasn't been upgraded, you may still be eligible. Although we know that some tenants opted out of having the work done, there are others tenants who we have been unable to contact.

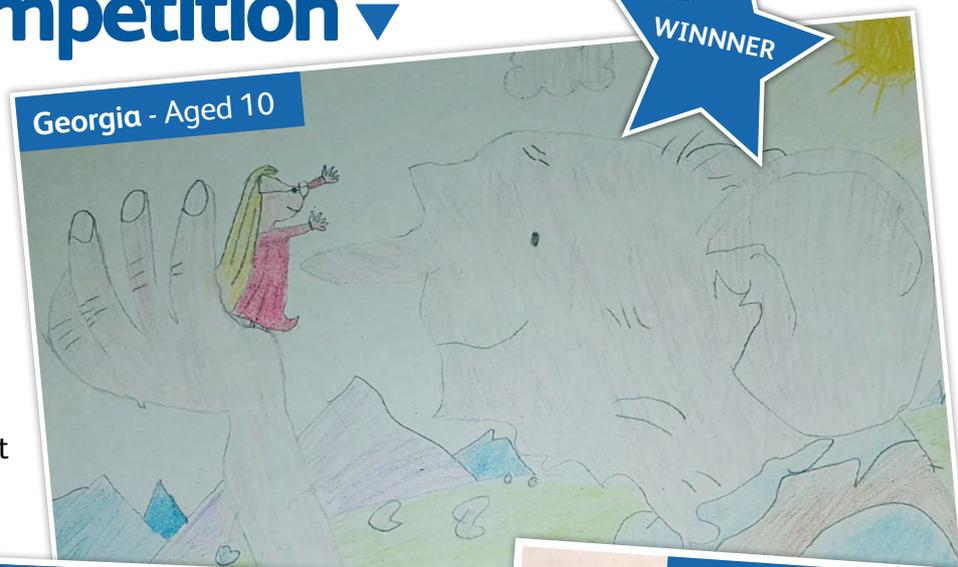
If you think that your property was not upgraded and you would like to have this work done now, please contact us on **029 2087 2087** and we will send a surveyor out to assess your property.



# Roald Dahl Competition ▼

Congratulations to Georgia (aged 10) who won our Roald Dahl drawing competition with her fantastic drawing of Sophie and the BFG. She won a trip to see George's Marvellous Medicine at the New Theatre.

We've printed a selection of the best pictures that we received.



Georgia - Aged 10

WINNER



Grace - Aged 6



Annabelle-Daisy - Aged 5



Meganne - Aged 8

## Photography Competition ▼



We're starting a new photography competition, and we want to see your best shots! We'll showcase your pictures on our website ([www.cardifftenants.co.uk](http://www.cardifftenants.co.uk)) and our Facebook page ([www.facebook.com/TPCardiff](http://www.facebook.com/TPCardiff)) and we'll publish the winners in Tenants'

Times. For your chance to win a digital camera send on us your pictures on the **theme of Community**. The closing date is Monday 6th February.

Don't forget to look at our Facebook page for more competitions!

## Quiz ▼

1. Name one way you can stop condensation from forming in your house
2. How many people attended our 2nd Annual Tenants' Conference?
3. What is the telephone number for the Money Advice team?

You can email your competition entries to [tenantparticipation@cardiff.gov.uk](mailto:tenantparticipation@cardiff.gov.uk), or post it to us at FREEPOST CARDIFF COUNCIL TENANT PARTICIPATION. For further information please contact the Tenant Participation Team on 029 2087 1777.