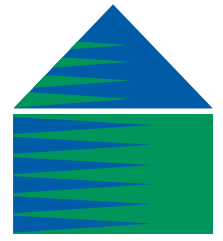
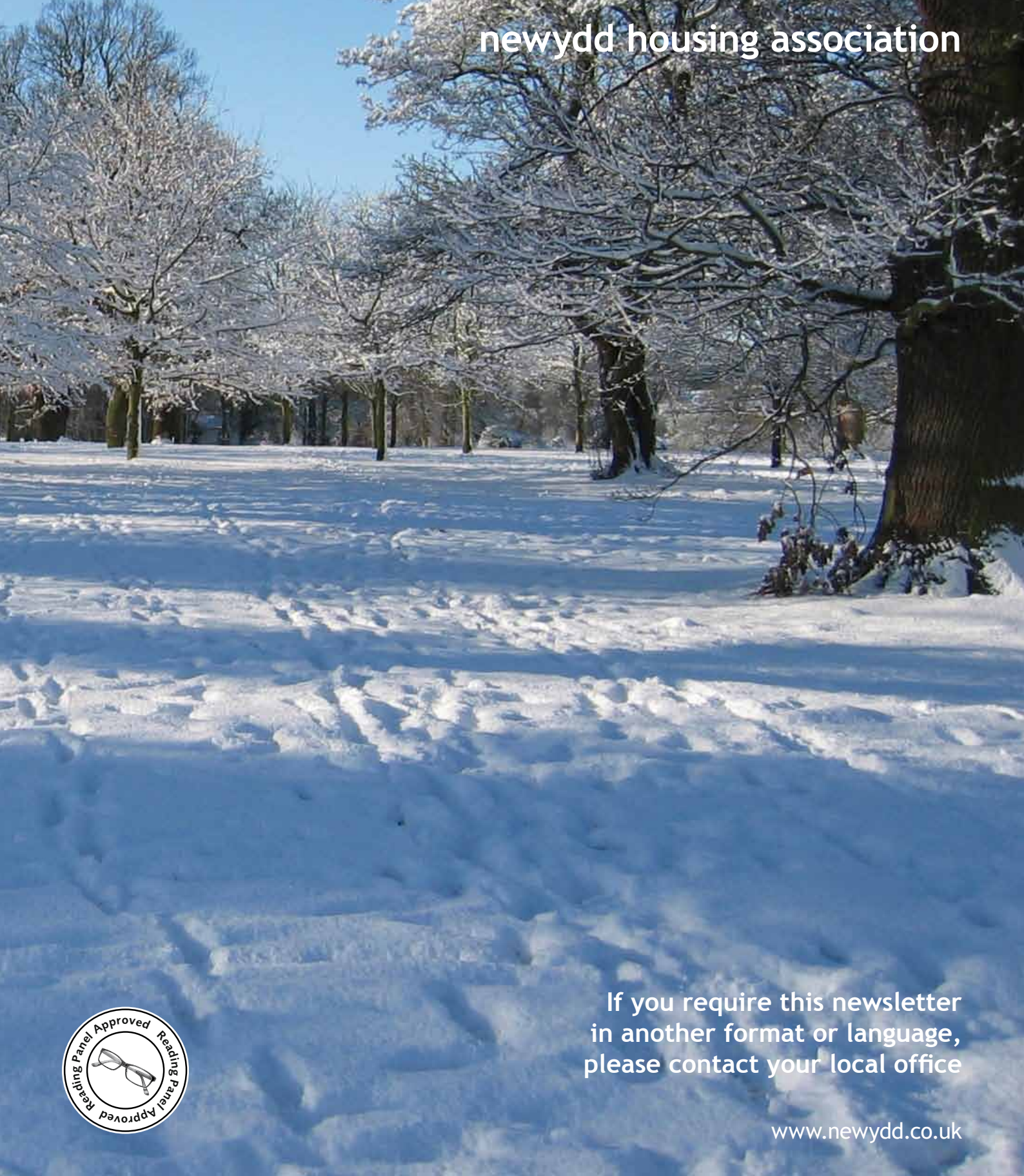


# in view

winter 09



newydd housing association



If you require this newsletter  
in another format or language,  
please contact your local office

[www.newydd.co.uk](http://www.newydd.co.uk)



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## Tenant elections - a great success

### Newydd wants tenants to sit on its Board because:

- We need tenants' views on how decisions will affect them
- We need to ensure that the needs of tenants are taken into account
- Tenants are the only people who have experience of living in the homes we provide

Four places on the Board are reserved for tenants elected annually. Anyone can stand for election and all tenants have a vote in the election which is run by an independent organisation to ensure it is fair.

There were three places to be filled in the 2009 elections and eight people stood in the elections. The election saw a 20% turnout and the three successful candidates were:

### Lyn Bond

Lyn lives on the Glyntaff estate. Lyn is already involved in the Community Panel and the Tenant Powered Performance project and has recently joined the Audit Committee. Lyn will also attend Cadarn Board meetings as an observer.



### Linda Chamberlain

Linda lives at Elis Fisher Court in Barry and has been involved in a number of projects. She is a tenant mystery shopper and has spoken at a national conference on the subject. Linda is also involved in the Community Panel and the Tenant Powered Performance project.



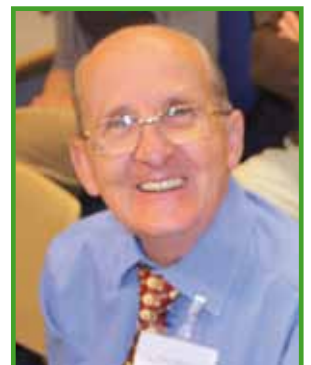
### Phil Pearn

Phil lives in Cadoxton, Barry and is also a member of the Community Panel and Tenant Powered Performance project. Phil also has an interest in supported housing issues.



### Robin Williams

The fourth place is occupied by Robin Williams who joined the Board after the 2008 elections. Robin lives at Gwyn James Court in Penarth and reflects on his first year as a Board member:



## A Year as a Tenant Board Member

In attempting to understand my evolution to the Board of Newydd Housing, I have to recall how I felt at the beginning, and compare it to how I feel now, reflecting on whether I managed to serve a useful purpose, or even achieved something on behalf of those poor souls who might choose to follow in my footsteps. I remember feeling very proud in one sense, and very apprehensive in another. This was entirely due to my having spent 8½ years within an outpost of the Empire, as a not-very-humble-tenant, yet was now to become part of the hierarchy on the Dark Star.

The main problems throughout have been to try and balance the need to hide my ignorance and clumsiness from my 'peers' on the Board, whilst seeing that I had a duty to all tenants to represent their views and concerns to the seemingly remote and uncaring members of the deity. Perception is everything but also nothing, because being 'on the other side of the fence' gives you an entirely different viewpoint. However, in summation, it is my opinion Tenant Board members are essential to the future success of Newydd and, in turn Cadarn, because it is only with full and genuine harmonious co-operation that we can move forward to our rightful place as No.1 Housing Association in Wales.

So - fear not, fellow tenants - grasp the nettle by coming to join our ranks because experiences, like Jason's presentations, are often far worse than they first appear!

**Robin Williams**  
Tenant-elected Board Member

## Community panel update

The Community Panel has had another very busy year. As tenants, we decided that this summer the Valleys and Vale panels should join and since then we have had two very successful joint meetings. We have been really happy to see some new faces this year in particular some of the Newtown tenants who have started to attend meetings. This year, the group have also worked hard with staff to try to improve services and have looked at everything from anti-social behaviour to the website, and were very pleased to see that in most areas of the survey, the services have been improving.

The Panel is open for everyone to get involved and is a great way of meeting new people, having fun as well as helping Newydd improve services for all tenants. Newydd will make all the arrangements for you to attend and will try to ensure any help you need is provided.



**If you would like any information about the Community Panel, please call Keiron Montague on 01443 408080.**

**John Phillips**  
Community Panel Chair

Artist's impression of Elfed Avenue, Penarth



## Development update

So far this year the Association has taken handover of 45 homes with a further 13 homes to follow. The development team has been extremely busy working on the delivery of these schemes and are excited to be contributing to the continued growth of the Association.

Below is an update on our development programme, if you would like any additional details on the featured schemes please contact [enquiries@newydd.co.uk](mailto:enquiries@newydd.co.uk), or call 0870 242 0673

### **Beyron Clos, Rhydfelin, Rhondda Cynon Taf**

We are pleased to announce that we took handover of this 15 home scheme in July. Designed by Cadarn Architecture and built by M&J Cosgrove the scheme was developed to include sustainable technologies to achieve an environmental build rating of Eco Homes good.

### **Ruler Way, Treforest, Rhondda Cynon Taf**

This 23 home scheme was completed in September. The scheme was developed on the site of the former Treforest Infants and Junior School which was bought by Newydd from Rhondda Cynon Taf Council in 2007.



Beyron Clos, Rhydyfelin, Rhondda Cynon Taf

Throughout the development Newydd has established close working links with the community particularly Parc Lewis Infants and Junior School, which the former pupils attended following the closure of the school site.

### **Tapscott House, Vere Street, Barry, Vale of Glamorgan**

Comprising 7 flats the scheme, designed by Cadarn Architecture and built by Pendragon (Design & Build) Limited, was completed in October.

The scheme is named Tapscott House in memory of Derek Tapscott, former footballer for Arsenal, Cardiff City and Wales who was born in Barry.



Tapscott House, Vere Street, Barry, Vale of Glamorgan

### **Main Street, Barry (Phase I), Vale of Glamorgan**

Works commenced in December 2008 on the delivery of 20 new homes in Main Street. The development comprises 14, 2 bed flats, one, 1 bed flat and five, 3 bed townhouses. Completion is planned for February 2010.



Main Street, Barry, Vale of Glamorgan

### **Jackson Quay, Barry Waterfront, Vale of Glamorgan**

Works on this high profile 70 home residential scheme commenced in August 2009. Jackson Quay forms part of the £ ¼ billion regeneration of Barry Waterfront.

The scheme, designed by Tony King Architects Ltd, will be built to meet Ecohomes Good and Code for Sustainable Homes Level 3. Mi Space Contractors, who are also the contractors on our Main Street development, will be carrying out the works on this exciting project.



Jackson Quay, Barry, Vale of Glamorgan

### **Court Road, Barry, Vale of Glamorgan**

Work commenced on this development in September 2009. The scheme comprising four, 4 bed townhouses and eight, 2 bed flats includes the refurbishment of the existing church to provide the 8 flats.

### **Elfed Avenue, Penarth, Vale of Glamorgan**

Newydd is currently working on a significant sustainability scheme in the town of Penarth. The delivery of 4 houses on the site of former St Luke's Church will achieve high levels of sustainable design and will form a pilot sustainability project for the Welsh Assembly Government and the Vale of Glamorgan. The scheme was recently turned down at planning but Newydd is appealing against the decision with a hearing scheduled for February 2010, watch this space!



Court Road, Barry, Vale of Glamorgan



## Maintenance update

The summer and autumn months have seen Newydd introduce several improvements in the way the repairs service is delivered to tenants. The main changes include the introduction of call centre software for the maintenance contact number, revised out of office hours contact arrangements, a revised reactive maintenance contract agreement in Newtown, Powys and the appointment of a new gas servicing auditor.

### New Call Centre Software

During May 2009, Newydd introduced new call centre software to support the maintenance line number (**0845 603 1696**). The old system did not have a queuing system and could sometimes create the impression that nobody was answering maintenance calls. The new system addresses this by answering the call and placing the caller in a queue if all the Maintenance Assistants are busy on the telephone. A message is provided with an option to remain in the queue or to leave a message.

### Out of Office Hours Contact Arrangements

The spring edition of In View informed tenants that we would be changing the contact arrangements so that tenants could ring the Association's contractors directly for out of office hour's emergencies. The new contact arrangements were introduced during May 2009 and although the Association initially experienced some minor teething problems, it appears to have improved the quality of the service provided.

All telephone repair requests should now be made through the maintenance repair line **0845 603 1696** day or night. Between 5pm and 9am on weekday nights, and during the weekend, this number will present you with an option to be transferred to the appropriate out of hour's contractor for your area.

If you don't have your own phone, speak to a family member, friend, your resident's association or nominated advocate who can help you.

## Newtown, Powys - Reactive Maintenance Agreement

On the 1st June 2009 the Association entered into a new Reactive Maintenance agreement with Celtic Development Property Services for Newtown properties. The new agreement will provide the Association with greater control of costs prior to work being completed and improved performance indicators. This new agreement will not prevent the contractor completing any work relating to their original instruction, as long as it does not increase the cost of the original order by £50.00. Any requests for additional work higher than £50.00 will need prior authorisation from the Association.

## New Gas Servicing Auditors

The Association is committed to ensuring all tenants feel safe and secure in their homes especially in relation to the Association's gas appliances. All gas appliances must be serviced annually to comply with the Gas Safety Legislation but a percentage of the servicing work is also subjected to auditing to ensure that the services are completed efficiently and all relevant paperwork is completed correctly. Newydd is pleased to be working with RD Mechanical Services Ltd to undertake the auditing for an initial period of 1 year with the option to extend this agreement.

## Planned Maintenance & Cyclical Programs

The maintenance team is currently producing the Association's 5 year planned/cyclical programs and for the past three months we have been undertaking our annual stock condition surveys to improve the accuracy of our stock condition database to ensure that the future programmes reflect the highest priority work. The Association's 5 year planned and cyclical programs will be published early in the New Year.

## Future Maintenance Improvements

Newydd is constantly looking at ways to improve the maintenance service delivered to its tenants and as part of these improvements we will be issuing a repairs handbook to all tenants. This will aim to provide additional information about the maintenance service, assist tenants reporting repairs and provide assistance with the completion of repairs. **The repair handbook will be issued to all tenants early in the New Year.**

As you may already be aware, Newydd offers tenants the opportunity to report repairs via the internet and we are keen to increase the use of this service to reduce the volume of telephone calls received by the Association. Repair reporting via the internet is accessible via the Newydd's website and requires the user to click the red house icon (House Call), where you will be directed through a series of diagrams to report your repair.

Finally, a big **Thank You** goes to all those tenant's who have filled in and returned repairs tenant satisfaction questionnaire. This feedback is appreciated and helps us address any concerns that tenants have about the way repairs have been dealt with. We are very keen to increase the number of questionnaires returned and we urge all tenants to complete and return the questionnaires in the envelopes provided, following the completion of the repair.

As a reminder, there is a **£150.00 prize draw** every quarter for all completed and returned questionnaires. The lucky winner for the 1st quarter of this financial year was Mr P Butcher of Arthur Davies Court. The winner for the 2nd quarter was Mr J McQuade of Thompson Street. Please keep returning the satisfaction forms because you have got to send it in for your chance to win.

# Acting on your views

The Tenants Survey was carried out again over the summer and we received 585 responses, which is 27% of all tenants. All tenants who completed a survey (including those who filled it out on-line) are entered into a draw and ten winners receive £100 each!

**This year's winners were:**

Mr H, Glyntaff	Mr R, Aberdare
Ms D, Talbot Green	Mr R, Barry
Ms H, Newtown	Ms C, Penarth
Mr H, Cadoxton	Mrs V, Barry
Ms S, Barry	Ms G, Barry



This shows an improvement of 9% on last year's figure.

As with last year, there were many questions which are being analysed and many actions will come from the survey results, but a summary of some big issues that will affect you are listed below.

Generally most areas of the service have improved from last year, in particular the maintenance service and the way we consult with tenants. The Tenant Mystery Shopping service has had a good effect on the customer service responses with all of them improving significantly from last year.

The Community Panel and Newydd Boards have discussed the results of the survey, and the new Tenant Scrutiny Group (see page16) will use it to identify areas of the service that could be improved.

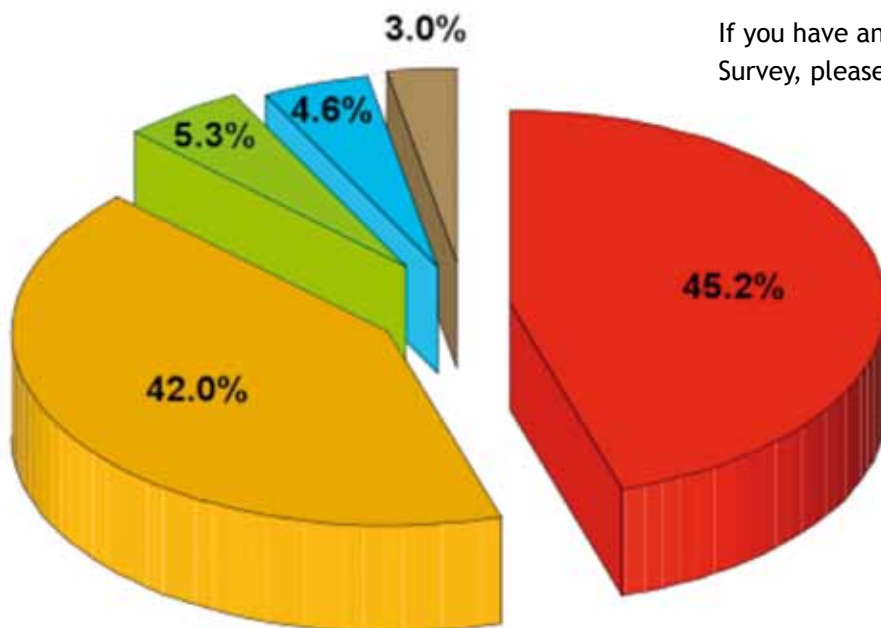
The response from tenants regarding the overall service from Newydd was:

The Community Panel is currently reading all the comments that you made in the "Any Other Comments" section of the survey and identifying themes that the Association needs to address.

**How satisfied or dissatisfied are you with services provided by Newydd**

Thank you for taking the time to complete the survey. It helps us to improve the services you receive.

If you have any comments regarding the Tenants Survey, please contact your Housing Office:



Vale office: 01446 701501  
 Valleys office: 01443 408080  
 Newtown office: 01686 621965

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

You said:	What we have done / will do:
That you want to be referred to as “Tenants”, not “Residents” or anything else.	We will ensure that we refer to you as tenants in the future.
You gave us lots of equality information such as your ethnic origin and your disabilities.	We will use this information to ensure that the services Newydd provides are accessible and take into account your needs.
That the neighbourhoods you live in need to be improved.	We are identifying the areas where tenants have expressed concern and are arranging road shows and further consultation to identify the specific issues you are concerned about.
That you want to feel safer in your community. 39% of you thought the anti-social behaviour service was poor.	We have implemented the changes to the anti-social behaviour policy and we will be testing (through Newydd 90) in March 2010 if the service has improved.
That you prefer to contact the Association by telephone.	We are changing the way we deliver services and will aim to answer telephones quickly and resolve your query first time.
This year we asked if Newydd services had improved since last year and 61% of you believed they had, with another 33% saying that the level of service had stayed the same.	We will continue to improve the services we deliver and the Community Panel has set up Tenant Scrutiny (which you can read about on page 16) and a Policy sub-group to discuss all the Association’s policies.
You told us what stops you from being involved in the Association.	We will address what prevents tenants from being involved with Newydd and increase the numbers of tenants who regularly get involved in the Association’s activities.
That a high number of tenants are interested in working at Newydd Housing Association.	We will ensure those tenants who said they would like to work at Newydd receive copies of job opportunities and we will run a “job fair” and invite those tenants to meet the departments and find out how they can get work experience or employment with Newydd.

## Get covered!

Following on from the insurance article we published in the last In View, new rates have been provided which cover ALL Newydd properties, no matter where they are.

**REMEMBER - Newydd insures the building, NOT your contents.** If your possessions are damaged in a flood or are stolen, it is your responsibility to replace them. Please refer to the ‘My Home Contents Insurance’ leaflet included with this edition. (You can also find alternative home contents insurance if you prefer.)



# The 21st Annual TPAS Conference 2009 - No Place Like Home

This year's conference provided a mix of workshops and fringe sessions which gave tenants the opportunity to exchange ideas and learn new skills and extend their knowledge on issues surrounding tenant participation and key housing policy themes such as community engagement, regeneration, delivery of affordable homes, safety and security within our homes and communities.

Newydd offered to sponsor a number of places for tenants who attend our Community Panel and some tenant groups funded their own places at the conference.

There was a joint workshop on 'Setting up a Community House Project' hosted by Welsh Tenants Federation, Newydd and representatives from ANTRA, the Tenants Association in Aberaman, who won the best tenants group award earlier this year. The workshop was well attended and very positive feedback was received.

Linda Chamberlain, tenant board member, kindly submitted the following poem about her experience at the conference.

## TPAS

A group of us went to conference  
We had a great time, every one  
We met some wonderful people  
And were sorry when it was all done

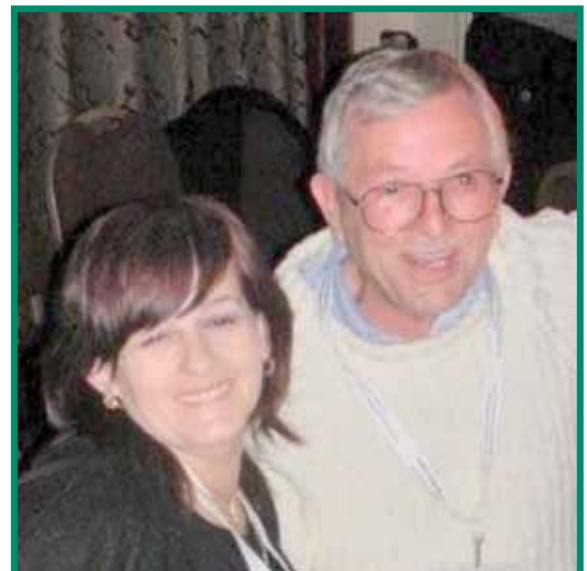
The hotel we stayed in was smashing  
The food was delicious as well  
We worked hard at all of the workshops  
And the evenings were fun as well

We were all really sorry to leave there  
Though it was nice when we all arrived home  
I'm sorry I ate so much food though  
I'm sure I've put on a few stone!

We learned such a lot which was useful  
And the contacts we made were first rate  
For the friendship they gave and memories we'll save  
But now I must lose all that weight!



Photos kindly provided by Lyn Bond, tenant board member.





## Mi-Space make green space at St Baruch's Court

**Mi-Space, the affordable housing business from the Midas Group, has recently been helping out the local people in Barry.**

The company was approached by Newydd about a project in Barry and Mi-Space agreed to do the work free of charge. The project involved creating a more useable outside space for the residents of St Baruch's Court.

A team of five people from Mi-Space built a decked communal area and donated plants and fencing to make the area more secure. Newydd funded the cost of the material through their community fund.

Mark Perry, Project Manager with Mi-Space, said:

“We were delighted to help out when Newydd came to us to talk about the project at St Baruch's Court. Mi-Space is all about helping the communities in which we work and this project was ideal as we currently have a couple of projects in the town.”

Tina Ingram from St Baruch's Court Tenants Association commented:

“Residents from St Baruch's Court are over the moon with their improved garden area and would like to thank all those involved in the project.”

**Mi-Space is the contractor currently working with Newydd to develop the schemes at Jackson Quay on the waterfront in Barry, and also Main Street in Barry, which are due to be completed during 2010.**



## The pound in your pocket

It's been a tough year for the economy and the impact has been felt by everyone. This year we held our Annual General Meeting as part of the Newydd Money Market day and the meeting was a packed house with close to 100 guests and standing room only.



Paul Roberts, Newydd's Chief Executive explained to the meeting why Newydd's work on financial issue was important to tenants:

- 17% don't have a bank account
- Over 70% are on benefits
- Many tenants struggle to obtain good financial deals due to lack of information or no credit track record
- 20% have used door step lenders
- 25% of tenants say that they struggle to manage their finances and pay their heating costs



The Money Market contained stalls from over 30 different organisations that are working with Newydd to provide access to financial and cost saving products for tenants, from insurance companies to community groups running vegetable box schemes.

The meeting heard a talk from Katija Dew, who is the Financial Inclusion Champion for Wales, about how organisations are working together to tackle poverty and provide better advice to households.

Tenants were also given the chance to sign up for a share in Newydd and several took up the offer. This edition of In View is accompanied by information on share membership and tenants are very welcome to apply by completing the short form and sending it back to Newydd in the envelope provided.



## Don't risk being homeless this Christmas

We understand that there may be times when you struggle to make ends meet, none more so than at Christmas, when there are extra demands on the money that you have. It may be tempting to miss a couple of payments but paying your rent is the most important aspect of your tenancy with Newydd whatever the time of year. Like every other housing organisation we have to take firm action against tenants who do not pay their rent and sometimes this had led to tenants being evicted.

Eviction is always a last resort but if you are having difficulties paying your rent, it is important that you contact us and let us know as soon as possible. Write a letter, telephone or call into your local office, explaining why you're having problems paying the rent. This could be, for example, because you've lost your job or have made a benefit claim that hasn't been dealt with. Don't wait until the arrears build up - contact us as soon as you start having difficulties. Your Housing Officer may be able to help you with your benefit claim or set up a payment arrangement with you. If you have other debts we may also be able to refer you to other agencies for some general debt advice.

There are lots of different ways to pay either in cash, by cheque, by direct debit or standing order, through your Allpay payment card or via the internet.

Since last Christmas, Newydd Housing Association has evicted 15 tenants due to rent arrears. Can you afford not to pay your rent?



# Gardening competition winners 2009

The standard of this year's gardening competition entries was again extremely high and our judge, Beth Barry, from Vale Mediation Services, found choosing winners of each category extremely difficult! But after a lot of consideration, Beth decided that the lucky winners should be:

## Best Garden

Mr and Mrs Davies - Maes yr Eglwys, Glynneath



## Best Sheltered Housing Garden

Mr D Furnish and Mr B Powell - Elis Fisher Court, Barry



## Best Communal Garden

Mr R Dutton - Newydd Court, Tongwynlais



## Best Hanging Baskets/ window boxes

Mr and Mrs Prill -  
St Baruchs Court

Each winner received a prize of £50. Many thanks for all the hard work that went into making such beautiful gardens and to all those who entered or were nominated!

# Going digital - all you need to know

Newydd was one of the first housing associations in Wales to work in partnership with Digital UK, the Government agency set up to raise awareness amongst the general public about the up and coming digital switchover in the UK.

As a landlord, Newydd is ready for the digital switchover and has completed the necessary work to communal systems within its sheltered schemes and general needs flat complexes to receive digital signals. In fact, many of you will have already upgraded your televisions by connecting to a set-top digital box to your existing television or buying a new television with digital connection inside it.

Here are a few more facts about digital TV

1. **Switchover happens in south east Wales during March 2010 (starting on 3 March).**
2. **You don't have to buy a new TV**
  - Almost all TVs can be converted with a digital box
  - However, if you do buy a new TV, then look for the Digital UK 'tick' logo, which means the TV will work through the switchover period.



### 3. It doesn't have to be expensive

- Prices will vary depending on which service you choose. There are 2 ways of going digital:
  - A one-off payment with services such as Freeview or Freesat from Sky
  - A monthly subscription with services such as Sky TV or Virgin Media

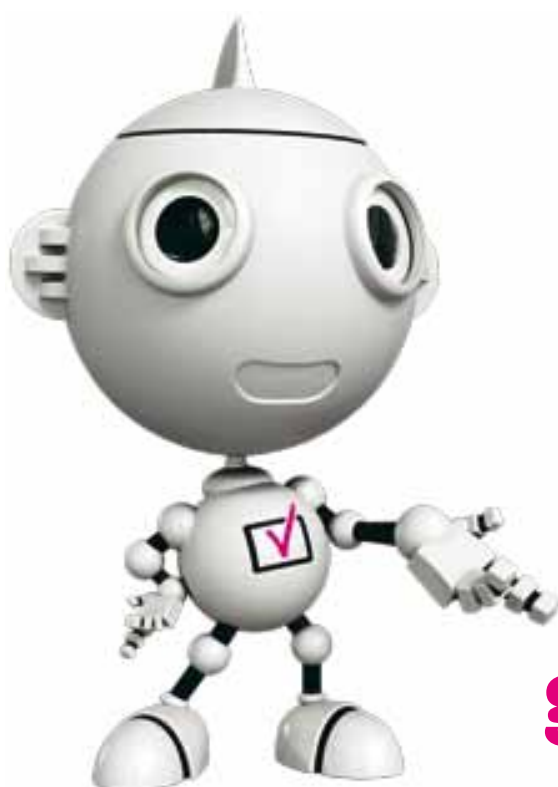
### 4. Digital TV gives you more channels and services

- You'll receive a larger selection of TV channels
- You'll also receive radio stations, interactive features on screen, subtitling and audio description

### 5. Digital UK is here to help you through the switchover period

- They offer independent advice and will guide you through the switchover process if you need assistance.
- There is also a Help Scheme for people over 75 and in need of the most assistance.

If you have any questions on the digital switchover, call Digital UK on 08456 50 50 50, or visit Digital UK's website at [www.digitaluk.co.uk](http://www.digitaluk.co.uk)



**get set for digital** 



## Tenant scrutiny group

### What is the Tenant Scrutiny Group (TSG)?

- The group will be an important part of the management structure of Newydd Housing Association.
- The group will work with the Newydd Board to monitor the services tenants receive, checking that standards are always improving.
- Members of the group will help improve services and will make sure that tenants' views are listened to.

### Why have a Tenants Scrutiny Group?

Having a group is a way to involve tenants who have an interest in how Newydd Housing Association is growing, improving and planning for the future. The benefits of having the group include:

- Tenants can be involved in decisions that affect their homes and communities.
- Newydd Housing Association and tenants can work together.
- The Newydd Board will answer to tenants for the decisions it makes.
- The Newydd Board can hear tenants' views on policy issues, improvement plans and services.

- Tenants can influence policies and plans that will affect the way their homes are managed.

### What will the Tenant Scrutiny Group do?

The group's role will be to address areas of performance and use a number of tools to improve the service. The group can use:

- **Tenant Mystery Shopping** - the group may direct the tenant mystery shoppers to focus on a specific area of service to test its response.
- **Estate Inspections** - the group may visit estates and carry out inspections.
- **Internal Audit** - the group may direct Newydd's Internal Auditors to examine a service and report back to the Group on their findings.
- **Task & Finish Group** - the group can ask the Community Panel to set up a Task & Finish Group on a certain service to enable in-depth discussion with a wider group of tenants on issues with a service
- **Staff interviews** - the group can interview staff to investigate how a particular service is carried out.
- **Tenant Inquiry** - the group may hold an open event on any of the Association's estates where tenants can speak directly to the group.

- **Benchmarking** - the group may visit other organisations to examine how they deliver a service.
- **Shadowing** - members of the group may observe staff to see how services are provided.
- **Tenant Inspectors** - a number of tenants will be trained as Tenant Inspectors and may be asked by the group to inspect a particular service.
- **Desktop Reviews** - the group may request paperwork such as policies, Board papers, performance reports etc. to review services.
- **Newydd 90** - the group may ask for a Newydd 90 survey to be carried out.
- Meetings with Tenants & Resident's Groups and/or Estate Champions

### Who can apply to be part of this group?

The group will be made up of a minimum of four and a maximum of seven tenants. The requirements for being a member of the group will be that the person:

- Lives in a Newydd house
- Is not a Board member and has not been a Board member in the previous two years
- Demonstrates good concentration
- Has an ability to handle and respect confidential information
- Has an ability to prioritise information and sift it to reveal the important information
- Has good communication skills
- Has good inter-personal skills including tact, diplomacy and professionalism
- Is open minded
- Is non-judgemental
- Has good presentation and report making skills
- Has the ability to work to deadlines
- Has the ability to work as part of a team
- Is able to contribute for the benefit of all tenants and the organisation rather than for reasons of personal interest or gain
- is able to travel and go to meetings and events, which may sometimes involve an overnight stay;

Members of the group will be recruited by three members of the Community Panel. The application form to apply for a place on the Tenant Scrutiny Group is at the end of this article.

### What qualifications or experience would I need to be part of the Tenant Scrutiny Group?

You don't need qualifications or experience to be part of the group. You need to be able to meet the criteria listed above.

We will give you training and support to develop your skills and learn more about the issues that affect Newydd.

### How much time would I need to put in?

A group member will have to attend meetings four times a year, and read relevant papers between meetings. Members will sit on the group for a period of up to three years (which will be reviewed annually) and may also be invited to attend other meetings, conferences and events from time to time.

If the Tenant Scrutiny Group is not for you, you may wish to consider the Community Panel, NEADS, Advisory Groups, Tenants & Residents Groups, Newydd 90, Mystery Shopping, becoming a share member, standing for election to the Newydd Board, joining the Reading Panel, joining in a Task & Finish Group or simply filling in the annual survey!

**Closing date for expressions of interest: MONDAY 18 JANUARY 2010**



#### EXPRESSION OF INTEREST FORM

I am interested in the new Tenant Scrutiny Group. Please send me an invitation to a workshop where I will learn more and how to apply.

Name

Address:

Tel:

E-mail:

Please return this form in the prepaid envelope provided by **Monday 4 January 2010**

# Reasons to get involved

**C**ommunication  
**O**rganisation  
**M**utual  
**M**odify  
**U**nity  
**N**etworking  
**I**nclusion  
**T**eamworking  
**Y**ou

**I**nformation  
**N**urturing  
**V**oice  
**O**pportunity  
**L**eading  
**V**ision  
**E**quality  
**M**eeting  
**E**nterprise  
**N**eighbourhood  
**T**raining

- Sub Groups - Maintenance & Policy
- Scrutiny Panel
- Task and Finish Groups
- Tenant’s Groups/Estate Champions
- Board Membership
- Reading Panel
- Audit Committee
- Annual General Meeting
- Tenants’ Festivals
- Improvement Reviews
- Tenant’s Surveys
- The Consultation Network
- Managers Surgeries

**Ways to get involved:**

- Newydd 90
- Community Panel
- Advisory Groups - NEADS (Disability and Equality), LGBT (Lesbian, Gay, Bisexual and Transgender), Sheltered & Youth

If you would like to find out more about getting involved, please contact your Community Involvement Officer at your local area office: **Keiron Montague (Valleys and Newtown) on 01443 408080** and **Tracy James (Vale) on 01446 701501**



**IF YOU ARE UNEMPLOYED AND LIVING IN GIBBONSDOWN, CASTLELAND OR COURT YOU MAY BE ELIGIBLE FOR THE FOLLOWING:**

- |                         |                        |                          |
|-------------------------|------------------------|--------------------------|
| • COURSES AVAILABLE IN: | • INTRODUCTION TO CARE | • CSCS CONSTRUCTION CARD |
| • SIA TRAINING          | • FOOD HYGIENE         | • CV COMPLETION          |
| • RETAIL & HOSPITALITY  | • FIRST AID            |                          |
| • ADMINISTRATION        | • CCNSG SITE SAFETY    |                          |

**ADVICE & GUIDANCE ON:**

- |                              |                             |                    |
|------------------------------|-----------------------------|--------------------|
| • JOB SEARCH                 | • MOTIVATION AND CONFIDENCE | • CHILDCARE        |
| • LINKS WITH LOCAL EMPLOYERS | • EQUIPMENT AND LICENCES    | • HOUSING          |
| • FUNDING FOR TRAINING       | • SELF EMPLOYMENT           | • SUBSTANCE MISUSE |

**FOR FURTHER INFORMATION DROP IN FOR A CHAT AT:**

THE LIBRARY (UPSTAIRS), KING SQUARE: TUESDAY 1.15 – 4PM  
COMMUNITIES FIRST, ABERAERON CLOSE: WEDNESDAY 9AM – 4PM, FRIDAY 9AM – 12PM  
OR CALL YVONNE ON: 07891 775371, OFFICE HOURS 9AM – 4PM, MONDAY – FRIDAY

# Community funding

Do you have an idea for a community project? If you have, then Newydd may be able to help support you with a small grant. You no longer have to be part of an official group to gain access to our funding. All you need is a project idea which will benefit your community. The amount of funding available is small and we may only be able to fund some of the projects submitted but we would like to support as many projects as we can.

If you want to apply for community project funding, the first thing to do is ring Keiron Montague on 01443 408080 who will discuss your projects and help you fill in an application form. Even if you just wish to discuss Newydd's Community Funding, please feel free to get in touch.

Please note that application packs will be sent to all existing tenant groups shortly.



## Cut the cost of credit

### Have you ever borrowed money from a doorstep lender or loan shark?

People often don't realise the cost of the money that they are borrowing or feel that they don't have any choice other than to borrow in this way. Now there is an alternative.

Moneyline Cymru is a new company opening five branches in South Wales offering affordable loans. It is very easy to apply, decisions are quick and you can have the cash within days.

If you need a loan, Moneyline Cymru could save you hundreds of pounds. It is a money saving alternative to door step lenders like the Provident. Look at the example below:

If you borrowed £400 from Moneyline Cymru instead of the Provident you could save £224 over 12 months.

	Loan	Term	Cost per £100 borrowed	Total amount payable
Provident	£400	12 months	£75	£700
Moneyline Cymru	£400	12 months	£19	£476
<b>Savings</b>				<b>£224</b>

From Mid October Moneyline Cymru has had an office in Cardiff and Pontypridd, so don't get ripped off, think before you borrow from anybody knocking at your door and call into your local Moneyline Cymru office at 184 Cowbridge Road East, Cardiff or 8 Ceridwen Terrace, Pontypridd instead - it could save you a lot of money.

For further information and help, call Moneyline Cymru direct on **0845 643 1553**.

Alternatively, you may be able to get an even lower cost loan from your local credit union.



## Are you satisfied with your estate services?

Each year Newydd reviews the services and charges for every estate. Some of the services that you receive include things like grass cutting, window cleaning, litter picking as well as communal cleaning, heating and lighting.

Questionnaires were sent out to all tenants and homeowners in September to ask whether you are

satisfied with the quality of the services you receive and whether there are any additional services you would like on your estate.

It is not too late to have your say so please contact your Housing Officer if you would like another questionnaire or if you would like to discuss the services or the charges you pay.

Charges for 2010 will be finalised and sent out to all tenants at the end of February 2010.

## Shop till you drop

Our Tenant Mystery Shoppers are now 'shopping' the services Newydd provides to you, the tenants. We are still looking for more tenants to sign up as Mystery Shoppers. As a Mystery Shopper we ask you to complete a form every time you contact Newydd, telling us what happened. This is your chance to tell us what you really think, good or bad, of our services and the staff.

If you think that your feedback will not make a difference here are some of the results from the recent analysis:

- our staff are polite
- the telephone is answered quickly
- when you leave a message quite often your call is not returned

The results are fed back to the Community Panel, Newydd Board and will go to the Tenant Scrutiny Group (see page 16), with the managers implementing an improvement plan to work on areas where we are not performing well and maintaining the areas where things are going well.

If you really want to make a difference to the services and standards at Newydd Housing Association, sign up to be a Mystery Shopper by contacting the Community Involvement Team on 01443 408080.

## Get involved in our new groups

To help ensure you have a say in all areas of our work, Newydd has set up three new groups which are:

- Anti social behaviour group
- Maintenance group
- Policy review group

The groups are open to everyone who would like to help us improve a particular area of the service. The groups will monitor how we are performing and help us identify and resolve areas that are currently of concern to tenants.

If you would like to be a part of these or any group please call Keiron Montague on 01443 408080.