

Your Newsletter



The tenants' newsletter for Denbighshire Housing

ISSUE 17

Spring/Summer 2026

STAR Survey 2025 - We asked for your views and this is what you told us!

Thank you to everyone who took part in our Survey of Tenants and Residents (STAR) 2025! Your feedback is invaluable to us in helping to shape our services for you. We had another fantastic response, receiving 847 responses, which is 26% of all our households. The top 5 highlights include:

★ Overall service ★



84%

of our tenants are overall satisfied with the service we provide

★ Rent ★



84%

of our tenants feel their rent is value for money

★ Repairs ★



82%

of our tenants are satisfied with Repairs and Maintenance

★ Easy to deal with ★



82%

of our tenants find us easy to deal with, praise our professionalism and approachability of our contact centre, housing and repairs teams

Several recommendations have come out of our STAR results, and we will be looking at:

- Repair appointments
- A tenant portal
- Energy efficiency
- Grounds maintenance standard
- Tenant engagement
- Welsh Housing Quality Standards (WHQS) awareness
- Quality audits
- Strengthen tenancy agreement enforcement
- Repairs communications

For more information about STAR, take a look at Page 4

★ Quality of home ★



81%

of our tenants are satisfied with the quality of their home

Summer events
Page 15

Tenant engagement
Page 13

Letting us in matters to keep your home safe Page 18



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County Council



Message from Geoff Davies, Lead Officer, Community Housing

*Welcome to the latest edition of your newsletter.
We hope you find the contents of interest.*

Firstly, a big thank you to everyone who completed a STAR satisfaction survey. We use the feedback to look where we can improve and understand what is important to you. There is information in the newsletter on page 4 about the results and what we are going to do to improve the service.. Our satisfaction remains amongst the best in Wales, so whilst we are pleased with this, we know we need to keep improving as we don't always get everything right.

We always welcome feedback at any time, so please get in touch, either with us directly or with your tenants federation DTARF (see page 3). Also in this edition, there is also further information on how you can get involved to help us continue to improve and develop our services.

Lastly, I'd like to bring your attention to an important article in this newsletter, page 18. We are seeing more and more tenants refusing us access to their homes for safety checks. These checks are a legal requirement to help keep you safe in your homes. We appreciate that these can be an inconvenience, can cause some disruption and that you might have concerns or worries about



them. This article shares why these safety checks are important and how we can help reduce any worries you might have. We want to try and improve the way we and our contractors do these checks, being more efficient and offering appointment times to suit you may help. If we've been in touch or get in touch in the future to arrange a safety check, please chat with us about any issues you might have, so we can resolve them together, and complete your home safety checks.

On page 4 there is also an introduction to Heidi McDougall, the Council's new Head of Housing and Communities.

As ever if there is anything you feel we should include in the newsletter please let us know by emailing housing@denbighshire.gov.uk

Inside this issue

Denbighshire Housing:

- 02 Message from Geoff
- 04 Survey of tenants and residents (STAR) results
- 06 Performance Highlights and Recommendations
- 18 Keeping your homes safe – why letting us in matters

Community & People:

- 03 Message from DTARF
- 04 Spotlight – Head of Service, Heidi McDougall
- 14 Community Resilience update
- 15 Summer Events
- 16 Renting Homes (Wales) Act and Renters' Rights

Investment & Improvements:

- 08 New council homes in Denbigh complete
- 09 Housing improvement projects
- 10 Welsh Housing Quality Standards (WHQS) 2023 update
- 12 Planned works coming up
- 13 Llwyn Eirin community come together
- 13 Llys Y Felin improvement works
- 15 Fresh new look for Bruton Park



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When you have finished reading this, please put it in the **TOP BOX** of your Trolibocs with the **BLUE** lid.

This one



Denbighshire Tenant and Residents Federation (DTARF) Update

Hello everyone,

It has been another busy and positive year for the Denbighshire Tenants and Residents Forum (DTARF) as we continue to strengthen tenant engagement and ensure that the voices of tenants are heard across Denbighshire Housing.

Over the past 12 months, we have worked hard to improve communication between tenants and housing services, while building stronger relationships with managers and decision-makers. Through regular meetings we have continued to challenge, question and contribute to discussions on a wide range of housing issues, helping to ensure that tenant perspectives remain at the heart of service development and improvement, some of our highlights include:

Tŷ Gwyrddfaï visit near Caernarfon to learn more about decarbonisation best practice in social housing.

Membership has grown to include representation from Llangollen.

Meetings are now held in Llygadog, Clawdd Poncen to improve presence in South Denbighshire.

Governance has been strengthened with DTARF now independently minuting all meetings (historically done by DCC officers).

DTARF represented Denbighshire Housing tenants at National TPAS Cymru Conference.

As well as our ongoing work programme (see our Looking ahead to 2026/27 list), we've also:

- Meet teams, including the Housing Contact Centre, Tenancy Support Service, Youth Service and Families First/Flying Start.
- Been involved with the recent Survey of tenants and residents (STAR) and other performance monitoring.
- Had Barclays Life Skills Service training.

Recently, we held our Annual General Meeting and were pleased to see continued interest from tenants across the county. We are particularly excited to welcome new representation from the wider communities that we visit each month. Broadening participation helps us better understand local concerns, celebrate successes, and ensure that as many tenant voices as possible are included in conversations about housing services.

Looking Ahead to 2026/27

We have an exciting and ambitious programme of topics planned. These have been chosen because they matter to tenants and residents and provide opportunities for us to influence services and ask important questions on your behalf.

Over the coming year, DTARF will be discussing:

- Community Housing priority setting
- AICO Home Sensors
- Service charges
- Website updates
- Housing performance monitoring
- Ground Maintenance reflections
- Rent increases
- Tenant profiling project
- Capital Works plan

We are committed to being a strong, independent voice for tenants, and we encourage anyone with an interest in housing services or community issues to get involved. Whether you would like to attend a meeting, learn more about a particular topic being discussed, or find out when we will be visiting your area, we would love to hear from you.

John, Chair DTARF
dtarf1@outlook.com



Ffederasiwn Tenantiaid a
Thrigolion Sir Ddinbych
Denbighshire Tenants
and Residents Federation

BULLETIN BOARD

To report any maintenance issues contact customer services:

Mon-Thu 9:00am-5:00pm,
Fri 9:00am-4:30pm

01824 706000

Out of hours emergency
0300 123 3068

Galw Gofal (Careline)
0300 123 6688

Single point of access (SPOA) for
support referrals **0300 456 1000**

Gas emergency **0800 111 999**

Electricity emergency
0800 3163 105

NHS Direct Wales **111**

Floodline **0345 988 1188**

Type Talk **0345 602 6340**



New Head of Service spotlight

Introducing our new Head of Housing and Communities – Heidi McDougall

Dear Tenants

I am delighted to introduce myself as the new Head of Housing and Communities for Denbighshire County Council. I joined the Council back in February and since then I have been out and about meeting lots of new people, partners and visiting the estates to see firsthand the properties that we manage.

Housing plays such a vital role in everyone's lives. A safe, secure, and well-maintained home provides the foundations for people to thrive. I am proud to be joining a service that is committed to supporting communities and delivering high-quality services and homes across Denbighshire.

I have a strong passion for public service and for making a positive difference to the lives of residents. Throughout my career, I have worked to improve housing services, strengthen communities, and ensure that customers remain at the heart of decision-making. In my new role, I am committed to engaging with tenants, understanding your lived experience and working with staff and partners to continue improving the services we provide.

I would like to thank all the tenants who responded to the tenant participation survey (STAR). These results have



provided useful insight into the services delivered whilst highlighting some areas of improvement. Your feedback is invaluable, and it will help us to shape services that meet your needs.

There are many challenges and opportunities facing the housing sector, but I firmly believe that by working together we can continue to provide quality homes, support to those that need it, create sustainable communities and deliver services that we can all be proud of.

I would like to thank you for the warm welcome I have received so far. I am excited about the future and look forward to working alongside tenants and partners to build on the great work already taking place.

STAR 2025



Thank you to everyone who took time to complete the **2025 STAR Survey**.

Your feedback is invaluable to us in helping to shape our services. We've had yet another fantastic response receiving 847 responses which is 26% of all our households.



Denbighshire Housing continues to be a high performer when benchmarked against other Welsh Social Landlords.



84%

of tenants satisfied with the service provided by Denbighshire Housing



81%

of tenants satisfied with the overall quality of their home



82%

of tenants satisfied with the way Denbighshire Housing deals with repairs and maintenance



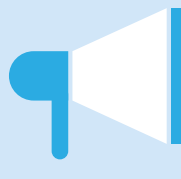
84%

of tenants satisfied that their rent provides value for money



65%

of tenants satisfied that Denbighshire Housing listens to their views and acts upon them



49%

of tenants satisfied that they have a say in how services are managed



80%

of tenants satisfied with their neighbourhood as a place to live



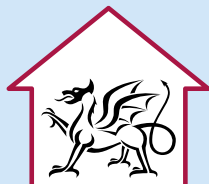
57%

of tenants satisfied with the way Denbighshire Housing deals with anti-social behaviour



85%

of tenants read the tenants newsletter



69%

of tenants say they haven't heard of the 2023 Welsh Housing Quality Standard



82%

of tenants satisfied that Denbighshire Housing are easy to deal with.



85%

of tenants satisfied that Denbighshire Housing provides a home that is safe and secure



80%

of tenants satisfied with the way they are kept informed throughout the repairs process



68%

of tenants satisfied that their service charge provides value for money



53%

of tenants satisfied with opportunities to participate in decision making processes



77%

of tenants say that they trust Denbighshire Housing



62%

of tenants satisfied that Denbighshire Housing makes a positive contribution to their neighbourhood



67%

of tenants satisfied with the grounds maintenance in their area



72%

of tenants would use an online tenant portal

Performance highlights

Denbighshire Housing continues to be a top performer in Wales, ranking 1st in four major categories when benchmarked against the other Welsh Local Authorities:

- **Overall Service Satisfaction: 84%**
- **Value for Money for Rent: 84%**
- **Satisfaction with Repairs and Maintenance: 82%**
- **Satisfaction with the Quality of Home: 81%**

82% of tenants find Denbighshire Housing easy to deal with, praising the professionalism and approachability of the Contact Centre, Housing, and Repairs teams.

Additionally, trust in the service has increased to **77%**, a 3% rise since 2023.

Tenant engagement: While core services are strong, there have been drops in the way tenant engagement is viewed. Satisfaction with “having a say in how services are managed” fell by 14% since 2023 while satisfaction with “opportunities to participate in decision making processes” fell by 4%.

Customer service: 82% of tenants find Denbighshire Housing easy to deal with, praising the professionalism and approachability of the Contact Centre, Housing, and Repairs teams.

Property improvements: While residents are largely satisfied with their homes, there are opportunities to further improve satisfaction with a range of improvements depending on the availability of resources.

Anti-social behaviour management:

Satisfaction with Denbighshire Housing's management of anti-social behaviour has declined by 5% since 2023. Residents expressed concerns that tenancy agreements are not being enforced as effectively.

Repairs and maintenance: While 82% of residents are satisfied with repairs, there is an opportunity to improve that further by addressing feedback on communication and ensuring external contractors match the high standards of in-house teams.

Online services: There is high enthusiasm for new digital initiatives, with 72% of tenants expressing a desire to use a new online tenant portal. Additionally, the tenant newsletter remains a highly effective communication tool, read by 85% of residents.

Strong trust: Trust in the service has increased by 3% since 2023 (reaching 77%).

Grounds maintenance: 67% of tenants are satisfied with ground maintenance in their area, there are opportunities to improve this by ensuring footpaths remain clear of grass clippings, more consistent weed control and the pruning of overgrown trees and shrubbery.



Recommendations

Repairs appointments: Introduce an appointment system with specific days/times to better accommodate full-time workers and reduce unclear timescales.

Tenant portal: Launch the online tenant portal (supported by 72% of tenants).

Energy efficiency: Prioritise insulation and draught-proofing for windows and doors to address reports of homes being difficult to heat.

Grounds maintenance standard: Review contracts to include mandatory clearing of grass clippings from footpaths to prevent slip hazards and improve visual kerb appeal.

Tenant engagement: Regularly publish how tenant feedback has led to specific service changes. Implement a "Menu of Engagement" that offers options like surveys and tenant panels.

WHQS awareness: Develop further communication campaigns for the 2023 Welsh Housing Quality Standard, as 69% of tenants are currently unaware of it. Please see page 10 for more information.

Quality audits: Implement stricter quality control for external contractors to ensure their work matches the high standards of the in-house team.

Strengthen tenancy agreement enforcement: Improve communication to ensure expectations are clear on how neighbours should understand their responsibilities to their community.

Repairs correspondence: Move from postal letters to text or email confirmations that are sent immediately when a job is scheduled or updated. Provide tenants with a written schedule of works that includes proposed dates for each stage of the repair.



New council homes in Denbigh complete

Tenants have now moved into Llwyn Eirin, Denbigh, the development of 22 new Council homes.

Despite a number of challenges with this site all our tenants have now moved in.

These new homes emphasise how supporting local people and helping to ensure affordable housing can make such a positive difference to peoples lives.

Our tenants have praised the support they received during the allocation process and how nice their new homes are. One resident said: *"The Housing Officer has been very supportive in helping us. These properties are amazing and are beautiful inside."*

Another added: *"Thank you for our beautiful new home. We are going to benefit so much. The long wait was worth it and being kept informed along the way as well."*



Our Community Resilience team organised an event to give new tenants the opportunity to meet their neighbours, chat with partner organisations to find out what support is available in Denbigh, including Flying Start, Working Denbighshire and Families First. New tenants also got the opportunity to take part in crafting with local artist Jude Wood (via DLL Ltd). To read more about this event, take a look at page 13.

The Llwyn Eirin homes have been built to the Passivhaus standard and are fitted with solar panels and ground-source heat pumps, providing a comfortable, healthy, and sustainable spaces to live in.

The development has been supported by Welsh Government funding through its Innovative Housing Programme. This enabled Denbighshire County Council to work with Rhyl-based, Creating

Enterprise to provide components for the new homes which were manufactured off-site.

Councillor Rhys Thomas, Lead Member for Housing and Communities, said:

"It's fantastic to see tenants moving into these new homes at Llwyn Eirin. This development shows our commitment to providing high-quality, affordable housing for local people while also delivering homes that are fit for the future. These energy-efficient properties will hopefully help residents keep costs down while supporting our wider environmental ambitions."



Llywodraeth Cymru
Welsh Government

Housing improvement projects showcased during county-wide tours

Denbighshire County Council's Chief Executive, Helen White and Heidi McDougall, Head of Housing and Communities recently joined Community Housing and Property teams along with the Lead Member for Housing & Communities Councillor Rhys Thomas, on a series of tours across the county to see first-hand the wide range of housing improvements, new developments and community projects being delivered for residents.

The visits provided an opportunity to showcase investment in existing council homes, progress on new housing developments and the positive impact of community resilience and environmental initiatives.

The first tour, which took place in the north of the county during April, included a visit to Gwynfryn Avenue, Rhyl, where significant improvements have been carried out to homes for families in the area. The works have focused on improving energy efficiency and increasing renewable energy generation, helping residents reduce energy costs while creating more sustainable homes. The group also viewed a vacant property to see the high standard of refurbishment completed before handing it over to our new tenants.

The tour continued to Bruton Park, Rhyl where community facilities developed in partnership with Community Resilience and Countryside Services were highlighted, before moving on to Thornley Avenue to see ongoing works to re-roof homes and install PV (Photovoltaic) panels.

A visit to Llys Llen in Prestatyn showcased the Council's first new-build council homes in 30 years, while further stops in West

Rhyl demonstrated innovative approaches to housing delivery, including the conversion of office space into high-quality homes and the refurbishment of large Victorian properties into modern family accommodation.

The second tour took place in May and focused on the south of the county. The visit began at Pengwern Community Centre, where staff from South Denbighshire Community Partnership (SDCP) shared information about the wide range of activities and support services available to local residents.

The group then travelled to Clawdd Poncen, Corwen to visit Llygadog, an older persons' housing scheme, where recent improvements to the building, gardens and community facilities were showcased, alongside the activities helping residents remain active and connected.

The tour concluded in Denbigh with a visit to the new homes at Llwyn Eirin before a final stop at Lloyd Avenue to see recently refurbished properties and the popular pump track facility, which is providing a valuable recreational space for local children and young people.

Councillor Rhys Thomas, Lead

Member for Housing and Communities, said: "These visits were a fantastic opportunity to see first-hand the positive difference our investment is making to communities across Denbighshire. From improving the quality and energy efficiency of existing council homes to delivering new affordable housing and supporting community-led initiatives, we are committed to creating places where people can thrive.

"It was particularly encouraging to meet the staff and partners who are helping to deliver these projects and to see the benefits they are bringing to residents. The range of work taking place across the county demonstrates our commitment to providing high-quality homes, tackling climate challenges and building stronger, more resilient communities for the future."

The visits highlighted the breadth of investment taking place across Denbighshire, from improving existing homes and building new housing to supporting stronger, more resilient communities.

The work also supports our Corporate Plan priority of ensuring that Denbighshire has sufficient quality housing that meets people's needs.

Introducing the new Welsh Housing Quality Standards (WHQS 2023)

– What it means for you!

In our latest Survey of Tenants and Residents (STAR), 69% of you said you hadn't heard about them. We hope this article will explain in more detail what this means for you, as our tenants, and how we are hoping to deliver it.

1. What is WHQS 2023?

In October 2023, the WG introduced a new set of standards for social housing in Wales. It focusses on providing tenants with affordable housing of good quality, suitable for the needs of existing and future residents.



2. What are the main things included in the new standards?

For us to meet the WG standards, your homes must:

- **Be in good condition**

- Walls must be in a good condition, and not be weak or falling.
- There should not be damp in your home.
- Staircases should be safe.

- **Be safe and secure**

- **Doors and windows** should be safe and secure. We will follow the Secured By Design guide from the Police about how we can do this.
- **Fire safety:** homes must have heat and smoke detectors.
- You must have a safe and easy way to **escape if there is a fire**.
- **Gas and heating safety:** homes must have a carbon monoxide detector.
- **Home safety checks:** if homes have gas, oil or solid fuel, we must do a safety check once a year. We must give you a copy of the safety checks.
- **Electrical safety:** your home should have an electrical safety check every 5 years, and we will give you a copy.

- **Not cost too much to heat. And not be bad for the environment.**

- We must make sure that heating your home does not cost too much money. And that it isn't bad for the environment.
- Your home must let air flow through it, especially in kitchens and bathrooms.
- Homes should have fittings and appliances that stop water being wasted. This can help you keep your water bills down and is good for the environment.

- **Have an up-to-date kitchen and utility area**

- Kitchens should be in good condition.
- New kitchens should have space for a cooker, fridge and washing machine, and other appliances if needed.
- Kitchen floors must be non-slip.
- If there is nowhere to wash, dry and air clothes, we should provide a tumble dryer.

- **Have an up-to-date bathroom**

- Bathroom and toilets should be less than 26 years old, unless they are in good condition.
- Bathrooms must have a non-slip floor.

- They should have a shower, and a bath if possible. A shower can be over the bath.

• Comfortable and suit the person living there

- Your home should have enough space to live in comfortably.
- **Flooring:** When new tenants move in, all rooms must have the right type of flooring and be in good condition.
- **Noise:** Walls and windows should be good quality, so normal noise doesn't bother you.
- We need to make sure a home suits your needs, including disabled and older tenants.

• Have a garden if possible.

- It isn't always possible to have a garden, as it depends where you live.
- You should be able to get to your garden safely and easily.
- There should be a path for you to walk around.
- If possible, we should put up a clothes drying line, and there should be a path to it for you.
- You should have a lockable storage space outside. E.g. to store a bike or garden equipment.

• Have a nice outside space if possible

- We need to try and create a nice outside space, that is easy to look after.
- Spaces should be wildlife friendly.
- There should be plenty of plants and trees that also let sunlight through.
- If you don't have your own garden, we should provide

enough storage outside space for bikes, pushchairs or mobility scooters for you.

3. What are the timescales?

These are the main deadlines that we will be working towards:

31 March 2027:

- Produce our Target Energy Path-ways (TEP) using the information we have got from your home assessments. A TEP shows us what we need to do to make sure your home has a heating system that you can afford to turn on.

31 March 2034:

- We must meet these standards.

4. What have you done so far?

So far, we have been working through the WHQS 2023 standards and putting a plan of action together.

In July 2025, we updated Denbighshire Tenant and Residents Federation (DTARF) on our progress.

To help inform this, we have also listened to your responses in the recent STAR 2025 survey and are using this information to understand how you'd like the WHQS 2023 shaped moving forward. Over the next few months, and throughout the whole WHQS 2023 programme, we will have opportunities for you to engage with us and let us know what's important to you, your priorities on how we deliver this programme for you.



5. How will this be paid for?

The improvements we need to achieve the new standards will be funded by a percentage of the WG Major Repairs Allowance, other grant funding and tenants' rents.

6. How can I get involved?

An important part of these new standards is your involvement and engagement in the process. We will be working closely on this with DTARF and will be setting up a task and finish group with tenants in the future.

If you'd like to be part of DTARF and support us implementing the WHQS, then please get in touch on **01824 706000** or email housing@denbighshire.gov.uk

7. Where can I to find out more information?

For more information about what these include, please visit <https://www.gov.wales/welsh-housing-quality-standard-2023-0>



Planned works coming up

We are now in the final stages of completing our current external improvement programme to our flats at Vale Road, Victoria Road, Williams Street and Thornley Avenue in Rhyl.

The improvements delivered through our Optimised Retrofit Programme (ORP) have included full roof replacements, together with the installation of solar panels to help improve energy efficiency in our tenants homes. As part of the scheme, we have also upgraded loft insulation and installed environmental sensors to help monitor air quality for our tenants. We have also installed solar panels to a further 45 properties where roofs have been replaced within the last 12 months.



Our next programme of external improvements will include properties in St Davids Square, Kingsley Avenue, Gwalia Avenue and Victoria Road in Rhyl, as well as a smaller improvement programme to several properties in Rhewl. These works will include roof replacements, render improvements, solar panel installations, together with new fascias, soffits and guttering. The programme is currently at the design stage, with works expected to commence during the autumn of this year.



In addition to these works, we will also be starting our next kitchen and bathroom improvement programme this summer in Rhydwen Drive, Rhyl. Our contractors, NWPS Ltd, have been appointed to complete the works and are currently scheduling the programme. While this programme is underway, properties in Gwynfyn Avenue, Rhyl will also be surveyed in preparation for the next phase



of planned improvements. If your home is included in these works, we will be in touch over the summer.

Planned improvements are carried out in set cycles and to agreed specifications. Some of these cycles are determined by the Welsh Government's Welsh Housing Quality Standard (WHQS), which is designed to ensure



housing standards continue to improve. For more information about this, see page 10.

In other news – Llys Y Felin, St Asaph

We have completed the following improvement works at Llys Y Felin in St Asaph, working with Welsh Water, Councillor Martyn Hogg, SuDSPods and the Natural Flood Management grant funding. This project included essential roof upgrade and improvements as well as adding a new cutting-edge, green solution flood defence system. Specially designed planters and outdoor furniture have been installed to help with flood control, environmental improvements of water quality while also supporting biodiversity. For more information about this project, please see page 14.



Llwyn Eirin community come together to meet their new neighbours

Llwyn Eirin residents gathered at HWB Dinbych earlier this year for a successful 'Meet Your Neighbours' community event.



Organised by Denbighshire Housing and the Council's Community Resilience team, the event brought together the tenants of Llwyn Eirin, who moved into their new homes earlier this year. Partner organisations were also there to strengthen community connections and highlight to our tenants the wide range of support available for them in Denbigh.

Our tenants had the opportunity to meet representatives from Flying Start / Families First, Denbighshire Housing, and Working Denbighshire at HWB Dinbych. They also were able to take part in crafting with local artist Jude Wood (via DLL Ltd) and light refreshments helped create a relaxed and welcoming atmosphere to help support them

Lead Member for Housing and Communities, Cllr Rhys Thomas, said: *"It was fantastic to see so many residents come along to the event and take the opportunity to connect with one another and with the services available locally."*

"Bringing partners together under one roof makes it easier for people to access advice and support, while also helping to build stronger relationships within the community."

"Events like this show the strength of community spirit we have here in Denbigh, and we're grateful to everyone who attended and contributed to such a positive afternoon."

We would like to thank all partners and tenants who supported the event and helped make it a success, and we hope that everyone at Llwyn Eirin will be very happy in their new homes.

The development has been supported by Welsh Government funding through its Innovative Housing Programme, enabling Denbighshire County Council to work with the Rhyl-based Creating Enterprise Community Interest Company assembling components off-site for this modern approach to housebuilding.

Llys Y Felin, St Asaph

We are pleased to announce the re-establishment of the former Llys Y Felin Committee, which will now operate under the new name, Elwy Social & Community Committee.



The committee has been reformed with a renewed focus on supporting the local community, encouraging social engagement, and developing activities and opportunities that benefit residents of all ages.

Since re-establishing, the committee has already begun delivering successful community activities. A recent social quiz night was very well attended, bringing residents together in a relaxed and enjoyable environment.

The Community Resilience Team and Denbighshire Leisure Ltd have also successfully delivered arts and crafts and Boccia sessions within the centre, providing valuable opportunities for residents to engage socially, build connections, and take part in inclusive community activities.

Tenant Engagement Update TESA

In 2025 we became the first Local Authority in Wales to complete the TPAS Cymru Tenant Engagement Standards Assessment (TESA).



The assessment involved independent verification, scrutiny, advice, reflection and evidencing to understand the current performance of our tenant engagement in Denbighshire Housing and inform recommendations for improvement.

The TESA process, alongside new requirements for engagement under the Welsh Housing Quality Standards 2023 (WHQS2023), has put more emphasis on the importance of tenant engagement and has opened exciting new opportunities such as developing a new tenant engagement strategy and a menu of opportunities for tenants to have a better choice on how they can get involved with us.

Watch out for our newsletter in the autumn for more on this!

Tenant Topic – Your Rent and Affordability

In our recent STAR survey you said that while core services are strong, there has been less opportunity offered for engagement.

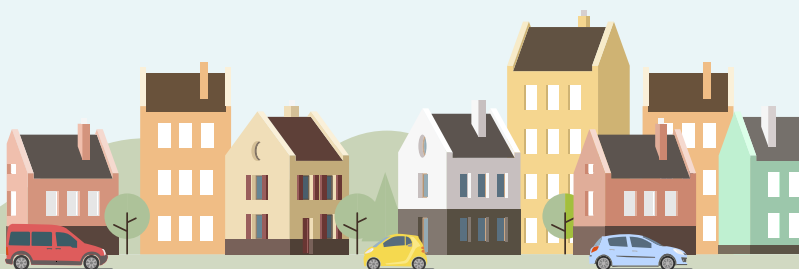


Satisfaction with "having a say in how services are managed" fell by 14% since 2023 while satisfaction with "opportunities to participate in decision making processes" fell by 4%. We want to make sure your voice is heard when it comes to the services that matter most to you. That's why we'll soon be launching a Rent and Affordability Survey to find out a bit more information from you.

This is your opportunity to share your thoughts and experiences, helping us better understand what affordability means to our tenants and how we can shape future decisions with your feedback in mind.

The survey will only take a few minutes to complete, but your input could make a real difference.

Keep an eye on over the coming weeks for more information and your invitation to take part via text or email. If you would like a printed survey, contact us so we can post one out to you. We encourage everyone to have their say and help us build a service that works for all.

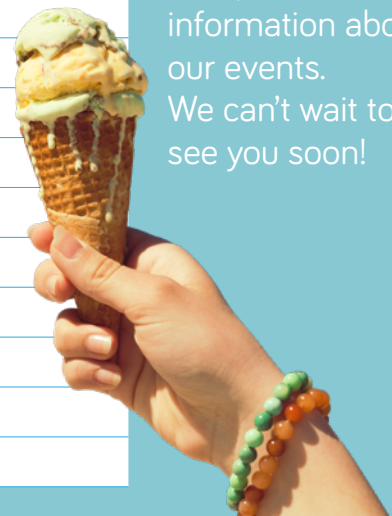


SUMMER EVENTS:

We're out and about this summer and would love to see you at one of the following events:

DATE	LOCATION	TIME
21.7.26	Corwen (Clawdd Poncen)	10am – 12pm
21.7.26	Llangollen (Pengwern)	1:30 – 3:30pm
22.7.26	St Asaph (Llys Y Felin Community Centre)	10am – 12pm
22.7.26	Prestatyn Youth Centre	11am – 3pm
27.7.26	Rhyl (Bruton Park)	10am – 12pm & 2 – 4pm
30.7.26	Ruthin (Trem Y Foel Community Centre)	10am – 12pm
30.7.26	Denbigh (Cysgodfa Community Centre)	1 – 3pm
4.8.26	Corwen (Clawdd Poncen)	10am – 12pm
4.8.26	Denbigh (Cae Hywel)	10am – 2pm
4.8.26	Llangollen (Pengwern)	1:30 – 3:30pm
4.8.26	Denbigh (Hwb)	3 – 5pm
13.8.26	Denbigh (Cae Hywel)	2 – 3:30pm
17.8.26	Rhyl (Rhydwen Drive Playing Fields)	1:30 – 3:30pm
19.8.26	Prestatyn Youth Centre	11am – 3pm
26.8.26	St Asaph (Llys Y Felin Community Centre)	10am – 12pm

Keep an eye on our social media accounts for up-to-date information about our events. We can't wait to see you soon!



A Fresh New Look for Our Bruton Park Pond!

Last summer, through the Dotiau project, residents of Bruton Park shared their thoughts about the local area and highlighted concerns about environmental issues, including litter, overflowing bins and the condition of the nature reserve.

One of the most common concerns was the damaged viewing platform at the pond, which had been closed off for more than six months, leaving the area looking neglected and limiting access to one of the reserve's best viewpoints.

Determined to make a difference, residents, the Community Resilience Team and Countryside Services joined forces to bring the area back to life. By pooling resources and funding, they were able to make the project happen.

Visitors can now enjoy a newly resurfaced path, making access easier and more comfortable for everyone.

Best of all, one of the pond's viewing platforms has been reopened, allowing residents to once again enjoy the peaceful surroundings and wildlife that make the reserve so special.

The improvements have not only restored access but have also helped create a cleaner, more welcoming space that the whole community can be proud of. What was once an area showing signs of neglect is now a place where residents can reconnect with nature and enjoy the outdoors.

And the story doesn't end there! Plans are already being explored for even more improvements in summer 2026. Funding is being sought for new benches and an interpretation board that will help visitors learn more about the fascinating wildlife and habitats found within the reserve.

This project is a great example of what can be achieved when residents,

Housing and partner services work together. Thank you to everyone who shared their views and helped shine a spotlight on the need for change. Your feedback is helping shape greener, better spaces for everyone to enjoy.

Before



After



Renting Homes (Wales) Act and Renters' Rights Act – What does it mean for social renters in Wales?

Article by TPAS Cymru.

What is the Renters' Rights Act?

The Renters' Rights Act is a UK Government-led change of law to improve tenants' rights. There is currently media coverage of this new Act, and we want to explain how it impacts you as renters in social homes in Wales.

In Wales, the Renters Rights Act changed the Welsh renting legislation – 'the Renting Homes (Wales) Act'. As a result of this, 2 things are changing for you as Welsh Social renters (and Private renters). These changes came into effect on June 1st, 2026.

So what are the changes?

The contract for your rental property is changing.

Your contract must contain new information ('terms') that means a landlord cannot discriminate against you if you claim benefits or have a child live with you or visit your home.

Key points:

- Landlords may continue to limit children in properties in some circumstances, for example if it would mean your home would be overcrowded. This is no different than current practice – if you're able to have children live with or visit you now, this will not change.
- Landlords should have contacted you by 14th June 2026, in person, by post or by email (where you've said it's ok to email you). If you have not heard from them you should contact them.
- When they contact you, they will give you either a new copy of your contract or a written statement of what has changed.
- These changes apply to all existing and new contracts.
- For most people, these changes won't really impact you but will ensure you have new legal rights.

More detailed information from the Welsh

Government can be found on their website <https://www.gov.wales/renting-homes-frequently-asked-questions-tenants#203206>

Key to note: 'child' in this context means a person under the age of 18.

So what does that mean for you?

The new terms in your contract are unlikely to change anything for you immediately, but it does mean it's now protected in law. Landlords are not allowed to discriminate against you if you claim benefits or have a child live with you or visit your home.

As standard practice, social landlords are already committed to treating people claiming benefits and with children fairly and without discrimination. If there are currently restrictions on children in your accommodation, these are likely to still apply. For example, if you currently cannot have children at the property because of the size of the property or the type of property – such as accommodation for older people – this would continue to be the case when your contract changes too.

This is because the law says any restriction must be a "proportionate means of achieving a legitimate aim".

Examples of 'legitimate aim' may include:

- Overcrowding
- Health and safety concerns
- The type of accommodation being unsuitable e.g. older people's housing.
- Specialist accommodation, such as for those being treated for substance misuse.

If in doubt, speak to your landlord.





FAQs

Do I have a choice about these new contract changes, and do I need to do anything to confirm it?

The changes apply to all occupation contracts for all renters. They are designed to protect tenants from discrimination. The law only allows them to be removed or modified, with both landlord and tenant permission, if it would leave the tenant better off. This is unlikely to be the case for most tenants. If you are unsure, please speak to your landlord. You will not need to do anything, such as sign anything, to confirm it.

Can my children or stepchildren move in with me now?

Can I adopt or start fostering? Will I need to formally notify landlords if children begin living with me? This will depend on your specific circumstances. If there was a legitimate reason that was in place before through your contract or the landlord's policy (e.g. size of property or type of housing) then this is likely to continue to apply even with the new legislation. Under most occupation contracts, you are expected to tell your landlord about any significant changes to your household, including if children, stepchildren, foster children, or other family members begin living with you on a permanent or long-term basis.

You should refer to your contract and your landlord's policies and ask them for help if you're unsure.

Could I be downsized as a result of this change?

No, your contract will have the same protections as it does now.

Can I bid for a social housing property, or apply for Houseswap, if I have children?

Yes, this is standard practice. Restrictions only apply if the property is unsuitable e.g. too small or specially built for older people.

What if I live in sheltered accommodation?

If you live in sheltered accommodation for older people, and children are not currently permitted to live in your property, this is likely to continue to be the case. This is because your landlord may consider this necessary to ensure a suitable environment for all the residents or due to legal requirements. If you have any concerns, you should contact your landlord.

How are social landlords communicating these changes to tenants, especially those with additional needs?

Landlords will give you written confirmation of these changes by 14th June, confirming what is changing and why and, where relevant, signposting additional resources that are available. Tenants with particular needs will continue to be supported as appropriate.

What should I do if I believe I am being discriminated against despite these new rights?

You should raise these concerns with your landlord in the first instance. For further advice, the Welsh Government guidance suggests you contact Shelter Cymru.

Are there any scenarios where benefit claims could still indirectly affect tenancy decisions?

A landlord cannot discriminate against you on the basis of being a benefit claimant. They are still able to undertake affordability assessments to ensure you can afford to pay the rent. These checks should consider all sources of income fairly, including wages, pensions, maintenance payments, and benefits.



Keeping Your Home Safe – Why letting us in matters

Your home should always be a safe, secure place for you and your family. That's why we have a legal obligation to carry out regular safety checks - and this is why it's so important that we're able to access your home when we need to.

WHAT ARE SAFETY CHECKS?

From:

- Annual gas checks
- Electrical checks every 5 years
- Water hygiene testing
- Solid fuel and oil servicing
- Periodic Asbestos surveys
- Fire safety measures

These visits help us make sure everything in your home is working as it should. They're not just routine — they're essential for spotting potential problems early, provide us with accurate information to deliver future improvement programmes and keeping you safe.

We may also need to carry out less regular inspections to assess the overall condition of the property. This helps us plan any upgrades or improvement works that are required to comply with the WHQS, see page 10.

IT'S ABOUT YOUR SAFETY

We understand that letting someone into your home can feel inconvenient or sometimes unnecessary — especially if everything seems fine. However, many risks, like carbon monoxide leaks or electrical faults, aren't always visible.

These checks help Denbighshire Housing be a compliant landlord and:

- Prevent dangerous situations before they happen
- Protect you, your family, and your neighbours
- Keep your home warm, safe, and fully functional

WE'LL WORK AROUND YOU

We know life is busy. That's why we'll always:

- Give you notice of appointments
- Offer flexible times where possible
- Make it easy to rearrange if needed

If you can't make an appointment, please just let us know — we'll be happy to find another time that works for you.

WHO WILL VISIT?

Our contractors and staff will always:

- Carry ID
- Be professional and respectful in your home
- Follow strict safety and safeguarding standards

If you're ever unsure, don't hesitate to ask for identification or contact us to check.

IF WE CAN'T GET ACCESS

Safety checks are a legal requirement, and we must ensure every home is safe. If we're unable to gain access after repeated attempts, it can lead to further action via a court order and a recharge to you for the costs — something we'd much rather avoid.

HELP US KEEP YOU SAFE

By allowing access for these important visits, you're helping us protect your home and your community.

If you've missed an appointment or need to book one, please contact us today on **01824 706000**, or email **housing@denbighshire.gov.uk** – we're here to help.