

# Your Newsletter

The tenants' newsletter for Denbighshire Housing



Issue five - Autumn 2019

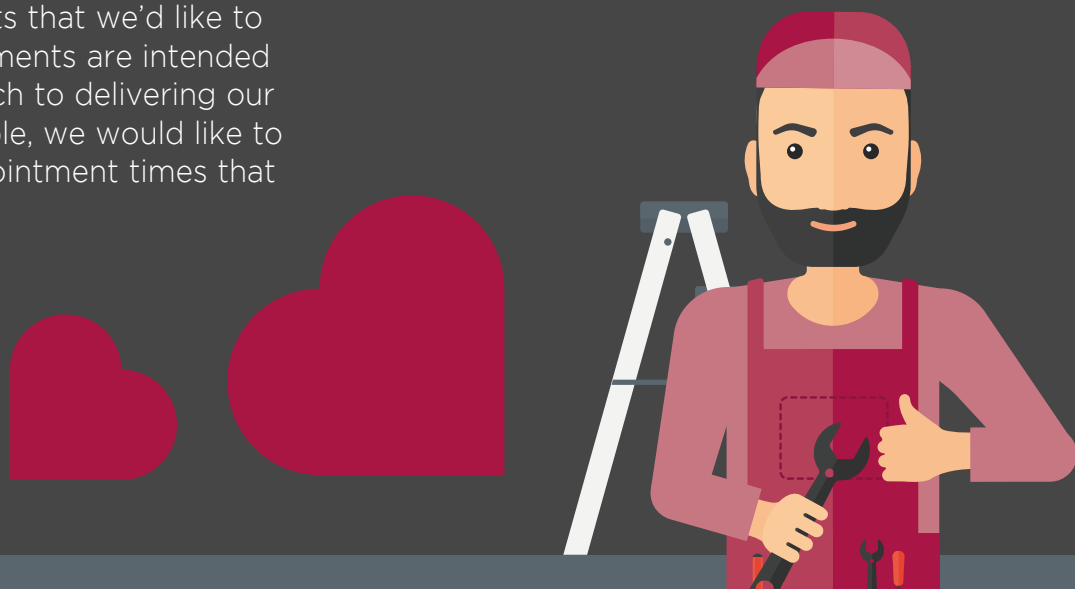
## Repairs & Maintenance - What Next?

**The 2018-19 STAR Survey results showed that repairs and maintenance are still one of your top priorities as a Denbighshire Housing tenant.**

The 2018-19 STAR Survey results showed that repairs and maintenance are still one of your top priorities as a Denbighshire Housing tenant. As part of our 'You said, we did', we held a number of drop-in sessions over the summer and posted on our social media accounts to let you know about some improvements that we'd like to propose. These improvements are intended to modernise our approach to delivering our repairs service; for example, we would like to introduce scheduled appointment times that suit you.

If you didn't get a chance to come along to one of our sessions, there is still time to let us know what you think by visiting [https://www.surveymonkey.co.uk/r/repairs\\_allocation](https://www.surveymonkey.co.uk/r/repairs_allocation). You will also have the chance to win either one of two £50 vouchers or one of two SC2 family tickets! (Available to Denbighshire Housing tenants only. T&C's apply and full details are available with the survey.)

**For more information about what will happen next, please see page 11.**



### Nature for Health

Our tenants and communities have had a jam-packed summer of amazing activities and events to improve their health and wellbeing. To see what we have all been up to, [go to page 6](#).

### Investment Programme 2019-20

We have a number of planned works taking place over the winter, including enveloping schemes, cavity wall and kitchen/bathroom upgrades. For more information, [see page 14](#).

### Our pledge - Making a stand

In spring 2019, we made a pledge to provide support for people experiencing domestic abuse. There are four focused commitments that we are actioning at Denbighshire Housing. [See page 12 for more information](#).

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## Bulletin Board

**Careline**  
0300 123 3068

**Customer Services**  
01824 706000

**Out of Hours Emergency**  
0300 123 3068

**Floodline**  
0345 988 1188

**Gas Emergency**  
0800 111 999

**Electricity Emergency**  
0800 404 090

**NHS Direct Wales**  
0845 46 47



## Introduction from Geoff Davies

Lead Officer for Denbighshire Housing

**Welcome to the latest edition of your newsletter; we hope that you find this an interesting and informative read.**

We have held a large number of fantastic events over the summer, which have been enjoyed by our communities, as well as everyone involved. These events are a great opportunity for us to let you know what is going on in your communities and Denbighshire Housing, as well as us finding out what matters to you. I'd like to take the opportunity to say a big thank you to all the staff who work so hard to make these events happen, and to everyone who came along and made the events such a success.

As you will know from our spring newsletter, we have changed the way our Housing Officers work. These changes allow our teams to manage a smaller number of homes, so we are able to support and get to know you better. Information about your housing officer is available on pages 16-17.

We have invested over £1.1m in our play areas over the last two years, making sure that children in our communities have high-quality, safe places to learn through play. Our commitment to improving your homes and environment is a top priority, and we are investing in further enveloping, energy efficiency schemes as well as internal improvements to kitchens and bathrooms.

After the success of our Denbighshire Housing Tenant Awards in May, I am really proud to announce that we are already planning for next year. There are a number of new categories that we are considering, and we can't wait to see who is nominated this time around. Information about the up and coming awards is on page 18, and we will be launching them officially in the New Year.

As always, if you have any comments on the newsletter or our services in general, please get in touch. If you have any suggestions for what you would like to see in the newsletter, let us know.

## Message from Denbighshire Tenant and Resident Federation (DTARF)



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Denbighshire Tenants  
and Residents Federation

DTARF monitor services such as grounds maintenance, communication, marketing and housing repairs, which have vastly improved since the new housing team have been up and running. Denbighshire Housing keeps us up to date with developments in housing such as new builds and improvements. If more tenants joined DTARF, we could become even more active. Our next meeting is on 21st November.

Over the last couple of months, we have been involved in the proposed repairs and maintenance improvements. The feedback has been great so far, and we would encourage you to take part in the survey to influence changes. There is also a chance to be entered into a prize draw, so good luck!

If you would like to join DTARF, you are more than welcome. Anyone can come along to a meeting as a community voice.

**For more information, call John Woodward on 01745 799083 or e-mail him [johnwoodward@hotmail.co.uk](mailto:johnwoodward@hotmail.co.uk).**

We will be launching our new Facebook page @DTARF later this year and hope that you can all follow us for updates on what we are up to!

We look forward to seeing some new faces at the meetings, so come along and join us soon.

## Nature for Health

This summer, the Nature for Health (NFH) team have been busy supporting communities to improve their health and wellbeing, through accessing the fantastic green spaces we have on our doorstep.

The NFH project, funded by Natural Resources Wales, is led by Denbighshire Housing and delivered in partnership with Denbighshire Countryside Service AONB, and is currently delivered in four pilot areas; Prestatyn, Rhyl, Corwen and Llangollen.

The sessions have included-

- Trips to Nant Clwyd Y Dre, Ty Mawr Country Park, The Brenig and visiting the Little Terns in Prestatyn.
- Felt-making with Artist Ticky Lowe, willow-weaving with Artist Mandy Coates,
- Bushcraft sessions in the woods, where children and families had the chance to make dens and cook bread in the wild.
- Orienteering, charcoal-making, late-night bat walks, stargazing, Nordic walking, armchair exercise and conservation tasks.
- The development of a new community garden in The Phoenix Centre, Rhyl; Community Allotment improvement in Corwen, and a community growing area in Pengwern, Llangollen.



## Spotlight on Llangollen – VIP Visits!

During the summer, VIP's visited our community centre in Llangollen!

In July, Ken Skates AM visited to see first-hand the great work that the Friends of Pengwern have been doing over the last year. During his visit, he also formally launched the short promotion films for The Nature for Health programme for South Denbighshire. At the event, Howard Sutcliffe from Countryside services and Geoff Davies from Denbighshire Housing both spoke about the success of this great partnership and thanked all involved in giving their time or funding for this project.

August saw Susan Elan Jones MP officially launch a uniform swap project led by Friends of Pengwern whilst she met local residents. The Friends for Pengwern who teamed up with South Denbighshire Community Partnership and Citizens Advice Denbighshire led the uniform swap project. This project was a great success and greatly received by the local community.





We have a number of weekly, Nature for Health sessions over the winter, including:

- Corwen, Canolfan NI – Thursday 10 AM – 1 PM
- Llangollen Pengwern Community Centre – Wednesday 10 AM – 1 PM
- Rhyl – Glan Morfa – Tuesday 10 AM – 1 PM
- Prestatyn Morfa Gateway – Thursday 10 AM – 1 PM

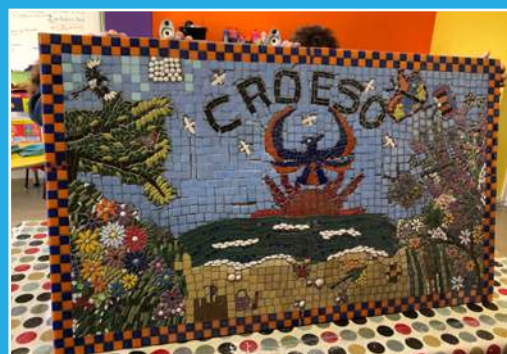
For more information, each group uses their own social media pages for updates. We hope to see you there, or contact [emily.reddy@denbighshire.gov.uk](mailto:emily.reddy@denbighshire.gov.uk)



The Friends of Pengwern have also been busy working in partnership with Denbighshire Housing throughout the summer. They have been providing opportunities for residents to get involved in local community life, including recently setting up a weekly community breakfast club. Every Wednesday morning, the local community can call in for a chat and access a range of wider opportunities happening in their community. The breakfast club has been so successful that the centre is receiving a new kitchen!

## Phoenix Centre, Rhyl Mosaic Project

Residents and volunteers at The Phoenix Centre on Marsh Road, Rhyl have been busy this summer completing a mosaic, which will be placed in the centre's garden. The group worked alongside local artist, Julie from Illuminarte, who came for 8 weeks and worked alongside officers from the Nature for Health project. The group came up with their own design to incorporate the Phoenix logo, countryside and beach. The finished mosaic looks wonderful and is a credit to all who participated.



# What we've been up to this summer!

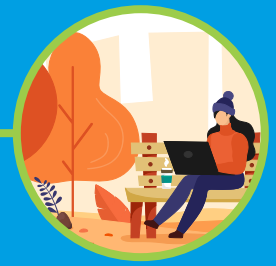
**Communities in Denbigh and Rhyl have had lots of family fun over the summer.**

Our events included free advice on energy savings, Universal Credit and Family Information Services, as well as activities for young people including circus skills, arts and crafts and smoothie-making. During the events, our repairs and maintenance roadshow was there to discuss our proposed changes to the repairs appointment process. We hope you all had as much fun as we did!



We still have a number of events planned for Autumn 2019, including Halloween and Christmas themes, and Celebration of Age. Denbighshire Arts will be working with us to run a series of monthly Christmas Craft sessions as part of the initiative. Sessions will run in our sheltered accommodation complexes including Llygadog, Trem Y Foel, Cysgodfa, Llys Y Felin, Maes Emlyn, Maes Escob and War Memorial Court.

**For more information on up and coming sessions in your area, please contact us on 01824 706000 or [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)**



Llywodraeth Cymru  
Welsh Government

# Electrical testing update

**Denbighshire Housing is pleased to announce that we have recently employed a dedicated Electrical Testing Engineer. The job has been created to ensure your homes have a regular fixed wire electrical inspection every 5 years. This is to maintain the safety and integrity of the wiring in your home.**

We are currently prioritising inspections in date order, dependent on when your home was last rewired. When your home is due for an inspection, we will notify you in advance when our engineer will be in your area. The inspection will take approximately 2 hours. Our engineer will:

- Check the condition of the wiring in your home, including the consumer unit and any socket/lightning outlets.
- Upgrade your smoke/heat and carbon monoxide alarms if needed.
- Repair any immediate electrical installations that are dangerous.
- List any non-urgent repairs that will be completed during a second visit, by us or an approved contractor.

These inspections are being completed to ensure your home is fully compliant with legislation and for your own safety. We would, therefore, appreciate your assistance in allowing us access to your home to complete the checks.

## Our energy efficiency programme

**Denbighshire Housing are committed to improve the energy efficiency of your home, reduce our own carbon footprint and reduce your fuel bills. We are currently looking at the benefits of renewable and innovative technologies to help us achieve this.**

Since 2016, we have been replacing old gas combination boilers with the latest high-efficiency boilers, which has complemented our existing cavity wall and loft insulation improvement programme.

Our focus over the next 12 months will be to consider and develop a work programme that will continue to improve the energy rating of our homes. We are placing an emphasis on how we can target and improve our homes that are off the mains gas network, and that currently have the poorest energy rating.

We have recently completed a full energy analysis of the housing stock, which we will help us develop and prioritise our improvement schemes, including renewable heating solutions, solar panel technology and external wall insulation.



Llywodraeth Cymru  
Welsh Government

## Keeping warm this winter – heating benefits

Did you know that there are a number of payments, advice and support available for you over the winter months?

Here are just a few things to consider:

### Winter Fuel Payment

If you were born on or before 5th April 1954, you could get between £100-£300 to help you pay your heating bills. You would normally get a Winter Fuel Payment automatically if you are eligible and you get a State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). If you haven't received a payment automatically, and meet the eligibility criteria, then it is worth making a claim. Call 0800 731 0160 for more information. The deadline for claiming this payment for this winter is 31 March 2020.

### Cold Weather Payment

You could get a payment of £25 for each 7-day period of very cold weather between 1 November and 31 March. The average temperature in your area must be recorded as, or forecast to be, zero degrees or less for 7 consecutive days. If you're receiving one of the benefits below, then you should be paid this automatically.

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

If you think you're eligible, but do not receive your payment, tell your Jobcentre Plus office, or if you're getting Universal Credit, then sign in to your account and add a note to your journal.

### Warm Home Discount Scheme

You could get £140 off your electricity bill under this scheme. The money isn't paid to you; it's a one-off discount on your electricity bill between September and March. You may be able to get the discount on your gas bill instead, if your supplier provides you with both gas and electricity.

There are two ways to qualify for this scheme:

- You get the Guarantee Credit element of Pension Credit, known as the 'core group', or:
- You're on a low income and meet your energy supplier's criteria for the scheme, known as the 'broader group'.

Contact your supplier to find out more, and if they are part of the scheme.

### National Concessionary Fuel Scheme

You could get free solid fuel or a cash allowance for fuel if you're an ex-employee of the National Coal Board (NCB) or British Coal Corporation (BCC). You need to qualify to get the fuel allowance through the National Concessionary Fuel Scheme (NCFS), and you can only get the cash allowance if you're already getting fuel through the scheme. To check if you're eligible contact NCFO on 0345 759 0529.

**For more information about any of these heating benefits, please visit [www.gov.uk](http://www.gov.uk) or speak to your housing officer on 01824 706000.**







# Damp & condensation prevention this winter

Now the weather is turning colder, we will see an increase in the conditions that cause condensation in homes.

Condensation is caused by moisture in the air settling on a cold surface. It can grow into black moulds on walls and ceilings, as well as on furniture and possessions.

Black mould can be damaging to your health and can irritate respiratory problems and other health conditions. It is important to wipe any condensation off windows and walls as soon as it appears. If black mould appears, this should be cleaned as soon as possible with diluted bleach.

One of the most common causes of increased moisture is drying clothes on radiators. This can significantly increase the existence of mould spores in the air, which can be linked to many respiratory and other health problems.

Condensation can be avoided by ensuring there is a constant temperature within your home and plenty of ventilation.

## We are here to help

If you feel you have a problem with dampness or condensation, please report this to us on 01824 706000 or email [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk), so that we can look into it. Sometimes, it is not a repairs and maintenance issue, so it is important to follow the advice outlined here.

To help avoid condensation you need to:

### Rooms

Try to avoid only heating certain rooms in your home as this can create conditions for condensation as warm air and moisture travels and finds cold surfaces to cause condensation.

### Bedroom

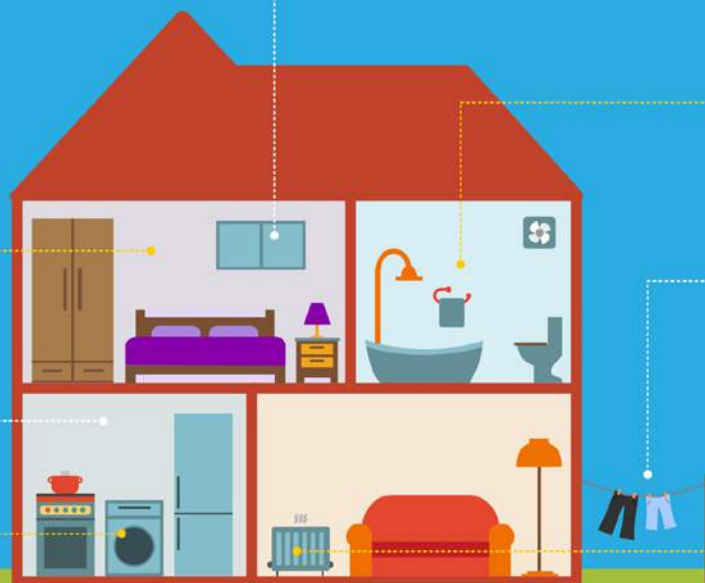
People produce a significant amount of moisture, for example throughout the night in a cold bedroom condensation can still form due to people sleeping in a room.

### Kitchen

When cooking when steam is produced you should open a window or use an extractor fan if you have one.

### Tumble Dryers

When drying clothes in a tumble dryer always ensure the tumble dryer is correctly vented.



### Ventilation

Ensure there is ventilation in your home and a through flow of air to stop condensation forming. Open windows slightly and do not block air vents.

### Bathroom

Ventilation is particularly important when you are having a bath or a shower so open a window or use an extractor fan if there is one.

### Drying Clothes

Always dry clothes outside where possible or use a clothes dryer in a ventilated area away from heating if you need to do this indoors.

### Heating

You may find that having your heating on for longer periods managed by a thermostat is cheaper than using it intermittently to warm a room quickly and reduces the risk of condensation.

# Have you had an adventure this summer in one of our new and improved play areas?



Llywodraeth Cymru  
Welsh Government

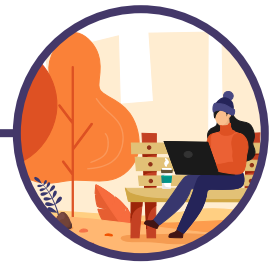
This summer saw the continued improvement of a further three play areas within our communities, Maes Hafod, Ruthin; Sholing Drive, Rhyl and God're Coed, Cynwyd. We have seen a number of children learning through play, and it's great to see our play areas buzzing again, especially at our recent summer fun day at Maes Hafod, Ruthin!

We have invested over £1.1m in our play areas and landscaping programme over the last two years. Working in partnership with HAGS has enabled us to replace old play areas with modern and innovative equipment designed to be attractive to a wide range of children, as well as being fully inclusive where possible.

We were also successful in obtaining funding to help fund a new play park in Rhuallt, based on the old school field behind Dyffryn Teg. Over the past year, we have held consultations with the local community, asking them what they would like to see in the park and their preferred choice for the green space around the park. There was no play provision for children in the local area and the community have wanted a play area for a very long time for the children in their community. It has been great seeing this new play area being used by everyone in the local community.

Now these new play areas are open, we will continue to inspect, monitor and repair them to ensure they remain safe, clean and inviting for the future.





# Repairs and Maintenance Changes

The 2018-19 STAR Survey results showed that repairs and maintenance are still one of the top priorities of our tenants. As a part of our 'You said, we did', we did some drop-in sessions over the summer, and completed surveys while you had a repair, to let you know about some improvements that we'd like to propose. These improvements will modernise our approach to repairs to your properties. For example, we would like to introduce scheduled appointment times that suit you.

Feedback so far shows that:

- 96% of tenants prefer our proposals to introduce scheduled appointment times that suit you.
- 100% of tenants would like a courtesy text message to say how far away we are on the day of an appointment.

- 40% of tenants are happy to complete a satisfaction survey at the time of the repair.

Now we will review all the feedback and decide what our next step will be in the New Year. We will also be reviewing our repair priorities so we can provide a more efficient and planned service. Watch this space!

**If you weren't able to make one of our roadshows or haven't chatted with one of our repairs team, we would still love to know what you think about our proposals.**

**Visit [https://www.surveymonkey.co.uk/r/repairs\\_allocation](https://www.surveymonkey.co.uk/r/repairs_allocation) to find out more.**

## How you can get involved?



**We want all our tenants to:**

- have a voice on how our services are delivered,
- work in partnership with us to continue to improve their homes and communities,
- be able to provide us with feedback to improve our services, and

**To help us achieve this we are keen to hear from you. If you would like to volunteer and get involved, we have a number of opportunities and working groups including:**

- Newsletter editorial
- Tenant feedback
- Digital inclusion
- Financial inclusion
- Community development

**If you feel you have any skills that would benefit our commitment to investing in and improving our communities, or want to develop new skills, then please contact us on 01824 706000 or [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)**

## Making a stand pledge

Earlier this year, Denbighshire Housing made a pledge in support of people experiencing domestic abuse. A large proportion of domestic abuse goes unreported, but studies suggest millions of people are affected every year. Tragically, two women are killed every week by their partner or ex-partner.

Our pledge is focused on four commitments that we are agreeing to make to provide support for people experiencing domestic abuse. These include:

- Putting in place and embedding a policy to support our tenants who are affected by domestic abuse.
- Making information about national and local domestic abuse support available on our website and other relevant places, so it is easily accessible.
- Amending or putting in place an HR policy, to support staff who may be experiencing domestic abuse.
- Appointing a champion, at a senior level, to own the activity of what we are doing to support people experiencing domestic abuse.

For more information about our pledge, please visit <http://www.cih.org/makeastand>



### Useful helplines:

**The National Domestic Violence Helpline** is a free, confidential helpline run by Women's Aid and Refuge for anyone experiencing domestic abuse and it is available 24 hours a day, seven days a week. **You can contact them on 0808 2000 247 or visit [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)**

**Women's Aid** provides a range of information and support on domestic abuse, including support for people experiencing domestic abuse, and people who are concerned that others may be.

**You can contact them on 0808 80 10 800 or visit <https://www.welshwomensaid.org.uk>**

## Getting to know you better

As you may have noticed, the Housing Officer for your area may have changed. These changes have taken place, as we want our staff to be engaged with a smaller area, so they can get to know you and the area where you live better.

We want to be able to support people earlier, especially if anyone needs any help and advice from us. We will be doing routine visits to your home, and we will let you know in advance that we are calling. If we contact you and there isn't anything particular to chat about, then please see this as a courtesy call.



During our visits, we may ask you for information about you and your family. This helps us get to know you better, take into account anything important that affects you or your tenancy and improve our service. We will not share your information with anyone else without you knowing.

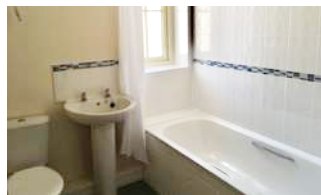
**For more information about our Privacy Statement, please get in touch.**



## New Build Plans – Housing Development

**In our spring newsletter, we told you about the progress we were making with providing 170 additional council homes across the county by 2022.**

During the summer, we completed the conversion of the house we bought in Brighton Road in Rhyl into apartments. Each of the apartments has a double bedroom, a lounge, kitchen/dining room and a bathroom. We've fitted gas central heating in the apartments, we also took the opportunity to improve the insulation in the building, and they've all achieved a "C" rating for energy performance. These apartments are the first new council homes to be provided in the county in over 25 years, and this is just the start!



We've also been in consultation about our proposals to build 22 new council homes on land above Tan y Sgubor in Denbigh. Now that the consultation has ended, we'll be submitting a Planning Application for the development and, if it's approved, building work will start in the New Year. The new houses will be built to the Passivhaus standard, which means that they will be a comfortable temperature inside all year round and will require very little heating in winter. This development is being supported with financial assistance from the Welsh Government through its Innovative Housing Programme.

We've also been looking at whether the site of the former library in Nant Hall Road in Prestatyn might be suitable for providing accessible apartments. We've come to the conclusion that this would be a good location, because it would be really close to town centre shops and services and, over the next few months, we'll be starting work on the designs. Once we have more detailed information about the proposed development, we'll be asking people for their views before we submit a Planning Application in the New Year.



## Did you know...?

Denbighshire Housing is here to help and is committed to helping with the transition to Universal Credit.

We can provide assistance and advice with the following:

-  Digital Support and getting online
-  Budgeting support & managing your money
-  Applying for Council Tax Reduction
-  Arrears management and managing your tenancy
-  Information on organisations that can provide low cost IT equipment for use at home
-  Debt management
-  Applying for Free School Meals



In some instances, with your consent, we may refer you to other providers for assistance.

For more information you can contact the housing team on **01824 706000**.

## Investment programme 2019-2020



Llywodraeth Cymru  
Welsh Government

By the end of this year, we will have invested approximately £1m in internal improvements across several estates in Rhyl. The improvement works will see several estates benefiting from new kitchens, replacement bathrooms, electrical upgrades and replacement uPVC windows.

Our external improvement programme is the largest project of this year, focusing on several estates in Denbigh, Trefnant and Ruthin; an estimated £1.5m investment. Approximately 115 properties will have replacement roofs, rendering improvements and

replacement rooflines. Our contractor, Sustainable Building Services, have already started works in Denbigh and will move to properties in Trefnant and Ruthin in the New Year. We can't wait to see how it all looks and will update you in the spring newsletter.





# Your local community

Denbighshire Housing's vision is to enable tenants and the wider community to have opportunities to engage and get involved. We have a number of Denbighshire Housing Tenant and Resident Associations, as well as community/resource centres that support this, including:

Associations	Community/Resource Centres
Denbighshire Tenant & Resident Federation (DTARF)	Phoenix Centre, Rhyl
Marsh Association, Rhyl	Maes Emlyn Centre, Rhyl
War Memorial Court, Rhyl	Pengwern, Llangollen
Maes Emlyn Association, Rhyl	Maes Emlyn, Rhyl
Llys Y Felin, St Asaph	Maes Esgob, Dyserth
Trem Y Foel, Ruthin	Llys Y Felin, St Asaph
	Cysgodfa, Denbigh
	Trem Y Foel, Ruthin
	Llygadog, Corwen

If you would like more information on our Resident Associations or to book one of our Community/Resource Centres, then please contact Denbighshire Housing on 01824 706000 and ask for the Community Development Team.

A number of our community centres have activities and clubs that welcome new members, so pop along and get involved!

## Centres

- Llys Y Felin, St Asaph
- Maes Esgob, Dyserth
- Maes Emlyn, Rhyl
- Phoenix Centre, Rhyl
- Cysgodfa, Denbigh
- Trem Y Foel, Ruthin
- Llygadog, Corwen

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Morning</b>	Armchair Exercises 10:45am - 11:45am	Coffee Morning 10:00am - 11:00am	Yoga 10:00am - 12:00 noon	Dementia Friends	Monthly Meeting (4th Friday each month)
	Coffee Morning			Lunch Club (Every 6 weeks)	Social/ Garden
	Tea and Chat			Drop-in / Hobby Club	College
<b>Afternoon</b>	Boccia	Nature for Health	Job Club	Bingo 2:00pm - 4:00pm	College
			Arts Group	Tea and Chat	Social/ Garden
<b>Evening</b>			Bingo 6:00pm - 9:00pm		Bingo
			Film Night 6:00pm - 9:00pm		

# Housing Officer for your area

## Area 1

Housing Officer: **Sian Frost**

*\*Includes the following addresses:*  
Aled Avenue, Buckley Avenue,  
Cefndy Road, Council Terrace, Ellis Avenue,  
Ffordlas, Gwalia Avenue, Kingsley Avenue,  
Marsh Road, Meredith Close,  
Meredith Crescent, Plas Cyril, St Davids Square,  
Victoria Road, Walford Avenue &  
War Memorial Court.

## Area 2

Housing Officer: **Chris Wynne**

*\*Includes the following addresses:*  
Arfon Grove, Brookes Avenue, Cramer Court,  
Frederick Street, Gwynfryn Avenue,  
Llys Brunswick, Menai Avenue, Rhydwen Close  
& Rhydwen Drive.

## Area 3

Housing Officer: **Dawn Barraclough**

*\*Includes the following addresses:*  
Bruton Park, Llys Glan Aber, Llys Morgan,  
Llys Pen Y Cefndy & William Street.

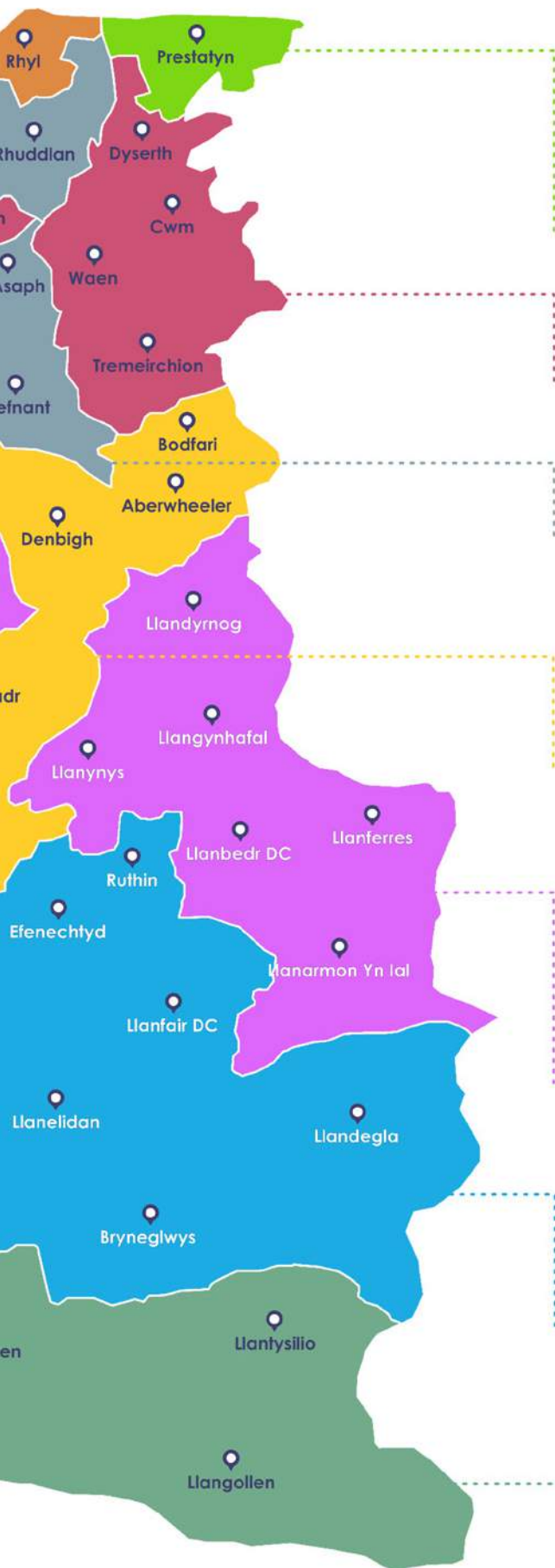
## Area 4

Housing Officer: **Louise Ellams**

*\*Includes the following addresses:*  
Brynhydydd Close, Colin Drive,  
Eastville Avenue, Edgbaston Road, Elwy Drive,  
Foel View Road, Geufron, Glyn Avenue,  
Hen Afon Road, Holland Park Drive,  
Howell Drive, Leonard Avenue, Llys Y Gerddi,  
Lynwood Drive, Maes Emlyn, Mayfield Grove,  
Mona Terrace, Oakville Avenue,  
Pendre Avenue, Penymaes Avenue,  
Prince Edward Ave, Princess Elizabeth Ave,  
Rhyl Coast Road, Sholing Drive, The Crescent,  
Thornley Avenue, Trellewelyn Road, Vale Road,  
Warren Road & Weston Court.







## Area 5

Housing Officer: **Carmel Rider**

## Area 6

Housing Officer: **Dewi Proffit**

## Area 7

Housing Officer: **Louise Jones**

## Area 8

Housing Officer: **Helen Stanfield**

*\*Denbigh includes the following addresses:  
Blaen Y Coed, Bron Y Crest, Bryn Seion,  
Bryn Siriol, Clwyd Avenue, Cysgodfa,  
Henllan Street, Llwyn Mair, Maes Yr Eglwys &  
Pen Y Graig.*

## Area 9

Housing Officer: **Linda Mair Jones**

*\*Denbigh includes the following addresses:  
Bod Nant, Bryn Garth, Bryn Stanley,  
Lloyd Avenue, Lon Llewelyn, Maes Hyfryd,  
Maes Y Dre, Maes Y Goron, Maesglas,  
Myddleton Avenue, Post Office Lane &  
Smithfield Road.*

## Area 10

Housing Officer: **Claire Hall**

## Area 11

Housing Officer: **Bethan Parry**



# Denbighshire Housing Tenant Awards 2019

**Due to the success of our first Denbighshire Housing Tenant Awards in May this year, where over 80 guests attended our prestigious awards at 1891, Rhyl, we are delighted to announce that we are going to celebrate your achievements in May 2020!**



We are working on the details of the awards now, but are pleased to be considering a number of new categories including:

- Community Project of the Year
- Communal Garden of the Year
- Tenant Garden of the Year
- Housing Resident/Community Group of the Year
- Denbighshire Housing Customer Service of the Year
- Tenant of the Year
- Young Tenant of the Year
- Denbighshire Housing Award

## **New awards:**

- Community Hero of the Year – this new award will celebrate anyone who does something that benefits one of our tenants, or a community where our tenants live.
- Good Neighbour of the Year – this new award will celebrate anyone who is a good neighbour to one of our tenants.

**Keep an eye out in the New Year, when we officially announce the awards and explain how to enter. In the meantime, if you think of anyone to nominate, let us know, and we can send out a nomination form nearer the time!**

