

Your Newsletter

The tenants newsletter for Denbighshire Housing



Issue two - Spring 2018

Head of Housing up for industry housing award



We are pleased to announce that Jamie Groves, Denbighshire County Council's Head of Facilities, Assets and Housing has been shortlisted for the Inspirational Leader of the Year 2018 at the Housing Heroes Awards.

This Award recognises an individual capable of truly inspiring others through their leadership, someone who leads by example and produces excellent results by getting the best out of their team.

Jamie said: "I'm delighted and honoured to have been nominated and to reach the shortlist. None of the achievements within the Housing Service would have been possible without the tremendously dedicated team of staff who work tirelessly to improve housing in Denbighshire and to enhance the quality of life for the residents. We have made great strides to develop the Service and make it one of the best performing Services in Wales".

For more information, please visit our Facebook or Twitter page.



Investment

During 2018-19 we propose to further invest £6m into our housing stock.

Page 4

Universal Credit - What it means for you.

As of the 11th April, Universal Credit has been implemented into Denbighshire. This means if you are making a new claim, you will need to apply for Universal Credit. **Page 8-9**

Communities (community development)

It is a key theme for community development coordinators to get you more involved with what we do.

Page 18

Inside this issue

Denbighshire Housing:

Welcome from Jamie Groves	Pg.3
We're going digital this Summer	Pg.13
STAR Survey results and what's next	Pg.16-17

Community & People:

Message from DTARF	Pg.3
Community Spotlight – Cysgodfa, Denbigh	Pg.6
Money Saving Tips	Pg.7
Universal Credit	Pg.8-9
Summer Events in and around Denbighshire	Pg.10-11
What's On in your nearest Community Centre	Pg.12
Community Development update	Pg.18
Tenant Engagement – Getting involved	Pg.19
Play area improvements	Pg.20

Investment:

External enveloping programme	Pg.4
Internal Improvement	Pg.5
Heating Improvements	Pg.5
Bro Havard, St Asaph update	Pg.5
Housing Developments and New Homes	Pg.10

Greenspace:

Rhyl task team – Making a difference	Pg.14
Our top tips to gardening this Summer	Pg.15
Greenrangers	Pg.15

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 Jamie Groves

Head of Facilities, Assets and Housing

Welcome to the latest edition of Denbighshire Housing's newsletter for tenants. Since the last edition, we have continued with the investment in your homes and communities. We invest our income from your rent in improving homes and neighbourhoods through a variety of projects and programmes. Details of some of these are included in the newsletter and we hope you find them interesting.

Since the last newsletter we have also written to you about your annual rent increase and about the abolition of the Right to Buy in Wales.

We always do our best to provide high standards for your homes, but it is people that make communities. We really appreciate the efforts of all those tenants and residents who give their time to support their neighbours, run activities and generally take an interest in their communities. A lot of what makes communities great goes unseen, but later this year we will launch our first Denbighshire Housing Tenants Awards, so we can uncover and recognise some of the people in our communities who do so much to make them great places to live.

We want to work closely with residents, so we can move forward together. We have included lots of information on our tenant engagement activities and we encourage you to get in touch with us so we can work together to develop the future of your homes and communities.

Enjoy reading this edition and as ever please get in touch if you have any comments or ideas about your newsletter.

Message from Denbighshire Tenant and Resident Federation (DTARF)



DTARF and has been going for over 20 years now and has achieved so much for the tenants and residents of Denbighshire Housing.

Who are we?

We are a group of tenants and residents who are involved in our communities across Denbighshire. Providing a voice for tenants, we work with Denbighshire Housing and Welsh Government to achieve the highest standards possible for tenants and their communities. Members of DTARF sit on the editorial group for this newsletter and have taken a pride in contributing to the content. We hope you enjoy it.

Our aims:

To strive for safer and more comfortable affordable living, and to improve community life.

We always welcome new members to DTARF. We meet monthly at various locations across Denbighshire, so there will always be an opportunity to attend a meeting close to you. There is a grant for members of any residents association to help each year to achieve their goals through Denbighshire County Council.

If you would like more information about DTARF, please contact John Woodward, Chair at dtarf@hotmail.com

Investment Programme 2018



Llywodraeth Cymru
Welsh Government

During 2018/19 we propose to invest a further £6M into our housing stock, by completing a number of external enveloping projects, as well internal WHQS improvement work.

External Enveloping programme

We are continuing to invest in a large number of properties over the next 12 months. As well as improvements to the housing stock, we also intend to complete a number of environmental improvements which will aim to regenerate entire estates. The improvements works will include the following elements:

- Replacements roofs
- External wall repairs including rendering and dashing works
- External roofline replacements including rainwater goods
- Replacement porches and canopies
- Replacement boundary fences & gates
- Replacement pathways
- Upgraded street lighting
- Highway and traffic calming improvements

The works are being completed as part of a three year improvement programme which to date has successfully improved in excess of 150 properties.

During 2018/19 we intend to complete similar improvements in the following areas:

42 Properties in Rhyl

23 Properties in Ruthin

41 Properties in Llangollen

We will also start survey work in Denbigh during 2018/19 to identify major repairs to a number of properties which will form part of our 2019/20 programme of works.

To supplement our major external work programmes, we will also be upgrading a number of other properties, with replacement fascias, soffits and gutters, as well as a programme of window and external porch replacements.





Internal Refurbishments

We have identified 70 properties in Rhyl which will be improved internally during 2018. The work will include replacement kitchens, bathrooms and electrical upgrades. A number of similar improvement programmes will be completed over the coming years, to ensure the standard is maintained year on year.

Heating Improvements

As part of our commitment to ensure our homes are as energy efficient as possible, we intend to upgrade a further 200 gas combination boilers during 2018/19. The boilers will replace our older type boilers with more efficient and reliable 'A' rated condensing type appliances. We also intend to complete a small pilot scheme to renew a number of Economy 7 systems within the stock with a more efficient electric heating system. A larger programme of upgrades will then be considered in the future for a number of properties which are off the gas network.

Bro Havard Estate Improvement

In our Autumn edition, we announced an exciting £1.2m environmental improvement project in St Asaph. We are now several months into the project and are already seeing a number of improvements being delivered in the community, including highways and footpath reconstruction and environmental landscaping. Phases 1 & 2 of the project are due to be completed by this Autumn and areas will benefit from better parking, traffic calming measures and open area landscaping for the community to enjoy.

As the project has gone so well, we are able to extend the works to phase 3, which includes improvements to highways and footpaths for the remainder of Heol Clwyd East and Llwyn Elwyn North, allowing for the whole area to be improved. The soft landscaping and tree planting will take place from September, with the whole area really seeing the benefit next spring.

Autumn 17 before improvement



Spring 18 during improvements



This project forms part of our commitment to invest in our communities and support a positive place to live while improving neighbourhoods, infrastructures and the wider community. Investment in the project has come from Denbighshire Housing, Welsh Government and Natural Resources Wales.

Community Spotlight – Cysgodfa Community Centre, Denbigh

Written by Marion Bryan, DTARF Secretary and Cysgodfa resident

Cysgodfa is made up of 36 flats and a community centre which is open to residents and people from the wider community in Denbigh.



Over the years, the Centre has seen many activities including VE Day celebrations, race and quiz nights, Christmas parties, birthday parties, bingo, lunch and breakfast clubs, multicultural nights and many more.

We have a media suite comprising of computers, laptops, iPads, printer and various other equipment. Arrangements can be made for people to access the suite and help is available to those who are not sure about the internet.

Currently, we host a number of activities and events for everyone to come along to, including:

Whist:

Whist enthusiasts hold whist drives:

- every Friday night at 7.30pm
- on the first Wednesday of every month and
- on the 5th Thursday of the month.

They are always looking for new players and make everyone welcome so why not come along and give it a try?

Stroke Club:

On Tuesday mornings the Stroke Club offers activities suited to those who have had a stroke and on occasion have invited guest speakers. The Club is an ideal opportunity to make new friends, socialise and enjoy the various leisure activities that are available.

Talking Points:

Talking Points is a way for people to find out the type of help available to support their health and well-being in their local area. There is a session at Cysgodfa every other Wednesday morning, where you can have a conversation about what is important to you.

Age Connects:

Age Connects specialise in supporting people aged 50+, whilst offering a variety of ways of helping adults of all ages. They attend the Centre every six weeks with various organizations such as Citizen's Advice, Fire Service, Red Cross and Solicitors offering advice and help to those who attend.

Denbigh Safety Group:

Denbigh Safety Group meet on the last Wednesday of the month at 7.15 pm, where a representative from Denbighshire County Council, North Wales Police, Grŵp Cynefin, Denbigh Town and County Councillors come along to chat to residents and local people about accessing their services and what they can do to make communities feel safer.

Local school children:

The children at Ysgol y Parc have been coming to 'Create' on a Thursday afternoon to enjoy art work with the residents of Cysgodfa and others from the community. It has been great fun and enjoyed by everyone who has come along.

Coming Soon:

Armchair aerobics and Denbigh Walk & Talk will be starting soon and all are welcome.



Booking the Community Centre:

Our centre is a lovely setting for parties and other social events.

- Available Monday-Friday between 9am-5pm or later if required for an evening function
- Up to 40 people
- Fully equipped kitchen with a large cooker, fridge, freezer and dishwasher
- Crockery and cutlery for 40 people
- Trolley to keep food hot

Please contact a member of the committee for more information or to book.



Money saving tips from one of our tenants

Why not switch provider?

Written by Marion Bryon, DTARF Secretary

In the last few years, money has become tighter for everyone with our wages or pensions not going as far as they have in the past. However there is something we can all do to save money and that is switch.

Some banks are offering to pay you to switch, but first you need to check out which is the best for you. I have saved a lot of money over the past couple of years switching my electric company and car insurance company. It is surprising the range of costs for the same product, but you have to check that the company offers everything you need and want.

It costs nothing to switch, just go on to web sites such as Compare the Market, Confused.com, Go Compare and other sites found on the Internet.

Log on to a site, put in your details and press a button. Choose the company you want and get a quote. Once you have decided that company is the one for you, just press switch and they will do everything for you. You don't even have to leave your chair.

If you change your bank account your new bank will transfer all Direct Debits etc. Your wages will automatically go into your new account and the new bank will send your card etc straight away. No hassle and nothing for you to do. With the electric and gas all you have to do is send a final reading. That is it!

The car insurance companies do everything for you so simple and easy.

If you do not have a computer, ask someone to do it for you or call in to a community centre or library where someone will be happy to help.



Universal Credit and what it means for you



As of the 11th April 2018, Universal Credit has been implemented in Denbighshire. This means if you are making a new claim, you will need to apply for Universal Credit. You can make a claim for Universal Credit if you are on a low income or unemployed.

You will also be affected if you receive the following benefits:

- Income support
- Income based Job Seekers Allowance (JSA)
- Income related Employment Support Allowance (ESA)
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

If you are already claiming these benefits or tax credits you don't need to do anything now. The Department for Work and Pensions (DWP) will get in touch with you before there are any changes to your benefits or tax credits.

If you start receiving Universal Credit, then this will replace any of these benefits or tax credits. If you are getting tax credits you can still choose to apply for Universal Credit, depending on your circumstances, but you can't receive both.

Housing Benefit:

Currently if you receive Housing Benefit, this is paid directly to Denbighshire Housing on your behalf to assist with your rent. Under Universal Credit this will be paid directly to you, alongside your other benefits in one monthly household payment. It will be your responsibility to ensure your rent is paid monthly onto your rent account.

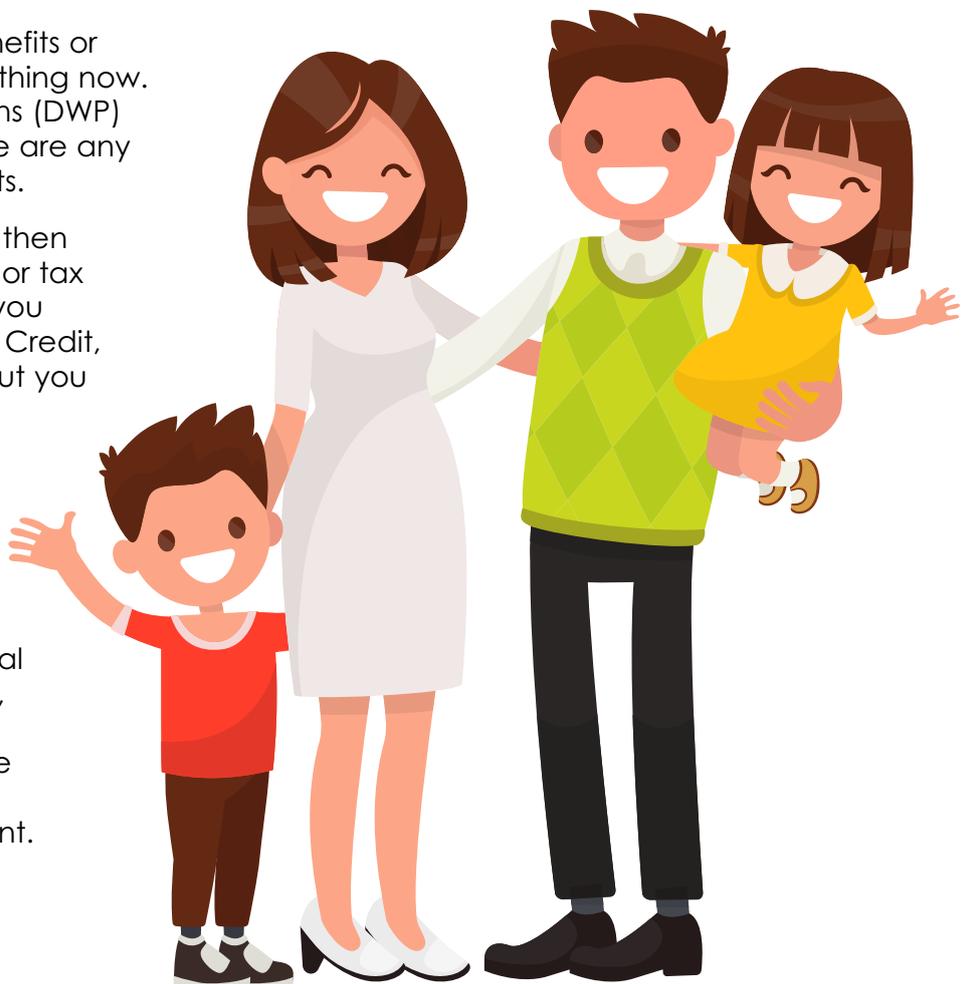
If your circumstances change:

If you receive these benefits or tax credits and your circumstances change, it may mean that you will no longer be able to get those benefits or tax credits. You will need to make a new claim for Universal Credit instead.

Universal Credit is a fully digital online service, which means you will need to have access to the internet so you can apply online. If you don't have access to the internet at home, pop along to your nearest library.

The Department for Work and Pensions have launched a website to help you understand what Universal Credit means for you:

<https://www.understandinguniversalcredit.gov.uk/> or alternatively, please contact our income team on **01824 706000** for more information.





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



Information on organisations that can provide low cost IT equipment for use at home



Budgeting support & managing your money



Debt management



Applying for Council Tax Reduction



Applying for Free School Meals



Arrears management and managing your tenancy



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**.

Housing developments



Llywodraeth Cymru
Welsh Government

In our last newsletter, we shared the news that we would be starting to build new Council homes for the first time in over 25 years.

We've just had planning permission for our first development, which will be four apartments on the site of the old Bodnant school canteen in Caradoc Road in Prestatyn. We were pleased to secure Innovative Grant funding from Welsh Government for this project.

Work has recently started on clearing the existing building from the site and we'll be starting work on building the new apartments later in the Summer.

Very soon a planning application will also be going in for a development of new homes to replace the Pennant Flats in Denbigh and we'll be starting work on converting a property we've bought in Brighton Road in Rhyl, which will provide three new apartments.

This is just the first development in our programme of building 170 new Council homes throughout the County over the next four years.



Events Calendar – Summer 2018

This Summer will be even bigger and better with a whole host of community and county run events for all the family to enjoy. Here are just a few:

June

Date	Event Name	Location	More Information
2 June	Sucasa Festival	Bodelwyddan Castle	www.northeastwales.wales
2-3 June	Knights and Princesses	Chirk Castle	www.visitwales.com
2-3 June	Heritage Railcar Gala	Llangollen Railway	www.visitwales.com
10-16 June	Wrexham Walking Festival	Wrexham	www.northeastwales.wales
10 June	Race for Life	Rhyl	www.visitwales.com
10 June	Mythfest Wales	Talacre	www.mythfestwales.co.uk/home
17 June	Mythfest Wales	Llandegla	www.mythfestwales.co.uk/home
23 June	Runfest Wales	Rhyl	www.visitwales.com
23 June	Midsummer Festival	Denbigh	www.facebook.com/denbighmidsummer
23 June	Denbigh Carnival & Car Show	Denbigh	www.denbighcarnival.co.uk/
30 June	Ruthin Top of Town	Ruthin	https://visitruthin.wales/events/2018/6
30-1 Jul	The Great British Food Festival	Bodelwyddan Castle	www.northeastwales.wales



July

Date	Event Name	Location	More Information
3-8 Jul	Llangollen International Music Eisteddfod	Llangollen	http://international-eisteddfod.co.uk/
8 Jul	Welsh Cross Country Mountain Bike Series 2018	Coed Llandegla Forest	www.visitwales.com
19-29 Jul	Llangollen Fringe Festival	Llangollen	www.llangollenfringe.co.uk/
20 Jul	Underneath the Arches	Trevor, Llangollen	www.northeastwales.wales
21 July	Prestatyn Carnival	Prestatyn	www.prestatyncarnival.co.uk/

August

Date	Event Name	Location	More Information
3 - 5 Aug	North Wales Blues and Souls Festival	Mold	http://www.nwbluesandsoul.co.uk/
4-5 Aug	LLanbikefest 2018	Llangollen	www.visitwales.com
11-12 Aug	Llangollen Faery Festival	Llangollen	http://northwalesfaeryfestival.com/
16 Aug	Denbigh & Flint Show	Denbigh	http://www.denbighandflintshow.com
18 Aug	Ruthin Flower Show	Ruthin	http://www.ruthinflowershow.wales/
25 Aug	Corwen Community Festival – Family Funday	Corwen	email Sally sally@sdcp.org
25 Aug	The Denbigh Show	Denbigh	www.visitwales.com
25-26 Aug	Rhyl Airshow	Rhyl	www.denbighshire.gov.uk/rhylairshow

September

Date	Event Name	Location	More Information
1-2 Sep	Corwen Walking Festival	Corwen	http://www.corwenwalkingfestival.co.uk/
7-9 Sep	Gladfest 2018	Hawarden	https://www.gladstoneslibrary.org/events/events-courses-list/gladfest-2018
15-16 Sep	Mold Food Festival	Mold	www.visitwales.com
14-16 Sep	Good Life Experience	Hawarden	https://www.thegoodlifeexperience.co.uk/

If you'd like to find out more about these and other events that are on in your local area, visit <http://www.northeastwales.wales/listing-category/events/> or <https://www.denbighshire.gov.uk> or <http://www.discoverdenbighshire.wales/>

What's on in your nearest community centre?

A number of our community centres also have events on over the Summer and every week, here are just a few:

Corwen (email Sally at sally@sdcp.org for more information)

Thursday Club	Thursdays 10:00am – 1:00pm	Community Centre	Drop in sessions attended by Vale of Clwyd Mind, Cyfle Cymru, TRAK, OPUS , Talking Points
Tai Chi	Thursdays 1:00pm – 2:30pm	Community Centre	Every Thursday £3
Armchair Exercise Classes	Tuesday mornings	Canolfan Ni	
Intergeneration Arts	To be confirmed	Gwyddelwern Community Centre	Community Transport provided by SDCP
Cawl A Chan	Tuesdays Luncheon Club	Community Centre	Community Transport provided by SDCP
Disco Dance for Kids	Tuesdays 5:00pm – 5:45pm 2-6 years 5:45pm – 6:45pm 6-16 years	Corwen	email Sally sally@sdcp.org

Llangollen (Pengwern Community Centre)

- Pengwern Drop in Café – 1PM- 3 PM
Wednesdays – Opening times to be extended, for a full list of activities or if you would like to get involved please contact friendsofpengwern@hotmail.com
- Ladies Choir- Pengwern Community Centre -for more info contact friendsofpengwern@hotmail.com
- Armchair exercise classes and Intergenerational Arts sessions – for more info please contact emily.reddy@denbighshire.gov.uk

If you know of any regular event that are on in your local Denbighshire Housing Community Centres, let us know at housing@denbighshire.gov.uk

Ruthin

- Ruthin – Armchair Exercise Classes Trem Y Foel 1:00 PM – 2 PM every Monday

War Memorial Court, Rhyl

- Tuesdays:
Keep fit 1:30pm
Coffee afternoon
- Thursdays:
Coffee Morning 10am-11:30am
Bingo 6pm-9pm





We are going digital this Summer

Denbighshire Housing is planning on going digital from this Summer. If you haven't already, why not follow us online for all the latest news and events that we are delivering in your area at:



TaiSirDdinbych.DenbighshireHousing



@DCCHousing



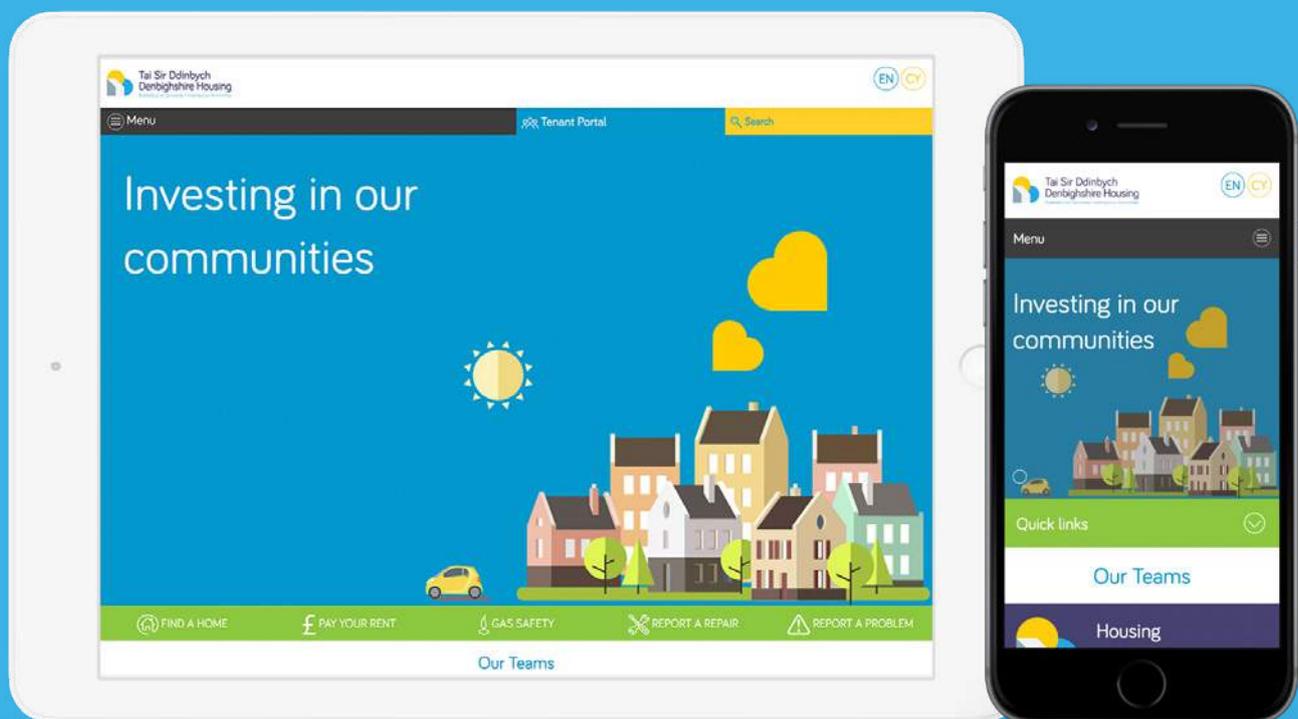
dcchousing

Also, keep an eye out for www.denbighshirehousing.co.uk as we are launching our first phase of our website. This will give you better access to information online and easier ways to get in touch with us. If you have ideas of things you would like to see on the website, please let us know.

Rachel, our Financial & Digital Inclusion coordinator has been working with OPUS, to help our tenants in Cysgodfa and Llys Y Felin with their computer skills. The sessions are available for anyone who hasn't used a computer, laptop or iPad before and for those who want to better the skills they already have. The tenants are currently completing free online courses, available to develop digital skills and to make the most of the online world.

We are also going to be out and about with our 'Let's Get Digital' campaign starting at Cae Hywel, Denbigh 7th August between 1-4pm. Come along and find out how you can get online, and what support and help is available to you within your local community.

We have a range of Summer activities planned and will be visiting a number of areas across the County, weather dependent, so keep an eye out online for an event near you.



Rhyl Task Team makes a difference to the local community



Llywodraeth Cymru
Welsh Government

A group of volunteers have rejuvenated a community garden in Rhyl and developed new skills in the process.

Volunteers, all aged over 25, from Groundwork North Wales' Task Team added two benches, laid a new pathway and built four wooden raised planters at the garden on Rhydwen Drive. Task Team is a new initiative supported by the European Social Fund through the Welsh Government Innovation Fund, for people over 25 years old living in a Community for Work cluster. Groundwork North Wales ran the project along with their partner, Communities at Work.

In January, volunteers showcased their achievements and hard work at The Phoenix Centre on Rhydwen Drive, which is a centre run by volunteers made up of local members of the community.

The volunteers who signed up for Task Team put in a vast number of hours into the 12 week project, spending two days a week learning new skills on an accredited course, as well as tackling a practical project and making a huge difference to the local community by regenerating the community garden and relaxation area.

The project has proven a real success, with the volunteers gaining in confidence, learning new skills and working as part of a prosperous team, resulting in a variety of positive outcomes for the members of the Task Team.

Gary Bruffell, Green Skills Co-ordinator at Groundwork North Wales said: ***"I'm really proud of everyone involved in the project; they've all developed new skills and gained a lot of confidence which will only enhance their prospects of improving their chances in life and using the new skills they have learnt."***

Councillor Tony Thomas, Denbighshire's lead member for Housing, Regulation and the Environment, said: ***"The Council was delighted to be involved in such a great project by providing the garden."***

"This project has not only helped participants gain new skills, but it has provided a real benefit to the local community as well. As a Council we would like to congratulate everyone involved."





Fancy a bit of gardening this Summer?

These are our top tips from the Greenspace team.

At this time of year, we are all out hopefully enjoying the Summer weather and our gardens. We have put together some tips to keep your garden looking good throughout the Summer months. If you would like any more information check out the advice section on the RHS website www.rhs.org.uk

Our top 5 tips to keep your garden looking good this summer

June

1. Keep weeds under control
2. Tie in climbing plants
3. Plant out Summer bedding
4. Plant up and position containers and hanging baskets
5. Reseed patchy areas in lawns

July

1. Water containers and hanging baskets during dry spells - in the evening is best.
2. Deadhead bedding plants and perennials
3. Continue to keep weeds under control
4. Keep mowing your lawn, at least once a week
5. Growing your own tomatoes? Remove the side shoots to promote better growth

August

1. Keep container plants well-watered
2. Deadhead roses and prune climbing roses
3. Continue to deadhead flowering bedding plants and perennials.
4. Collect seeds from your favourite plants to sow next year
5. Start to harvest spring sown vegetables



We'd love to see pictures of your gardens this Summer. Why not post them on social media and tag us in [#DenbighshireHousing](https://twitter.com/DenbighshireHousing). Also, watch out for our garden competition later this year!

Green Rangers

Can you spare a few hours a month?

Are you interested in shaping how your environment looks in the community?

If so, why not be one of our Green Rangers!

If you're interested, please contact:

Sarah Jones
Community Development Coordinator

01824 706000



Mannau gwyrd
Greenspace



STAR Survey - Survey of Tenants and Residents

The past 18 months has seen some significant changes for Denbighshire Housing. We want to continue to raise our standards to the highest possible level and we need to work with you to achieve this.

This Autumn we will be carrying out our third STAR survey. In 2016-17, we asked you 7 core questions specific to properties. These covered quality of home, value for money with rents and service charges, your neighbourhood as a place to live, how we listen to you and act upon what you said and the overall service we provide.

In addition to this, we asked some general questions about our reputation as a housing Service, priorities, trust, staff, digital access, communication and health and wellbeing

to give us a better insight in to how we can improve in these areas.

Here is a summary of what you said:



3,344

surveys were mailed out.

592 (18%) completed surveys were received, **561** paper copies and **31** online.



86%

of our tenants said they were satisfied with the overall **quality of their home**.

2nd in Wales when benchmarked against **7** organisations.



85%

of our tenants said they were satisfied with the **overall neighbourhood**.

3rd in Wales when benchmarked against **7** organisations.



85%

of our tenants said they were satisfied that their **rent** provides value for money.

3rd in Wales when benchmarked against **7** organisations.



85%

of our tenants said they were satisfied with the way we deal with **repairs and maintenance**.

1st in Wales when benchmarked against **7** organisations.



84%

of our tenants said they were satisfied with our **overall service**.

3rd in Wales when benchmarked against **7** organisations.



71%

of our tenants said they were satisfied with the way we **listen and act**.

3rd in Wales when benchmarked against **7** organisations.



45%

of tenants who responded use the **internet**.



71%

agreed or strongly agreed when asked "I lead a **healthy lifestyle**".



LLANGOLLEN & RHUDDLAN

tenants mainly commented on issues with **interior repairs, exterior repairs** and **heating**.



DENBIGH, RHYL & PRESTATYN

tenants mainly commented on issues with **rubbish, gardens, lighting** and **dog fouling**.



CORWEN & ST ASAPH

tenants mainly commented on issues with **parking**.



RUTHIN

tenants mainly commented on issues with **traffic** and want to see **more community events, more officer presence** and a **better bus service**.



OUR TENANTS TOP 3 PRIORITIES

1

Repairs & maintenance

2

Listening to residents views & acting upon them

3

The overall quality of your home

WHAT NEXT?

For the STAR survey this Autumn, we will be focussing on the same areas of feedback from you, to measure any improvements in the services we have provided. As we are going digital this Summer, we are hoping to launch this year's STAR survey online and encourage you to complete this digitally. However, we appreciate that not everyone can get online so paper versions of the survey will be available to download from our website or from a member of staff on request.

More information about this year's STAR survey will be shared with you later this year.

Community Development update

As part of our commitment to our communities, our community development team have been working with tenants to develop projects in your neighbourhoods, support communities to get together, organise events and projects for themselves.

What we have been up to?

In the past year we have worked on and supported a number activities and projects, including:

- Working on our **Community Development and Tenant Engagement** Strategy to develop a detailed action plan for us to work towards over the next 3 years. DTARF have also been involved by reviewing the draft plans and will sign off the final copy.
- **Shark Bites** project working jointly with TAPE to create a short film showing the risks of using loan sharks to bridge any financial worries you may have.



- **Morfa Gateway Project** in Prestatyn is a new exciting joint project with Artisans Collective, Denbighshire Housing, Countryside Services, North Wales Police, Healthy Prestatyn Iach, Groundworks and Keep Wales Tidy. The project has cleared the overgrown space opposite the Coed Y Morfa car park and created a new community nature space where the community can come and help in the garden or sit and relax. The group meet every Thursday 10 – 2pm and anyone from the community can come along and volunteer. For more information please visit: @morfagatewayprestatyn on Facebook.
- **Health & Wellbeing** - we have been working with other agencies and the Community Wellbeing team to help set up a number of Social Prescribing projects across the South of the County which includes; Armchair Exercises, Walk and Talk with Age Connect and Clwb Creu, integrational

Arts project with Denbighshire Community Wellbeing and Grŵp Cynefin. If you are part of a community group and wish to have something like this in your community hub then please contact your Community Development Officer.

- **Friends of Pengwern** – The community of Pengwern have been working closely with DCC Housing, OPUS, Grŵp Cynefin, North Wales Police, Severn Wye and a range of community based organisations. To date The group have run Summer holiday activities for local children, community drop in sessions, Summer Fete, training sessions with OPUS, Christmas Events and much more. If you would like to get involved or become a member of the group please contact the Friends of Pengwern on friendsofpengwern@hotmail.com. The group are currently looking to establish a community drop in café and Men's/youth Shed.
- **Grant applications for projects** – we have been successful in working with local community groups to receive a number of grants:
 - Llandyrnog Green Gym: £10,000 from Awards for All and £1,000 from Tesco bag for life campaign.
 - Llantysillio Greenspaces project (Community bench bird & box making): £1,000 from Tesco bag for life
 - Pengwern: Applied for funds to Tesco bag for life campaign and also received £1,300 from the Denbighshire Commuted
 - Trem Y Foel: £4,500.00 from Awards for All Wales towards Armchair Exercise Classes, community activities and Community Centre Furniture





Tenant Engagement – Getting you involved more!

It is a key theme for our Community Development Coordinators to get our tenants more involved with what we do. Over the last six months, DTARF and other tenants have been involved in discussions about Denbighshire Housing, including:

Repairs workshop

DTARF have been involved in a new repairs workshop where they have a joint session with Denbighshire Housing Maintenance staff to look at satisfaction results and policies, to determine which aspect of the repairs they want to scrutinise.

Green Rangers

Denbighshire Housing have been working hard behind the scenes to improve the process of the Green Rangers. We have now made it easier for tenants to take part in the programme. If you'd like to get involved, please contact us.

I'm Involved...

As part of our new Strategy, we want to give you the opportunity to get involved with us as often or as little as you want.



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 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 & working groups that we are looking at in the future, including a:

- 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

