

# Your Newsletter

The tenants' newsletter for Denbighshire Housing



Issue six – Autumn 2020

## Coronavirus

### Communities pulling together

**We have all seen unprecedented times over the past 10 months with COVID-19 and the country's lockdown. Through all of it though, it has been amazing to see how some communities have pulled together!**

A great example of this is when the residents of Maes Menlli, Bruton Park, Rhyl, who are already a close-knit community, came together during lockdown and decided to support each other with social distancing street bingo, quiz and coffee mornings! Resident, Debbie Holmes, brought the community even closer with their morning

cuppa, where they would call out to each other to see if anyone needed any shopping and check they were ok!

Debbie organised

the bingo to cheer everyone up and a neighbour was kind

enough to volunteer to be the bingo caller! She said, "There is really a sense of community on the street now since the coronavirus outbreak. It's brought us very much closer together". Debbie added that it was important for residents' mental health, making sure they "know they are not alone".

Social distancing rules were followed, and everyone sat outside their front doors and joined in. The event was an amazing success and the story was covered in the Daily Post, ITV and on national TV! Well done to Debbie and the residents of Maes Menlli for being there for each other as a community during such hard and difficult times.

**There have been so many similar stories across our communities in Denbighshire and if you have any stories of community spirit during the pandemic, we would love to hear from you! Email us or give us a call!**



#### Denbighshire Housing reacts to pandemic

To see how we have reacted to the pandemic, [see page 4.](#)

#### STAR Survey

Your opinion matters! For your chance to win a £100 gift card and help us raise our standards for you, [see page 10 and how to complete your 2020 Tenant Survey!](#)

#### Website LIVE!

We are excited to announce that our new website is now LIVE! [Why not take a look on page 18 for more information.](#)



Tai Sir Ddinbych  
Denbighshire Housing  
Buddsoddi yn ein Cymunedau • Investing in our Communities

[www.taisirddinbych.co.uk](http://www.taisirddinbych.co.uk)  
[www.denbighshirehousing.co.uk](http://www.denbighshirehousing.co.uk)

Cyngor  
sir ddinbych  
denbighshire  
County Council





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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

## Message from Geoff Davies

### Lead Officer for Denbighshire Housing

Welcome to the latest edition of your Denbighshire Housing newsletter. We always place importance in keeping in touch with you and our communities, but this edition feels more important than ever. All of us have faced isolation through lockdown, which has been unprecedented in recent times. We know many of you have made incredible sacrifices, not being able to see your loved ones to keep your families and your community safe.

We appreciate the efforts of everyone through lockdown. We have been delighted to hear and see so many stories of how individuals and communities have supported each other through these difficult times. Sadly, we had to postpone our annual tenant awards this year, but they will be better than ever when we are able to relaunch them again. We can't wait

to recognise so many people who have been amazing during this difficult time.

Our latest STAR survey is enclosed, so please take the time to give us your views. This is our main survey of all our tenants and your households. Your views and feedback are vital in telling us how we are doing, and shaping what we need to do going forward. We want to make it as easy as possible for you to complete the survey. You can do this online (see page 10 for the link), by completing the survey enclosed and posting it back to us, or just give us, your housing officer a call on **01824 706000** and do it over the phone.

We hope you enjoy the newsletter and as always if you have any comments or suggestions then please let us know.

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



We hope you have all been keeping safe and well during the lockdown.

All of us have had to adapt to a very different community life over the past few months, and we are amazed at how brilliant neighbours and communities have been in helping and supporting each other through these difficult times.

The STAR survey is important to us and we know Denbighshire Housing use your feedback when looking at what they need to do to improve the service.

We know that isolation has been a big issue for many of us, we have been working with housing to find a way to re-open centres at older people's schemes, but appreciate that there is still a lot of risk in people meeting indoors, however isolated we feel.

These are difficult times but please keep an eye on your neighbours and if you have any concerns ring your Housing Officer.

Denbighshire Housing has recently moved departments within Denbighshire County Council, and the new Head of Service is Liz Grieve, Head of Customers and Communities. Liz is keen to ensure that Denbighshire Housing continues to develop how we work with our communities and ensure that we keep households supported. We would like to take the opportunity to thank Jamie Groves, the previous Head of Service, for all his amazing drive and passion, driving housing forward, with tenants at the heart, and wish him well as the new Managing Director of Denbighshire Leisure Ltd.

Finally, we are delighted that Vicki Shenton, from Denbighshire Housing, has been appointed to the Board of TPAS Cymru. This is fantastic news for us in Denbighshire, as TPAS is a long-standing organisation that supports tenants and ensures the tenant voice is heard throughout Wales. Many congratulations to Vicki.



## Coronavirus Update

The past 8 months have been a huge adjustment to all of us and we hope that you are all safe and well. So much has changed for so many of us, including the way we deliver our services to you. We have some new ways of working for the foreseeable future and measures that we have put in place to keep you, our staff and communities safe. We want to reassure you that we are continuing to do all we can to help and support you through these uncertain times.

We have signed up to the 4 principles, agreed with the Welsh Government and social landlords in Wales:

1. Keep you safe and secure in your home
2. Help you get the financial support you need
3. Support you and find solutions if you have difficulty paying your rent
4. Do everything we can to support your wellbeing.

In support of this, we have made over 3500 wellbeing calls to those of you who have been shielding or are vulnerable. We are always here to help provide support for you with budgeting, arrears management, free school meals and digital support. More information can be found on page 15.

We are continually monitoring any advice or changes to the Welsh Government guidelines, especially regarding social distancing and help support the reduction in the transmission of coronavirus. We have all done so well in tackling coronavirus so far and we want to take this opportunity in asking you to continue to follow the Welsh Government guidelines and advice on social distancing etc to keep us all safe.

It is important that we protect you and our workforce. We have had reports of tenants not following the 2-metre social distancing rule when we are visiting their homes. We would like to remind you of the advice we shared with you in May. If, at any point, we think either our staff or anyone in your home is being put at risk by not following the 2-metre rule, we will politely remind you to maintain social distance and if this continues, we will have to apologise and end the visit.

It is really important to us to keep everyone safe as much as possible.

### Home visits

We are hoping to be able to visit some of you over the coming months, to see how you are and support any concerns or problems you may be experiencing. Things will be different in order to keep everyone safe. Where possible, we will:

- Appointments will be made in advance.
- We will call you in advance of our visit and you will be asked to confirm that you are not showing any symptoms or self-isolating 24 hours before your appointment. We will let you know what to expect during your visit.
- If you have symptoms of COVID-19, you must tell us before we visit or when we arrive so that we can rearrange the appointment.
- When answering your door, please check who it is, open the door, move back into your property. The officer will remain 2 metres away from your door.
- Depending on why we are visiting, we may ask if we can talk to you at the front door or via the intercom, rather than coming into the property. However, if it is safe to do so, and you are happy for us to come into your property, then we will be more than happy to talk to you in the comfort of your own home.
- If we need to enter your home, please make sure you keep 2 metres away, or enter another room so we can safely enter your home.
- We will ask you and others in the house to wear a face covering, unless you or anyone is exempt for medical reasons.
- We will not be able to shake hands.
- In most situations staff will wear personal protective equipment (PPE)
- We will ask all other people to remain in a different room, unless they are joint tenants or essential for support.
- We would ask that you stay at least 2 metres away from staff. If at any time social distancing is not maintained, we will politely remind you to maintain social distance. If this continues, or anyone in the house is being put at risk, we will have to apologise and end the visit immediately.

Please ensure you stay at least **2 metres** away from any Housing Officer when they visit your home.



### Anti-social behaviour (ASB)

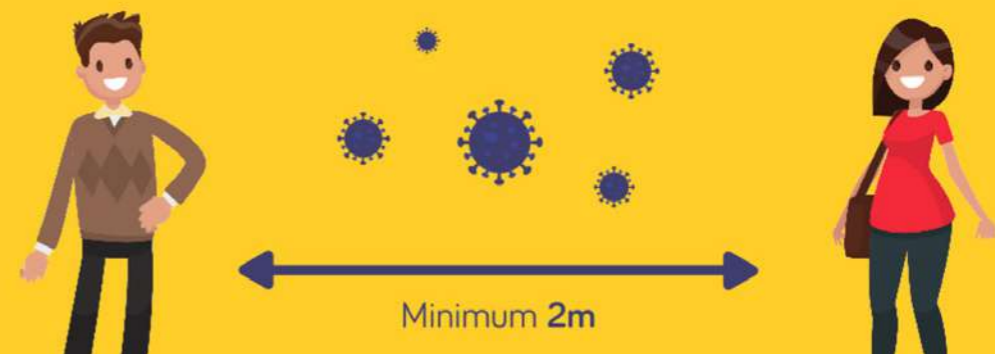
As I am sure you can appreciate, we have seen an increase in anti-social behaviour in our communities during the pandemic. It has been difficult circumstances for everyone. However, we are asking everyone if they could be thoughtful and considerate to their neighbours during this pandemic. Following the Welsh Government's latest advice and rules, parking considerately, not shouting and screaming, being aware of what your children are up to in the community, are just a few examples of how we can all help each other.

**If you would like to report any ASB, please contact us on 01824 706000 or via our website [www.denbighshirehousing.co.uk/anti-social-behaviour/](http://www.denbighshirehousing.co.uk/anti-social-behaviour/)**

### Community events & rebuilding our communities

We have had to sadly cancel all our up and coming community events for this year. We are working on a programme to try to support communities digitally as well as other alternative formats. Keep an eye on our social media accounts for any new events coming soon. If you have any ideas or suggestions then please let us know.

## Social Distancing





**Our new measures that we have in place (accurate at time of print) include:**



**Repairs, Maintenance and Essential Works Explained**

We thought it would be useful to share with you our current recovery plan for repairs, maintenance, essential works and new builds during the current pandemic, COVID-19. Due to the current situation, and continued advice and guidance from the Welsh Government, our recovery response may change at short notice. The way we will do repairs will change, so we can follow social distancing measures where possible.

Thank you for your patience while we are getting this sorted. For more information visit [www.denbighshirehousing.co.uk/coronavirusupdate](http://www.denbighshirehousing.co.uk/coronavirusupdate) or contact us on 01824 706000.



WE ARE HERE			
<p><b>Lockdown Phase</b> No non-essential repairs and works undertaken.</p> <ul style="list-style-type: none"> <li>Emergency and urgent repairs only</li> <li>Work to void properties</li> <li>Gas fuel Servicing, including safety checks and boiler repairs</li> </ul>	<p><b>Recovery Phase 1</b> We are expecting a high demand and long delays while we respond to the backlog of works.</p> <ul style="list-style-type: none"> <li>Emergency and urgent repairs – see website for more information</li> <li>Work to void properties</li> <li>Short duration routine repairs</li> <li>Aids and adaptations</li> <li>External works</li> <li>New build programme to resume</li> <li>Gas fuel Servicing, including safety checks and boiler repairs</li> </ul>	<p><b>Recovery Phase 2</b> We are expecting waiting times to reduce.</p> <ul style="list-style-type: none"> <li>Emergency and urgent repairs</li> <li>Work to void properties</li> <li>Jobs with a duration up to 1/2 day</li> <li>Aids and adaptations</li> <li>External works</li> <li>New build programme to resume</li> <li>Planned improvement programmes</li> <li>Gas fuel Servicing, including safety checks and boiler repairs</li> <li>All other fuel servicing including solid fuel and oil appliances</li> </ul>	<p><b>Recovery Phase 3</b> Business as usual will resume with new (normal) safety measures in place.</p> <ul style="list-style-type: none"> <li>Full return to business</li> <li>Emergency and urgent repairs</li> <li>Work to void properties</li> <li>Non-essential routine repairs</li> <li>Aids and adaptations</li> <li>External works</li> <li>New build programme to resume</li> <li>Planned improvement programmes</li> <li>Gas fuel Servicing, including safety checks and boiler repairs</li> <li>All other fuel servicing including solid fuel and oil appliances</li> </ul>

**Code of conduct**

We believe that our tenants have a right to be heard, understood and respected. We also believe that our staff have the right to work in a safe environment and free from any harm caused by others. We expect all tenants to treat our staff with courtesy and respect.

In a very small number of cases, where some tenants become frustrated, their actions become unacceptable because they give abuse of our staff. Actions that result in unreasonable demands and/or abusive behaviour towards our staff are unacceptable.

Aggressive or abusive behaviour includes language (whether verbal or written) that may

cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

Such threatening and violent behaviour towards staff, carrying out their duties in the neighbourhood is unacceptable. We will not tolerate such behaviour towards our staff and is a clear breach of your tenancy agreement and could result in us taking action to end the tenancy.

We are always willing to be as open and constructive with our tenants as we can be and would appreciate a similar response without foul language and intimidating behaviour from you.

**Our Housing Development Programme**



Llywodraeth Cymru  
Welsh Government



In our newsletter last autumn, we told you that we had applied for Planning permission to build 22 new homes on land above Tan y Sgubor in Denbigh.

In January, we found out that our application had been approved and in May, we appointed Brenig Construction from Mochdre to build the new houses for us. To build them more quickly, we're using a system called a modular method of construction. This involves making a lot of the pieces, which go into the new houses in a factory. The factory belongs to Creating Enterprise, which is part of the social landlord



called Cartrefi Conwy, who are based in Abergele. Work is starting on site this autumn and the new houses will be ready for tenants to move into during summer 2021.

We will also be appointing a contractor to start building energy efficient apartments, using a more traditional method of construction on the old school canteen site in Caradoc Road in Prestatyn. Work is starting on this site during autumn and the apartments should be ready in spring 2021.

Also in Prestatyn, architects have been making progress with the design for the development of new apartments on the old library site in Nant Hall Road. The development involves building more than nine new homes, so we've done an initial consultation with tenants before submitting our planning application. This has finished and we'll shortly be submitting our planning application. We hope to find out what the decision is by the end of 2020, which will enable us to start work on the development in spring 2021. We will update you on our progress in the next newsletter.



## Planned Works

**Our planned works programme has continued this year, despite the current situation, and here are a just a few examples of what we have been up to and have planned.**



### Heating Improvements

As part of our drive to improve the energy efficiency to our properties, we intend to upgrade approximately 120 properties to a renewable form of heating this financial year. The properties selected for this work do not currently benefit from a gas connection. The new air source heat pumps work by boosting the outside air temperature and transferring this, as heat, back into the property, very similar to a conventional heating system through radiators and pipework. The heating systems are renewable and should considerably improve the energy efficiency and comfort of the properties selected for the upgrade. The new installs will be completed across several estates in Denbighshire and all applicable tenants will receive advance notification of the improvements between now and March 2021.

We also hope to upgrade a number of other properties from Economy 7 heating, which have access to a gas connection, to a gas combi boiler. This will offer increased efficiencies and reduce tenants' fuel bills. We will write to all tenants whose properties can be completed before the Christmas break.

The total investment of both schemes will exceed £1m, and further investment into gas areas this no access to gas, as well as routine boiler upgrades, will be completed during the next financial year.

### Window, fascia and soffit upgrade

Lastly, we intend to upgrade a number of windows, fascia's and soffits across several estates. Recent surveys have identified a number of developments, which require improvement works, and we are currently developing a programme to address these repairs. The work will significantly improve the appearance of the properties as well as providing a low maintenance alternative to the existing roofline materials for tenants.

### Meliden External Major Improvements

Further external enveloping works will continue this year as part our commitment to invest in our communities. This year a further 55 properties in Meliden have been selected to receive major external repairs, which will include replacement roofs, rendering improvements and replacement fascias, soffits and guttering. The estates, which will benefit from the improvements, include some of our oldest housing stock in Meliden, and include:

- Ffordd Ty Newydd
- Rhodfa Graig
- Ffordd Pennant
- Rhodfa Ganol
- Ffordd Talargoch
- Ffordd Bryn Melyd
- Rhodfa Plas

We will be in touch soon to confirm details with those tenants included. The contract is due to start later this autumn and will be completed by March 2021. The improvement works will ensure tenants homes meet the Welsh Housing Quality Standard and more importantly give tenants a home to be proud of, feel and secure in.

If you live in Meliden, you may be wondering what our plans are for the site, where houses were demolished several years ago on Ffordd Ty Newydd. We are frustrated that this site has not been redeveloped with brand new homes yet. We are aware that any new homes would increase the volume of traffic along Ffordd Ty Newydd, so we want to fully consider the impact of this and other developments in the area before we proceed. We will keep residents updated on any progress.

## Finding out more – County Voice



As part of the Council, we wanted to let you know about County Voice, Denbighshire's residents' newsletter. It gives you all the latest news, updates about the Council's services and information about community events, activities and much more.

If you would like to subscribe to ensure you receive your copy via e-mail, sign up at [countyvoice.denbighshire.gov.uk/english/subscribe](https://countyvoice.denbighshire.gov.uk/english/subscribe)

You can read the latest edition here: [countyvoice.denbighshire.gov.uk/english](https://countyvoice.denbighshire.gov.uk/english)

## Tenancy Fraud



### what to do if you suspect fraud?

Tenancy fraud, for example, is when a tenant has a tenancy with us but lives somewhere else, sublet the home to another person (including family members). It also includes providing false information when applying for housing, or illegally applying to succeed a tenancy of someone who has died.

### Action we take against tenancy fraud

We will investigate all allegations of tenancy fraud, as it is very serious. Where we have sufficient evidence that fraud has taken place, we will take action. This action can include a criminal prosecution and/or a claim for possession of the property through civil courts.

### What can you do to help?

If you suspect someone is committing tenancy fraud please let us know by speaking to your Housing Officer, **call us on 01824 706000 or email [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)**

All reports will be treated in the strictest of confidence and you will remain anonymous to the reported party. You do not have to give us your contact details. However, if you would like us to contact you further regarding your report, please leave your name and contact number.



## Your Opinion Matters!

If you would like to be in with a chance of winning a **£100** gift card, here's how!

**Your opinion matters!** The past two years have seen further, significant changes for Denbighshire Housing.

We want to continue to raise our standards to the highest possible level, and need to work with you to achieve this.

Your views and opinions really matter to us and help shape our services that we deliver to you, so please complete your survey soon.



### How do I give my opinion?

You can complete your 2020 STAR Survey **online** by scanning the **QR code** with your mobile device. Alternatively, you will find the survey enclosed in this edition for you to complete and return to us.



### What next?

We will review the results over this autumn and will share the results with you in the spring newsletter. We'd like to thank you for taking the time to complete the survey.



## Survey of Tenants and Residents (STAR) 2018 Results

**90%**

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

Up from 86% in 2016.

**1st in Wales.**  
Benchmarked against **15** organisations.



**88%**

of our tenants said they were satisfied with their **neighbourhood** as a place to live.

Up from 85% in 2016.

**4th in Wales.**  
Benchmarked against **15** organisations.



**89%**

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

Up from 85% in 2016.

**3rd in Wales.**  
Benchmarked against **15** organisations.



**75%**

of our tenants said they were satisfied that we **listen to their views and act upon them**.

Up from 71% in 2016.

**6th in Wales.**  
Benchmarked against **14** organisations.



**89%**

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

Up from 85% in 2016.

**1st in Wales.**  
Benchmarked against **15** organisations.



**91%**

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

Up from 84% in 2016.

**3rd in Wales.**  
Benchmarked against **15** organisations.



### Your top priorities are:

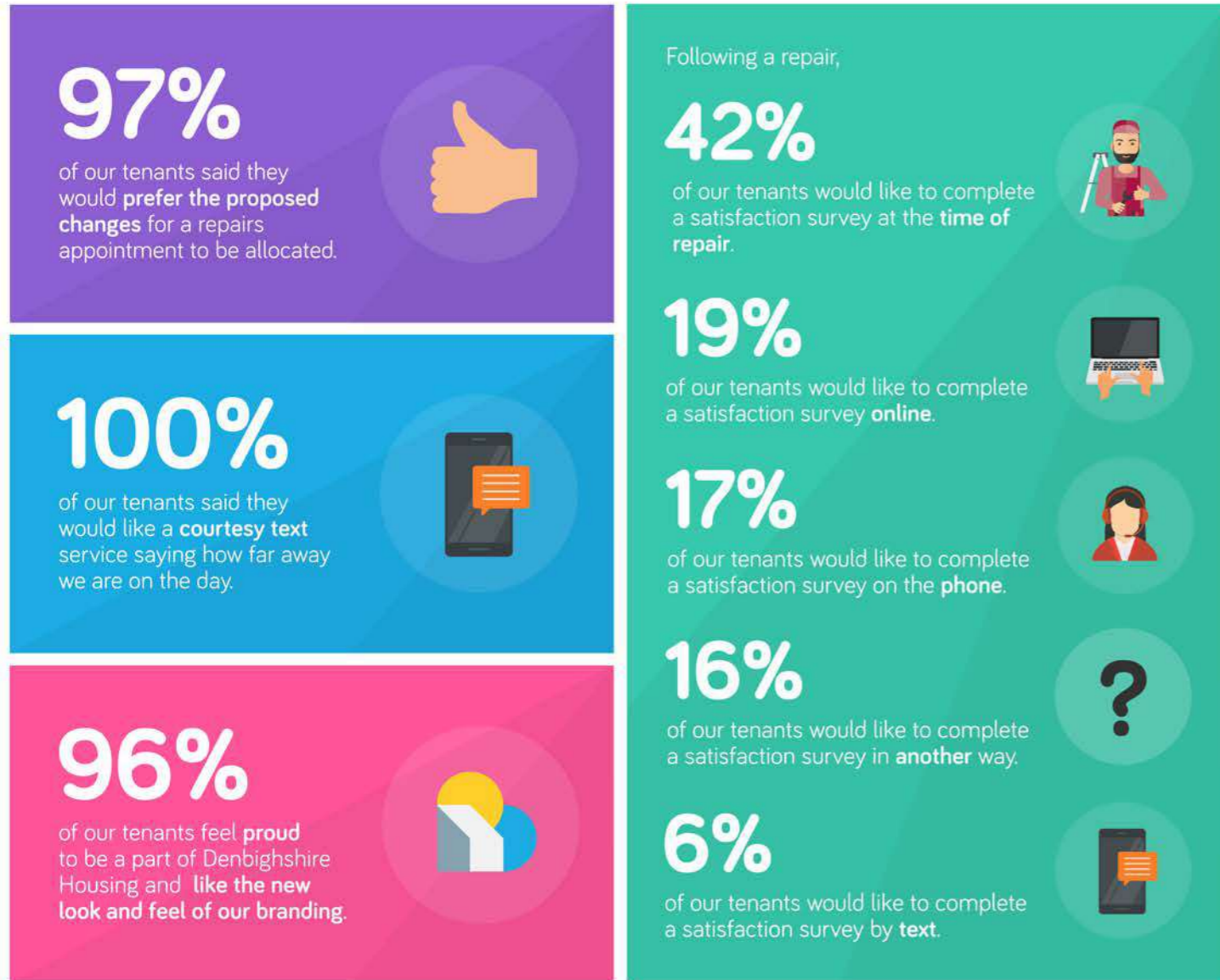
- Repairs & maintenance
- Listening & acting
- Quality of home
- Environment
- Feeling safe





# Repairs and Maintenance Appointment Process 2019 Results

Last year, our Community Development and Direct Labourer Operator (DLO) teams have been talking with our tenants about a proposed new way of making a repair appointment. Over 130 of you responded and the results are in!



## What next?

- Our teams are updating our systems to introduce the appointment process.
- The DLO's will have new tablets so they can manage their appointments more effectively.
- We will offer you a date for you appointment, rather than a number of days that we will respond.
- We will start to look at the types of repairs and change the current priorities. This will mean that we can provide a more flexible service when dealing with emergency or routine repairs.

If you have any questions about these results, please contact us at [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk) or 01824 706000.

## 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 2021.

### 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:

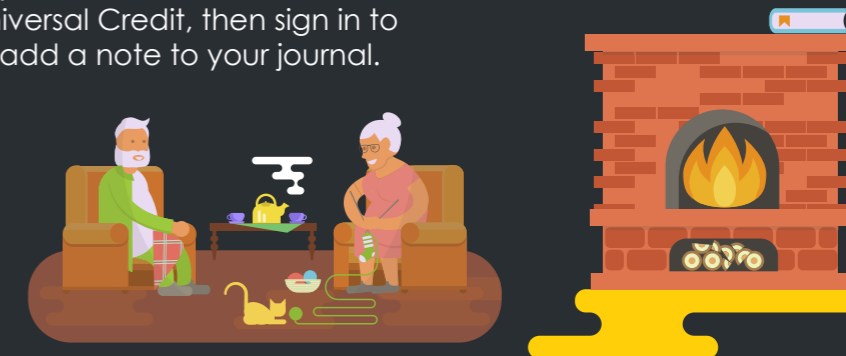
- You get the Guarantee Credit element of Pension Credit, known as the 'core group', or:
- You're on a low income and meet your energy supplier's criteria for the scheme, known as the 'broader group'.

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.





## How you can get involved?



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)

### 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

## 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.

## What is County Conversation?



Get involved in Council decision-making, from the comfort of your own home! Join in the County Conversation.

Since the start of the Covid-19 pandemic, more and more of us are choosing to get involved in online activities. Everything from virtual pub quizzes to virtual choirs have been hosted online.

We feel it's the perfect opportunity to let you all know that there's a way you can get involved in the Council's consultation and engagement activities online too, via the County Conversation Portal.



It's a website that lets different teams around the Council build engagement events, polls, questionnaires and more to ensure that you have the opportunity to get your thoughts over to us quickly and easily and to ensure that your voice is heard. Don't worry though – if you're not good with technology or you don't own any we will still make sure we let you know about important consultations in another way.

You can interact with the County Conversation Portal anonymously, or you can sign up to Y Panel, our online citizen panel. You'll need to tell us a few things about yourself and which areas of work the council does that you're interested in being involved with – and we'll email you when we're hosting an activity, event or consultation that matches your interests (for example if you care about the environment).

To view current activities and consultations and to sign up to Y Panel, visit [countyconversation.denbighshire.gov.uk](http://countyconversation.denbighshire.gov.uk)

## Working Denbighshire - How can they support you?

In addition to how we can help you, Working Denbighshire is an employability service, which aims at supporting Denbighshire residents, aged 16 and above, who are at risk of poverty.

We offer support with a range of different barriers you may face, like,

- Help with finding a job
- Finding a work or volunteering placement
- Training and further qualifications
- Confidence building and motivational support
- Creating or improving a CV
- Interview skills and techniques
- Filling in application forms
- Developing basic IT skills
- Help to understand your benefit entitlements
- Help with funding for equipment, interview clothes and certificates
- Funding of travel costs to interviews, work placements and training (at the discretion of your mentor)



If you sign up, you will be assigned a mentor, who will support you with reaching your desired goals. You can discuss any kind of barriers that you are facing in improving your personal situation.

Within Working Denbighshire, they have Employment Coordinators. They engage with various employers across Denbighshire and beyond, providing you with a list of job opportunities available to our participants that are offered exclusively to our team.

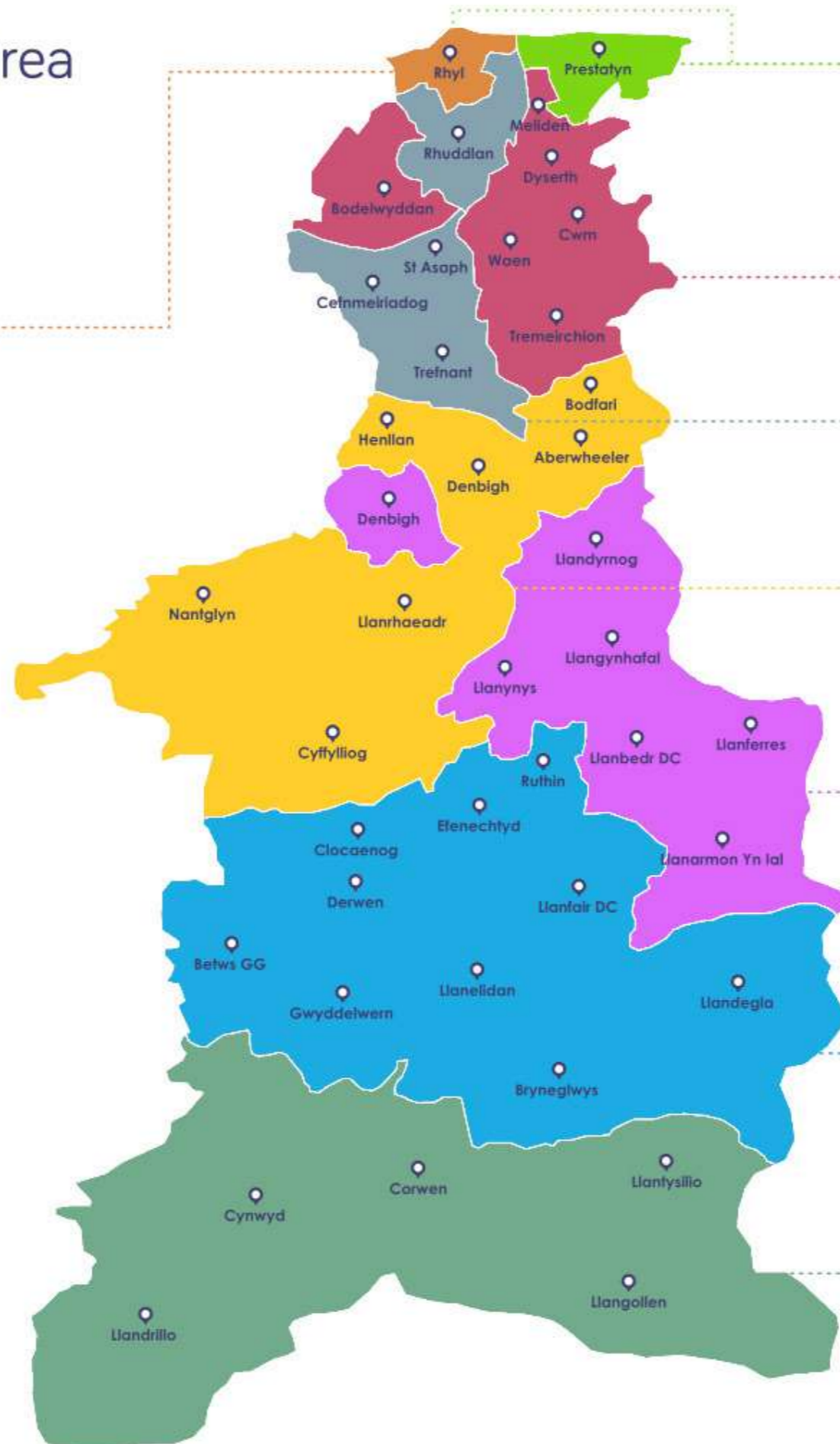
Working Denbighshire work closely with many different organisations, including Job Centre Plus, Careers Wales, North Wales Training, Youth Services, us, Supporting People and many more.

If you feel that Working Denbighshire can offer the support that you need, please contact them on: Tel: 01745 331438 / 07342 070635 or email: [workingdenbighshire@denbighshire.gov.uk](mailto:workingdenbighshire@denbighshire.gov.uk)





# 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, Fforddlas,  
 Gwalia Avenue, Kingsley Avenue, Marsh Road,  
 Meredith Close, Meredith Crescent, Plas Cyril,  
 St Davids Square, Vale Road, Victoria Road,  
 Walford Avenue & War Memorial Court,  
 Warren Road & William Street.*

**Area 2**  
 Housing Officer: **Chris Wynne**  
*\*Includes the following addresses:  
 Arfon Grove, Brookes Avenue, Cramer Court,  
 Frederick Street, Gwynfryn Avenue,  
 Llys Brunswick, Llys Morgan, Llys Pen Y Cefndy,  
 Menai Avenue, Rhydwen Close &  
 Rhydwen Drive.*

**Area 3**  
 Housing Officer: **Dawn Barraclough**  
*\*Includes the following addresses:  
 Bruton Park, Llys Glan Aber & Maes Emlyn.*

**Area 4**  
 Housing Officer: **Louise Ellams**  
*\*Includes the following addresses:  
 Colin Drive, Eastville Avenue, Elwy Drive,  
 Foel View Road, Geufron, Glyn Avenue,  
 Hen Afon Road, Holland Park Drive,  
 Howell Drive, Leonard Avenue, Llys Y Gerddi,  
 Lynwood Drive, Mayfield Grove,  
 Mona Terrace, Oakville Avenue,  
 Pendre Avenue, Penymaes Avenue,  
 Prince Edward Ave, Princess Elizabeth Ave,  
 Rhyl Coast Road, The Crescent,  
 Thornley Avenue, Trellewelyn Road,  
 & Weston Court.*

**Area 5**  
 Housing Officer: **Carmel Rider**  
*\*Rhyl includes the following addresses:  
 Brynhedydd Close, Edgbaston Road &  
 Sholing Drive.*

**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, Llyn 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 Garon, Maesglas,  
 Myddleton Avenue, Post Office Lane &  
 Smithfield Road.*

**Area 10**  
 Housing Officer: **Claire Hall**

**Area 11**  
 Housing Officer: **Bethan Parry**



# And we are live!



Over the past few years, we have been strengthening our identity with our tenants, staff, within our communities and partners through a new brand, logo, publications, social media, uniforms, community events and engagement. Denbighshire Housing prides itself in delivering a service that tenants and staff can be proud of. We have worked with the Denbighshire Tenant and Residents Federation (DTARF) at every stage to make sure we are doing the right thing for tenants, that information is relevant and how to development our online presence.

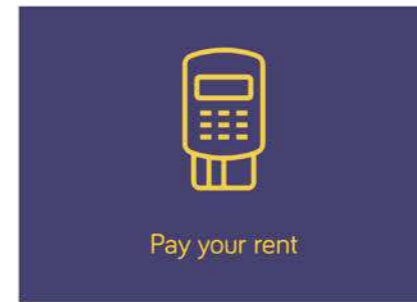
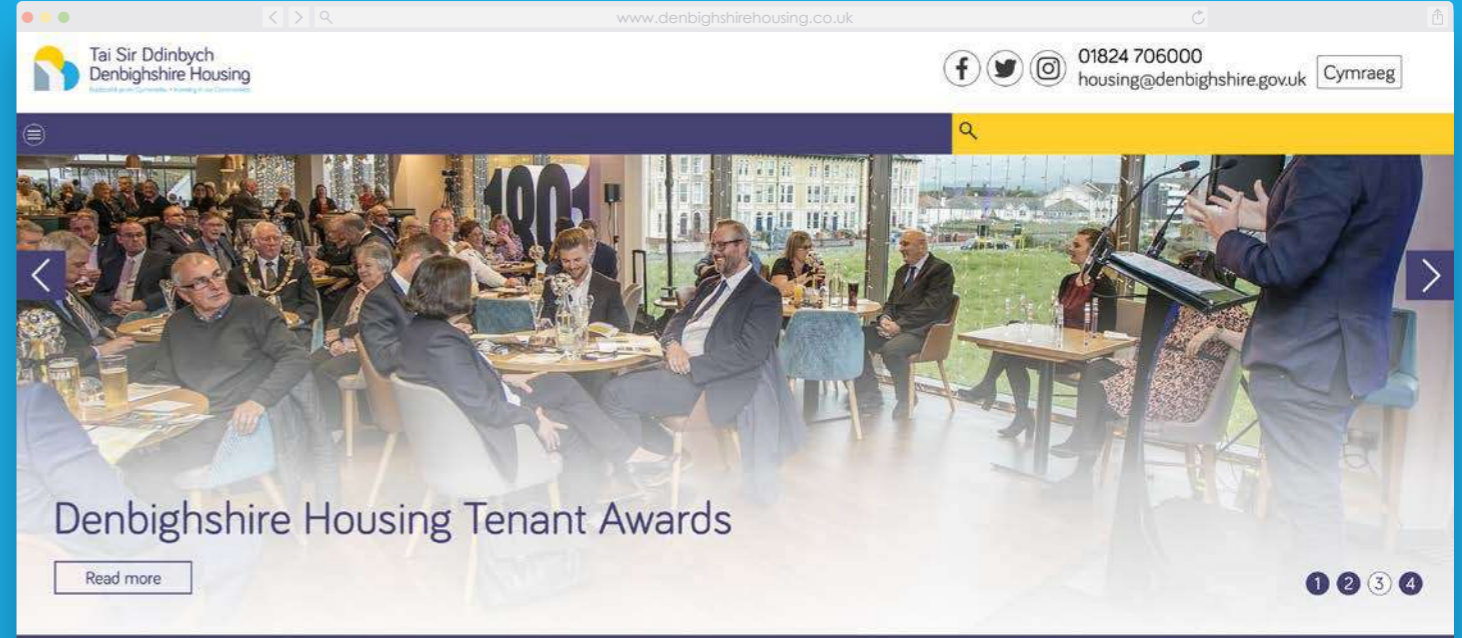
We are really excited to announce that our new website is now live [www.denbighshirehousing.co.uk](http://www.denbighshirehousing.co.uk) We have been using it throughout the pandemic to keep everyone informed about changes to services as well as health and wellbeing support. The new website is a great source of information for you, to find out about services we deliver, how we can help you, what is going on, and so much more! Please take the time to visit the website and to let us know what you think, or would like to see on the website in the future.



A few ideas that we are working on for the next phase include:

- A tenant portal - where you can access your latest rent statement, pay your rent, view letters and other documentation we have sent you, up to date notifications, surveys, track a repair and so much more.
- 'How to' video guides to help in your home, manage your money and so on.
- Texting & emailing you with, for example, up to date information about events, visit reminders, rent payment direct debits and surveys.
- Live chat - as an alternative way for you to get in touch with us. We are conscious that not everyone likes to talk on the phone, wait a response from an email, or a call back.
- Tenant app – designed to improve our communications with you and give you quicker access to your tenant portal and account.

If there is anything that you would like to see us develop digitally, then please let us know, as we would love to hear your ideas. We are particularly keen to engage with our younger tenants as well, so any suggestions would be great.





## Denbighshire Housing Tenant Awards 2020 Update

You may have seen in your recent update that we decided to postpone this year's Denbighshire Housing Tenant Awards, due to the current coronavirus situation. It was not an easy decision to make, especially after all the hard work of staff and tenants to put it together, but we felt it was the right decision to keep everyone safe and well.

We are starting to look ahead to 2021, and have a provisional date of the 22 September 2021 for the next tenant awards. Once we know more about the developing situation around coronavirus, then we will confirm this in spring. So that you have your nominations ready for 2021, these are the award categories:

- Tenant of the year
- Young Tenant of the year
- Good Neighbour of the year
- Housing Resident/Community Group of the year
- Denbighshire Housing Customer Service of the year
- Community Project of the year
- Community Hero of the year
- Garden of the year – Tenant
- Garden of the year – Communal area
- Garden of the year – Community

Get your nominations ready!

## TPAS Cymru



TPAS Cymru is an organisation that works with landlords and tenants in Wales to help shape housing services. They offer a wide range of training and engagement opportunities across North Wales and draw on the expertise of other like-minded organisations.

If you are interested in seeing what events are available, please visit: [www.tpas.cymru](http://www.tpas.cymru)

### What is Tenant Pulse?

Do you want to make housing better?

Tenant Pulse is the voice of tenants in Wales. It has been created by TPAS Cymru and is supported by Welsh Government. Their main aim is to find out what matters most to tenants in Wales.

The results of their surveys are used by Welsh Government and landlords to create housing policy which works for tenants, and which makes housing in Wales safer and fairer.

**Have your say by joining the thousands of tenants already registered at [www.tpas.cymru/about/tenant-pulse](http://www.tpas.cymru/about/tenant-pulse)**