

Your Newsletter

The tenants' newsletter for Denbighshire Housing



Issue eleven – Spring 2023

Getting to know you better!

There have been some tragic incidents in housing in the UK in recent years. These include the Grenfell disaster and the recent tragic death of a young boy in Rochdale. In all these incidents, a common theme was that social landlords did not know enough about the people living in their homes.

We know a lot of people do not like sharing their details, but it helps us improve our services to you, if we have up to date information so we can help you as much as possible. This can include us asking who is living in your home, any information we need to know that may help us support you in your home, and in the wider community better.

One way to help us get to know you better is by organising a tenancy visit.

What is a tenancy visit?

To help us get to know you and help you better, we may arrange to come and visit you in your home. During a visit, we can make sure you get any help or support you need, as well as trying to prevent any issues that may occur before they happen. If we agree that you need intervention or support from us, then we will agree how and when we can help. If you don't need anything we will agree to see you again in a future visit.

Most households do not need anything from us, but we still want to get in touch every now and again, so you know we are there. If you are contacted about a Tenancy Visit, it is not a check-up or inspection. Please see this as a courtesy visit to see if we can be of any help to you and your family.

What happens to my data?

We will make every reasonable effort to ensure that we, or any third party who may process data on our behalf, complies with the principles of Data Protection legislation when processing personal data. For more information about Data Protection and our Privacy Notice, please visit <https://www.denbighshire.gov.uk/en/privacy/privacy.aspx>



New homes update

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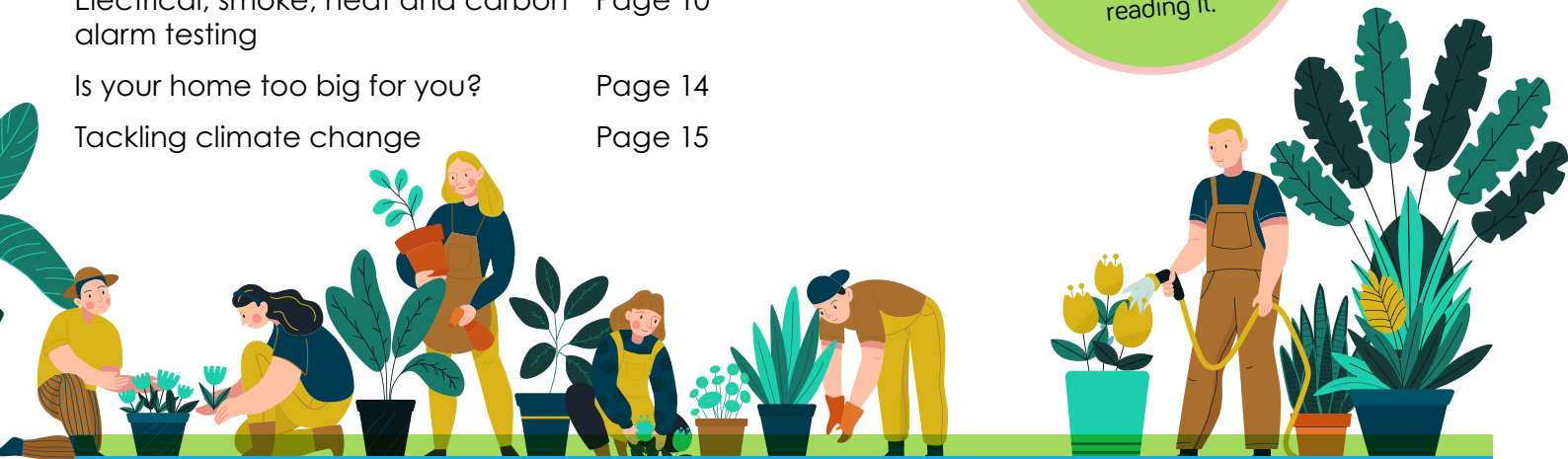
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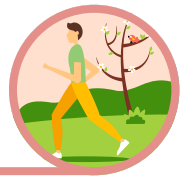
Bulletin Board

To report any maintenance issues, contact Customer Services:
Mon-Thu 9:00am – 5:00pm 01824 706000
Fri 9:00am – 4:30pm
Out of Hours Emergency 0300 123 3068
Galw Gofal (Careline) 0300 123 6688
Single Point Of Access (SPOA) for support referrals
0300 456 1000
Gas Emergency 0800 111 999
Electricity Emergency 080031 63 105

NHS Direct Wales
111

Floodline
0345 988 1188

Type talk
0345 602 6340



Message from Liz Grieve

Head of Housing & Communities at Denbighshire County Council.

Welcome to this edition of our tenants' newsletter. I wanted to take the opportunity to introduce myself. I am Liz Grieve, Head of Housing & Communities at Denbighshire County Council. This includes Denbighshire Housing, council homes, and housing management services.

As I write this, the spring sunshine is finally breaking through and there is hope that we have finally left the cold weather behind. It's been a tough winter for many, but I hope that you have felt supported, both in terms of tackling the cost-of-living pressures, as well as keeping your homes safe and warm.

We continue to progress with our plans for improving the energy efficiency of our homes. This is a key programme which will take many years to complete but will benefit both today's and tomorrow's tenants, as well as contributing positively to tackling climate change by reducing the use of fossil fuels. The works are inconvenient, but we hope this is a small price to pay for energy efficient houses and cheaper energy bills in the future.

Mould and condensation have been in the news recently as we have seen distressing reports of incidents across the UK. We have reviewed our own response to reports of mould and condensation and we hope that you have felt that we have been responsive and supportive, from the first contact onwards. Do keep in touch and keep us updated of any issues in your home so that we can address problems before they become critical.

Later this year, we will be asking you all to complete this year's Survey of Tenants and Residents (STAR). This is your opportunity to tell us how we are doing, and I am looking forward to seeing how you think we are performing, supporting you and our communities.



Message from Denbighshire Tenant and Resident Federation (DTARF)

DTARF is the federation of tenant's associations that represent tenants in Denbighshire.

Any new groups and individuals are always welcome to join. It's really important that this group represents a broad range of our tenants. Please feel free to get in touch, have your say, feedback, or simply meet up with other tenants. We meet every month and staff from the Housing team come along to discuss the services.

You can contact **John Woodward** on dtarf@hotmail.co.uk or speak to the Housing team on **01824 706000** or follow us on Facebook <https://www.facebook.com/DTARF>



Renting Homes - Your new Occupation Contract

By now you should have received a copy of your new Occupation Contract. This is your updated tenancy agreement that ensures we adhere to the Renting Homes Act (Wales) 2016.

You will have noticed that there are a lot of pages but as we have mentioned in previous newsletters, we have not changed the overall terms and conditions. We have added what we are required to in order to comply with the new legislation.

You do not need to do anything however if you have any questions or comments about this then please let us know.

CHANGES TO THE RENTING HOMES (WALES) ACT 2016

The Welsh Government has implemented changes to The Renting Homes (Wales) Act 2016. This affected our tenancy agreements from the 1 December 2022. We have put together this helpful guide to help explain what these changes mean to our tenants.

THE RENTING HOMES (WALES) ACT (RHA) 2016 - WHAT IS IT & WHAT DOES IT MEAN?

From the 1 December 2022, the Welsh Government has implemented the RHA. This has changed the way we rent our homes.

The new act improves the way we rent and manage services to tenants.

WHAT DO THESE CHANGES MEAN TO YOU?

You won't need to do anything. You should have had your new contracts/agreements. If not, please let us know.

Under the new law, you are known as 'contract-holders'. We have replaced your tenancy agreements with 'occupation contracts'.

For 'contract-holders' (you) this will mean:

- You've had your written contract setting out your rights and responsibilities.
- Improved succession rights, these set out who has a right to continue to live in a dwelling, for example, after the current tenant dies.
- More flexible arrangements for joint contract-holders, making it easier to add or remove others to an occupation contract.

HOW WILL IT AFFECT YOU?

You should have received your new contracts by now.

New tenants will sign the new occupational contract and will receive a copy within 14 days.

The occupational contract will be set out in a 'written statement'. This statement will confirm the terms of the contract and contain all the required contractual terms as provided by the Welsh Government. These are:

- **Key matters:** For example, the names of the landlord and contract-holder and address of the property. These must be inserted in every contract.
- **Fundamental Terms:** Covers the most important aspects of the contract, including how we get possession and our obligations regarding repairs.
- **Supplementary Terms:** Talks about the more practical, day to day matters applying to the occupation contract. For example, the requirement to notify us if the property is going to be left unoccupied for four weeks or more.
- **Additional Terms:** Addresses any other specifically agreed matters, for example a term, which relates to the keeping of pets.

WILL I STILL BE A TENANT UNDER THE RHA?

Yes, you will still be a tenant. Your tenancy agreement will be known as an occupation contract.



WHAT HAPPENS TO MY EXISTING TENANCY AGREEMENT AFTER 1 DECEMBER?

Your current tenancy agreements have converted into an 'occupation contract'. Many of our existing terms will stay the same but some things will change e.g. we need to give you more notice of a rent increase.

WILL THESE CHANGES AFFECT MY RENT?

No, this has no effect on your rent or cost you any money.

WHAT ARE THE FITNESS FOR HUMAN HABITATION (FFHH) REQUIREMENTS?

This change in the law helps ensure we maintain our homes to prevent them from becoming unfit for you to live in. Highlights include:

- Reducing damp and condensation.
- Making sure that there is a:
- Hard wired smoke alarm on each floor of a home.
- Carbon monoxide alarm in proper working order in each room, where there is a gas, oil fire or solid fuel appliance.
- Ensuring that we do an electrical safety inspection at lease once every five years and there is a valid electrical condition report in place.

WHAT DO YOU NEED TO DO?

Please read your new Occupation Contract, and make sure you understand your rights and responsibilities.

These changes are supported by tenant organisations such as TPAS Cymru and in partnership Shelter Cymru.

For more information and some frequently asked questions created by the Welsh Government, visit <https://gov.wales/renting-homes-frequently-asked-questions-tenants>

WHEN CAN I EXPECT MY NEW CONTRACT?

You should have had your new contract by now. If not, please let us know.

If you have any questions about your contract, please get in touch with your housing officer, who should be able to help you.



Whether you're a landlord or a tenant it is important you know what the changes mean for you.

Housing Improvement programme Update

Energy plans for our homes – update



Llywodraeth Cymru
Welsh Government

We are really excited with our Optimised Retrofit Programme (ORP) and the difference it is already making to our tenants' lives. So far, we have worked on:

- **Canol y Dre, Ruthin** – selected homes are almost complete with new slate and integrated Photo Voltaic (PV) solar panels on the roofs, storage batteries and external wall insulation.
- **Rhydwen Drive, Rhyl** - Phase 1 & 2 is due to finish this summer. Works include a new clay tiled roof with integrated PV solar panels, storage battery and external wall insulation.



Here is just some of the other equipment that we have been installing in your homes where we can:

Intelligent Environment Sensors (IES) – if these have been fitted in your home, these help us understand the internal temperature, humidity levels and ventilation in a home. The information that these give us, help us to design the future energy works needed to the house.

We are providing IES guides, where installed, which shows the graphs we can see from the data coming off the sensors. The graphs will show:

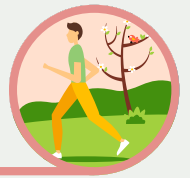
- how much heat the house keeps in / how long it takes to escape.
- how thick insulation should be.
- if more or less ventilation is needed to make sure mould and damp is kept at bay.
- the temperature required to heat your home to keep mould and damp away.
- if the boiler is set too high, which would cost you unnecessary bills etc.

Photo Voltaic solar panels (PV) - Unfortunately these can't be fitted to every house. If the roof has too many angles, roof lights or dormer windows then the solar tiles are too big to fit.

Similarly, if the orientation of the house is wrong or the roof is in shade from trees or a hill then electricity from the sun can't be generated.



Occupancy energy surveys – the Energy housing team will be visiting homes in the future. We hope to be able to work with you, to help create a medium-term energy plan. This will help understand the best energy measures suited to you and your home. We will be making appointments over the coming months, where appropriate.



Betws GG Ground Source Heat Pump project update

We have an exciting new project underway at Betws Gwerfil Goch, supporting our ORP mentioned earlier. External works have already started, with scaffolding up to start work on replacement roofs, photo voltaic solar panels, and batteries being installed.

This project is part of a wider scheme including ground source heating for the village. During spring, we have started a test rig trial (TRT). This involves trailing a bore hole to understand where the best thermal conductivity depth is under ground. We will keep you up to date about this exciting new project in our next newsletter.

Electrical Testing Programme

We have restarted our electrical test programme of our homes. This is a 5-year, periodic check of the fixed wiring in your home. We complete this to ensure that the wiring is safe, and to advise us of any upgrade work that might be required. The inspection takes approximately 2-3 hours to complete, depending on the size of the property, and done by our approved electrical sub-contractors.

We try to inspect our homes in date order of when they were last rewired. As part of the inspection, we will replace all smoke and carbon monoxide detectors if required, to ensure these remain in good order. We will write to you when it's time for your home to be inspected, to provide with more information about the check. These inspections are mandatory, and must be completed, similar to your annual gas service. Please help us by making sure you're available for these inspections to take place. Please see page 10 for more information about what will happen during your test.



Housing Development / New Home Update:

Rhyl

In our last newsletter, we told you that work had started on converting the old tax office in Churton Road into apartments. New windows have now been fitted and the new roof has recently been going on. The conversion will provide 4 one-bedroom and 8 two-bedroom apartments and is due to be completed later in the summer.



Prestatyn

We also told you last time about the progress we were making with the new apartment development on the site of the old library in Nant Hall Road in Prestatyn. Now the scaffolding has been taken down you can get a better idea of what the building will look like when it's complete. We're still on track to complete the works this spring and the development will provide 14 one-bedroom apartments for Council tenants.



Passivhaus Homes

We've shared with you previously about the energy efficient Passivhaus homes we've been building in Prestatyn and Denbigh. The 4 apartments in Caradoc Road in Prestatyn are almost complete and the 22 new houses off the Henllan Road will be finished by the early summer. These are the first Passivhaus homes that the Council has ever built. They require very little top-up heating even on the coldest days and don't need a gas boiler. Next time we'll show you some more pictures of the completed homes.





Llwyn Eirin, Denbigh – PassivHaus development

Last year, we introduced our first council homes being built in Denbigh in 30 years. This development includes 18 two-bedroom and 4 four-bedroom semi-detached homes that are low carbon. The development has also been named Llwyn Eirin to celebrate the Vale of Clwyd Denbigh Plum.

These homes have been built, and certified to the energy efficient PassivHaus standard, as part of the Council's target to secure the provision of 170 new council homes.

We are really looking forward to our first tenants moving in soon and can't wait to let you know how they are getting on in the next newsletter!



So, what is a PassivHaus?

Passivhaus is the name given to a low energy construction standard for a home. It means a home could have excellent air circulation all year round, saving up to 80% of your heating usage. These types of homes are easy to live in and require little maintenance.

Passivhaus homes:

- Have very high levels of airtight insulation.
- Use the whole house ventilation system to help with low running costs.
- Are comfortable, healthy, and sustainable.
- Have high performance windows.
- Have excellent indoor air quality.

Benefits of living in a Passivhaus home:

- A possible reduction in your energy bills
- A healthier home that has fresh filtered air, which can reduce respiratory health issues such as asthma and hay fever.
- No draughts and limited overheating.
- Your home will be a consistent temperature.
- Great soundproofing so your home should be quieter.
- Less dust.
- Up to 100% reduction in your homes carbon footprint.

These homes also have solar panels on the roofs and will use ground source heat pumps to transfer the natural heat from under the ground to keep them warm. The Welsh Government has provided funding through its Innovative Housing Programme.



Electrical, smoke, heat and carbon alarm testing

Why do we have to do electrical and alarm testing?

As part of the Renting Homes (Wales) Act 2016 implementation, from the 1 December 2022, we need to do an electrical safety check on all our properties. This test is sometimes called an electrical installation condition report (EICR) test.

What is an EICR test?

This test will check the electrical installation (electrics) in a property. This include light fittings, sockets, wiring and fuse boxes are all safe and are not fire hazards and of the highest standard.

What is Periodic Inspection and testing (PIT)?

This is just another name for an EICR that the Welsh Government mention on their website.

What do you need to do?

We will need to visit each home and have access to every room to check the electrics.

What happens during a test in our tenants' homes?

1. Our housing maintenance team will arrange for either one of our qualified engineers, or a suitable contractor to come and look at the overall quality, performance and safety of the electrics in your home.
2. When we arrive, we will take a look around and check to see if anything needs replacing or repairing. For example, some of our older properties may need a new fuse box, also known as a consumer unit.
3. We will then need to turn off your main power supply for a bit to check the circuits for faults.
4. When we turn your electric back on, we will do a 'live' electrical test. Also testing the quality of the earthing in the house.
5. Lastly, we will check switches, sockets, power outlets, light fittings etc.

6. Any dangerous faults found will be fixed at the time. Any minor faults will be scheduled for repair at a later date.
7. As part of the test, we will also replace your smoke, heat and carbon monoxide alarms, where you have them, if they need upgrading.

How long will the testing take?

A typical test will take around 3-4 hours, depending on the size of the home.

What will happen after we have done the testing?

Within 7 days, we will provide a tenant with a report of the test, including any issues that need to be fixed.

How often do we have to do an EICR check?

Every 5 years, or when we have a change in tenancy.

Some of our properties have already had an EICR test recently. If you have had one of these tests, we will get in touch when it is due to be retested in 5 years.





Cost of living & what it means to you



The cost-of-living crisis has had a detrimental impact on all of us. The price of food and goods is higher, the amount it costs to heat our homes has increased (with the energy price cap set to increase again later this year), fuel is more expensive, and people's income just isn't stretching as far as it used to.

If you're finding it hard to keep on top of your bills, struggling with debt management, aren't sure whether your home is as energy efficient as possible, or would just like peace of mind knowing you're claiming everything you're entitled to, Citizens Advice Denbighshire is here to help.

We are able to offer free, confidential, impartial, and confidential advice and support.

With an income maximisation session, we'll help make sure you're claiming what is yours and that you're receiving the correct amount of benefit, we'll help identify and manage any debts and arrears you might have, we can refer you on to larger schemes and projects (whether that's for new boilers or insulation through Nest, or helping with whatever grants are available), and we'll help you with practical energy efficiency advice and small measures.

If you're a member of the Armed Forces community, we have dedicated specialist energy advisers ready to help. Thanks to our partnership with Woody's Lodge, with funding from the Energy Redress Scheme, our Force for Energy Project is able to offer you a home visit - alongside our usual offer of advice, support, and referral - to properly assess whether your home is as energy efficient as possible and give you small measures to help towards that.

With the cost-of-living set to increase, it's important that you have access to all the support you need before crisis, so get in touch today for free, independent, impartial, and confidential advice.

Call 08082 787 933

Email advice@dcab.co.uk

See an adviser in our virtual waiting room (Monday-Friday, 9.30am to 4.30pm)

<https://attenduk.vc/area-1>

Here are some helpful websites for more advice and support:

Denbighshire County Council

www.denbighshire.gov.uk/cost-of-living

Money Helper UK

<https://www.moneyhelper.org.uk/en>

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help, MoneyHelper brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.

Turn2us - <https://www.turn2us.org.uk/>

Turn2us is a national charity, which tackles financial insecurity. It offers services to calculate what benefits you may be entitled to and runs a helpline to give support and information to people who don't have access to the internet or find it hard to get online. Their helpline is 0808 802 2000

StepChange - <https://www.stepchange.org/>

Food Support - The Trussell Trust can advise on provision in your local area: <https://www.trusselltrust.org/get-help/help-through-hardship-helpline/> or call 0808 208 2138

Energy and warming your home advice: Warm Wales aims to bring affordable warmth to homes: <https://www.warmwales.org.uk/getting-support/> or call 01352 711751

For Adult Social Services & Support Services, including homelessness and well-being advice, call Single Point of Access (SPoA) on 0300 4561000

For Children's Social Care or our Family Support Services contact the Children & Families Support Gateway on 01824 712200 or via email cfsgateway@denbighshire.gov.uk

For help finding affordable Childcare or advice on childcare costs please contact Denbighshire's Family Information Service on 01745 815891 or via email fis@denbighshire.gov.uk

For Employment Support to get into work and / or gain new skills contact Working Denbighshire www.denbighshire.gov.uk/workingdenbighshire, by calling 01745 331438 or refer yourself here: <https://working.denbighshire.gov.uk/>

Warm Welcome

The Council, along with the Denbighshire voluntary services council (DVSC) have worked together with partners and venues to create warm hubs throughout Denbighshire this winter.



Llywodraeth Cymru
Welsh Government

Each hub provided a warm welcome, a comfortable space during the day, where people could go for a chat, get refreshments, do an activity, get advice, or relax, as part of the 'Warm Welcome' project. These included all libraries in Denbighshire and local residents' community centres.

There have been a total of 36 Warm Welcome Hubs supported by Denbighshire and a total of 398 people making use of the warm spaces per week. The types of support, advice or enrichment that can be accessed through the warm hubs are:

- Local support and information
- Engage with others
- Transport in the more rural areas
- Crafting activities
- Men's and Women's Sheds
- Mother and toddler groups
- Hot refreshments

- Warm meals
- Third sector support
- Daycare for people of all ages
- Foodbank
- Repair café
- Debt and advocacy support
- Leisure activities
- Free borrowing instead of buying - printed books; e-books and e-audio; newspapers; e-zines

This project is part of the 2025 Movement, bringing partners together through the Croeso Cynnes/Warm Welcome initiative to support this. For more information about this project, visit <https://www.denbighshire.gov.uk/en/community-and-living/warm-welcome/warm-welcome.aspx>



Would you like to become a Digital Champion?

Digital Champions support digital inclusion and help overcome barriers for people wanting to understand digital devices, platforms etc.

If this is something you'd like to get involved with, free training is available from Digital Communities Wales. The training will discuss:

- What is involved in being a Digital Champion.
- How you can support individuals with their digital skills.

- Understand how someone learns new skills.
- Discuss opportunities to support and further advance your own skills and learning.

If you would like further information, please contact us on 01824 706000 or rachel.e.williams@denbighshire.gov.uk





Paying your rent – Did you know?

Did you know you don't have to wait until Monday's to pay your rent? Here are just a few ways you can pay your rent:

Online

You can use your debit or credit card to pay your rent online at <https://www.denbighshire.gov.uk/en/make-a-payment/make-a-payment.aspx>

Direct Debit

If you have a bank or building society account, this is the easiest way to pay. Your rent will be paid from your account automatically every month.

To set up a direct debit, contact us on 01824 706000 or email us at housing@denbighshire.gov.uk

Standing Order

If you'd like to set up a standing order, please contact us on 01824 706000 or email us at housing@denbighshire.gov.uk and we can arrange for a form to be sent to you with all the relevant details on. You can take this to your bank, and they can set this up for you. Alternatively, if you have online banking, we can provide you with account details for you to set this up yourself.

Rent swipe card

If you have a swipe card, you can use this to pay your rent at a post office or One Stop Shop. You must pay in cash and there is a minimum payment of £5. If you lose your swipe card, please call us on 01824 706000 or email us at housing@denbighshire.gov.uk to discuss other options available for you as we are no longer issuing new ones.

Pay over the phone

You can use your debit or credit card to pay over the phone. When you call us, you will need your rent reference number or swipe card, and we will ask for your name and address.

24 hour automated payment line: 0300 4562499 or 01824 706000 (Monday to Thursday: 9am to 5pm. Friday: 9am to 4:30pm)

Pay by post

You can pay your rent by sending a cheque or postal order made payable to Denbighshire County Council to:

Rhyl One Stop Shop, Church Street,
Rhyl, LL18 3AA

Please include your rent reference number, and your name and address. We will only send you a receipt if you ask for one.

Problems paying?

If you are having difficulty paying your rent, you may be entitled to housing benefit. To discuss how we can help you, contact us at housing@denbighshire.gov.uk or call us on 01824 706000.

Important information about rent increases:

As a result of annual rent increases, if you claim/receive:

The housing cost element of Universal Credit

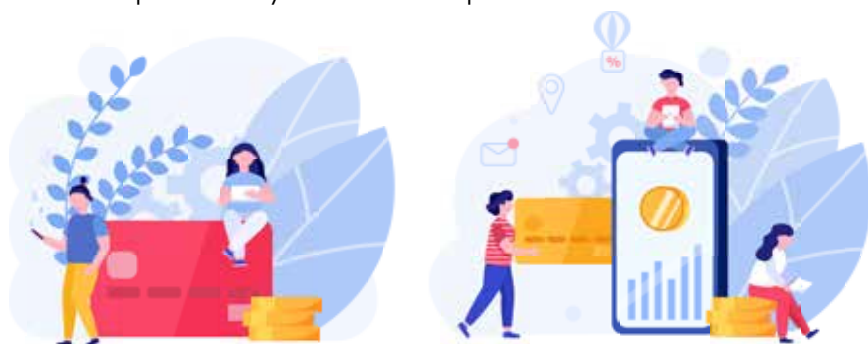
Universal Credit, you must tell the Department for Work & Pensions (DWP) about your rent increase asap. If you don't, you are at risk of losing out on the amount you can claim towards your rent.

Log on to your account www.gov.uk/sign-in-universal-credit to report this change. Phone us on 01824 706000 if you need help understanding your rent and service charges.

Housing Benefit

You don't need to do anything. Your account will automatically be updated to show the changes. The Housing Benefit Department will write to you when they have worked out how much Housing Benefit you will get.

If you don't currently receive Housing Benefit or Universal Credit, but think you may qualify, please visit www.denbighshire.gov.uk and go to Benefits, grants and money advice where you can find information and advice.



Tenant Awards Update

Following the success of our 2022 Tenant Awards, but also considering the current cost of living crisis etc, we have decided to hold our awards biennial (every other year). This has not been an easy decision but are excited that our next tenant awards will be in 2024!

This extra time will give our tenants the chance to make even more of a difference in their communities, have a positive impact etc for award nominations next year.

This will also give us a chance to get continued sponsorship for the event, so there is no cost to tenants.

If you have any suggestions for award categories that we can consider in the future, please contact us at housing@denbighshire.gov.uk.



Survey of Tenants and Residents (STAR) 2023

In winter 2021, we asked you to complete the Survey of Tenants and Residents (STAR). We had over 381 responses, 69% online, which was fantastic!! The results showed that your top priorities and things that are important to you are:

- Your local community.
- Having good neighbours.
- More awareness of when people aren't acting responsibly.

Other highlights show that 79% of you said you were satisfied:

- With the overall quality of your home.

- That we provide a home that is safe and secure.
- With your neighbourhood as a place to live.
- That your rent provides value for money.
- With the overall service that we provide.

To keep in line with the housing sectors benchmarking in Wales, and for you to continue to have your say and shaping our services to you, we need your feedback again this autumn!

We are in the process of planning this year's survey, and plan to send this year's survey out to you in September via post, email and text. It's so important that you take a few minutes to let us know how we are doing. Please keep an eye out this autumn for more information.

Is your current home too big for you?

We are currently reviewing our under-occupation incentive scheme. This scheme provides help and practical support for anyone who lives in a council home that is now too big for their needs.

Once a move to a smaller home has been identified we will arrange and pay for certain costs like removals and help with arranging changing all utilities and similar services.

If you have spare bedrooms unused in your home, there are a number of benefits of moving to a smaller more suitable home. These include lower heating bills, less cleaning and home maintenance and the potential for more a suitable home for the longer term, without stairs for example.

This also means we can ensure we get the best use out of homes and helps us to provide homes for families who need them.

We have a number of brand new, high quality housing developments for older people, such as Nant Hall Road, Prestatyn and Churton Road, Rhyl and we will give priority to anyone who is under-occupying a family house owned by the council.

If you need any further information about this scheme, then please get in touch with your Housing Officer or ring 01824 706000.





Denbighshire County Council's latest news:

Council reminds residents of scheme to help tackle Period Poverty

In collaboration with Hey Girls and funded through the Welsh Government Period Dignity Fund 2022/23, Denbighshire County Council provides the subscription service for young people in Denbighshire.

The subscription is available to residents in Denbighshire and young people on roll at a Denbighshire school and offers free eco-friendly and plastic free reusable or disposable sanitary products. If over 18, participants must reside in Denbighshire and be in receipt of a low-income benefit such as universal credit, income support, child tax credit to be eligible.

The service provides 6 months of sanitary products, or users can opt for a one-off delivery of reusable products. There is a wide range of packages available, allowing the option to choose from mixed bundles.

The Council are working in collaboration with Hey Girls to provide this service. Further information about Hey Girls can be found at <https://www.heygirls.co.uk/learn/you/>, where you can find information about their products and how to use them.

Research shows that period dignity is essential to both wellbeing and the removal of barriers to success in education and the workplace.

Thanks to this important Welsh Government funding and working in conjunction with our partners, we want to ensure that this dignity exists across the whole of Denbighshire, regardless of circumstance."

To apply for the scheme, or for more information go to: <https://www.denbighshire.gov.uk/en/education-and-schools/wellbeing-in-schools/period-dignity.aspx>



Woodland creation work to tackle climate change.

Pupils at Ysgol Bro Cinmeirch in Llanrhaeadr, helped plant the first of thousands of trees that were distributed across Denbighshire schools to tackle climate change and the nature emergency.

The work is part of the Council's wider Woodland Creation Project that will see nearly 17,000 trees planted across the county, including schools, to help with the drive to reach net carbon zero by contributing to the amount of carbon sequestered (or absorbed) and tackle nature's emergency.

The Council declared a Climate and Ecological Emergency in 2019 and committed to seeking to become a Net Carbon Zero and more Ecologically Positive Council by 2030.

Making it possible for Ysgol Bro Cinmeirch pupils to help start off the project were Council staff from Climate Change, Biodiversity and Countryside.

Council staff also worked with other schools to enhance current existing grounds to add interest for children and wildlife whilst still ensuring space for recreational play is preserved.

Schools involved included: Ysgol Bro Famau, Ysgol Bodnant, Prestatyn High School, Ysgol Melyd, Ysgol Carreg Emlyn, Clocaenog, Ysgol Esgob Morgan, Ysgol Dewi Sant, Y Rhyl and Ysgol Penmorfa.

Tree planting also took place at Parc Bodnant in Prestatyn, Coronation Gardens in Rhyl, Dol Corwenna in Corwen, as well as residential areas around Rhyl and Prestatyn to help the Council achieve its net carbon zero goal by contributing to the amount of carbon sequestered (or absorbed).



Housing Officer for your

Area 1: Linda Streetly

Rhyl*

***Includes:** Arfon Grove, Council Terrace, Cramer Court, Fforddlas, Frederick Street, Gwalia Ave, Kingsley Ave, Marsh Road, Menai Ave, Rhydwen Close, Rhydwen Drive, St Davids Square, Victoria Road (odd numbers & 114 upwards).

Area 2: Lori Arnold

Rhyl*

***Includes:** Aled Ave, Brookes Ave, Buckley Ave, Cefndy Road, Ellis Ave, Gwynfryn Ave, Llys Glan Aber, Meredith Close, Meredith Crescent, Plas Cyril, Walford Ave, Warren Road.

Area 3: Kath Sparrow

Rhyl*

***Includes:** Colin Drive, Feol View Road, Glyn Ave, Guefron, Hen Afon Road, Holland Park Drive, Howell Drive, Leonard Ave, Llys Morgan, Llys Pen Y Cefndy, Llys Y Gerddi, Mona Terrace, Pendre Ave, Penymaes Ave, Prince Edward Ave, The Crescent, Thornley Ave, Trellewelyn Close, Trellewelyn Road, War Memorial Court.

Area 4: Dawn Barraclough

Prestatyn*, Rhyl*

***Prestatyn includes:** Brynteg, Cwrt Dowell, Llys Bodnant (1-4 & 7-10), Llys Offa, Llys Owain, Pen Y Cae, Pedyffryn Gardens, Tywyn Ganol, Tywyn Isaf (1, 2, 3, 5, 7, 9, 10, 12, 14, 15, 16, 18, 20, 21).

***Rhyl includes:** Maes Arthur, Maes Bryn Melyd, Maes Famau, Maes Gaer, Maes Isaf, Maes Maenefa, Maes Menlli, Maes Y Cwm, Maes Y Parc.

Area 5: Carmel Rider

Prestatyn*, Rhyl*

***Prestatyn includes:** Banastre Avenue, Caradoc Road, Ceg Y Ffordd, Central Avenue, Conwy Grove, Dawson Close, Dawson Court, Dawson Crescent, Dawson Drive, Ffordd Isa, Llys Bodnant (5-6 & 11-12), North Avenue, South Avenue, St Andrews Drive, Tywyn Isaf (4, 6, 8, 11, 13, 17, 19, 22).

***Rhyl includes:** Brighton Road, Brynheddyd Close, Eastville Ave, Edgbastion Road, Elwy Drive, Llys Brunswick, Lynwood Drive, Mayfield Grove, Oakville Ave, Princess Elizabeth Ave, Rhyl Coast Road, Sholing Drive, Weston Court.

Area 6: Louise Jones

Dyserth, Meliden

Area 7: Paula Stubbs

Bodelwyddan, Cefn Meiriadog, Cwm, Groesford Marli, Rhuallt, Rhuddlan, Rhyl*, Waen

***Rhyl includes:** Vale Road, Victoria Road (22-48 even numbers only), William Street.

Area 8: Louise Ellams

St Asaph, Trefnant

Area 9: Stephen Tomes

Denbigh*

***Includes:** Bod Nant, Bryn Garth, Bryn Stanley, Lloyd Ave, Llwyn Eirin, Lon Llewelyn, Maes Hyfryd, Maes Y Dre, Maes Y Goron, Maesglas Ave, Myddleton Ave, Smithfield Road.

Area 10: Helen Stanfield

Bodfari, Denbigh*, Henllan, Nantglyn, Saron

***Denbigh includes:** Blaen Y Coed, Bron Y Crest, Bryn Seion, Bryn Siriol, Clwyd Ave, Cysgodfa, Henllan Street, Llwyn Mair, Maes Yr Eglwys, Pen Y Graig, Post Office Lane.

Area 11: Sian Frost

Bryneglwys, Clawddnewydd, Clocaenog, Cyffylliog, Eryrys, Graigfechan, Llanarmon Yn Iâl, Llanbedr DC, Llandegla, Llanferres, Llanrhaeadr, Rhewl, Ruthin*

***Ruthin includes:** Cae Seren (6, 26, 29, 30, 32, 37, 39, 41, 42, 46, 47, 48, 50, 52, 54, 57), Canol Y Dre, Haulfryn (all except 83-86), Maes Hafod, Maes Y Dre, Mwrog Street, Parc Y Dre (52, 58, 61, 63, 68, 69, 74, 79, 100, 101, 112A, 114, 124, 131, 132), Pen Y Gelli, Porth Y Dre, Rhos Street, Trem Y Foel.

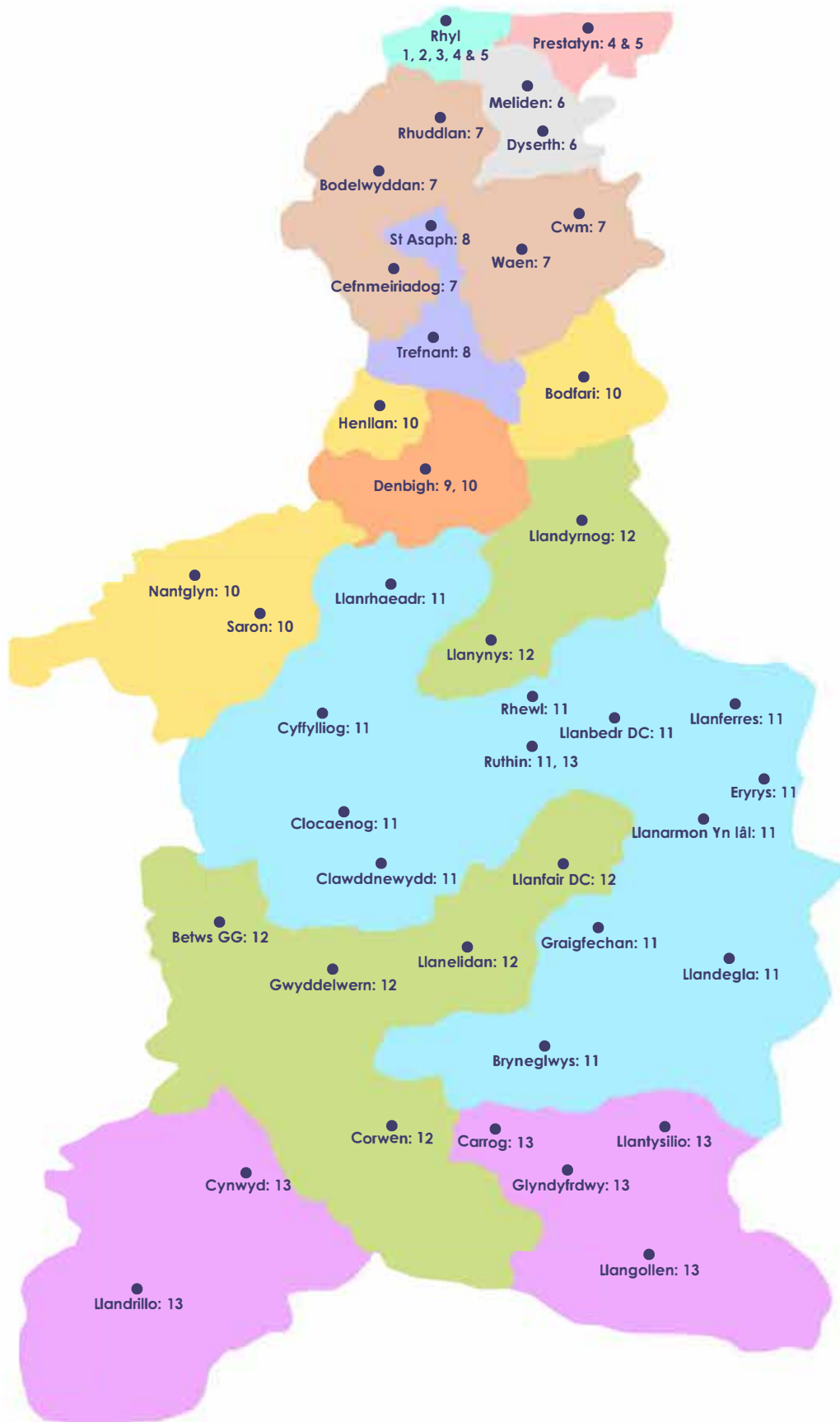
Area 12: Linda Mair Jones

Corwen, Betws GG, Gellifor, Gwyddelwern, Llandyrnog, Llanelidan, Llanfair DC, Llanynys, Melin Y Wig, Pwllglas

Area 13: Bethan Parry

Carrog, Cynwyd, Glyndyfrdwy, Llandrillo, Llangollen, Llantysilio, Ruthin*

***Ruthin includes:** Bryn Haul, Cae Seren (1, 2, 4, 5, 7, 8, 9, 11, 12, 13, 14, 19, 20, 21, 22, 23, 24, 25, 28), Haulfryn (83-86), Pant Glas, Parc Y Dre (111, 111A, 112B, 115, 115A, 116, 116A), Trem Y Foel.



Meet our Contact Centre team

What is our role?

The Housing Contact Centre are the first point of contact for all our tenants. We deal with a wide range of enquiries from taking rent payments, logging repairs, signposting to neighbouring services and logging neighbourhood issues amongst other things. On average, we take around 24,000 calls a year, along with processing numerous web enquiries, emails and incoming post.

We asked Customer Service Advisor John, what he liked about his job:

I love working at the Contact Centre. With us being the first point of contact we get to speak to people from all over the county of Denbighshire. We get to speak to lots of our tenants who are passionate about the communities they live in. We also get to help with any problems they may have, whether it be personal or maintenance. It's very rewarding knowing that we have been able to help and make things that little bit easier.

Customer Service Advisor Iwan added:

There's nothing better than being able to feel good about helping someone who needs help, regardless of whether it's an emergency or even an enquiry about something little – we're always here to help.

A typical day in the Contact Centre:

Mondays are our busiest days; especially if there's been a period of bad weather or a bank holiday. It's all hands-on deck to answer calls from our tenants as quickly and efficiently as possible. In between calls, we're checking any web enquiries, which have come in over the weekend in order to assist in prioritising emergencies.

After the lunch time rush, we have time to check back on any non-urgent web enquiries and emails and call tenants with updates or confirmation of actions taken. Incoming post will be checked and distributed / actioned accordingly, and any outgoing mail is franked, ready for collection.

Contact Centre & Help Desk Manager, Lucy said:

We have an amazing team, who support our tenants whenever they can. Sometimes we get people who are angry or frustrated but this is rare. Most people we speak to are respectful and know we are trying our best to help. At the end of the day, we want to help and listen to our tenants as much as we can, making a difference for everyone.

