

Your Newsletter

The tenants newsletter for Denbighshire Housing



Issue one - Autumn 2017

Introducing our brand new identity

During the past few months you may have noticed that we have strengthened our identity with a new logo and new look for our publications and vans. Denbighshire Housing is a successful service and compares favourably with others in our field. We want our identity to reflect this and allow our staff and tenants to feel proud of Denbighshire Housing.

Turn to page 4 and 5 to find out more!



Investment

Denbighshire Housing is delighted to have delivered a ground-breaking, £1m improvement scheme, of 33 flats in Caradoc Road, Prestatyn.

Page 6

Star Survey Results

86% of our tenants said they were satisfied with the overall quality of their home. To find out more about what you said, go to [Page 10](#)

Communities

We welcome our new team of Community Development Co-ordinators and the work they are doing in and with our communities.

Page 7



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

www.taisirddinbych.co.uk
www.denbighshirehousing.co.uk

Cyngor
sir ddinbych
denbighshire
County Council



Inside this issue

Denbighshire Housing:

Welcome from Jamie Groves	Pg.3
New identity	Pg.4
New housing register scheme launched	Pg.17
Right to buy update	Pg.17

Community & People:

Denbighshire Tenant & Resident Federation update	Pg.3
Community Development; <ul style="list-style-type: none">• Community Centres• Projects• Events	Pg.7
Play area improvements	Pg.7
Bruton Park improvement update	Pg.8
STAR Survey results & What's Next?	Pg.10
Getting involved	Pg.16
Competition, Name your Newsletter	Pg.17
Managing your money – Universal Credit	Pg.18

Investment:

Caradoc Road, Prestatyn	Pg.6
External improvements & Enveloping schemes	Pg.7
Next twelve months investment in our communities: <ul style="list-style-type: none">• Bro Havard, St Asaph• Tan Yr Eglwys, Rhuddlan• Porth Y Wern, Aberwheller• Bodfari	Pg.12
Housing Developments: <ul style="list-style-type: none">• New build plans for 2018	Pg.19

Greenspace:

Pengwen Wildflower Project	Pg.9
----------------------------	------

Bulletin Board



Careline
0300 123 3068

Customer Services
01824 706000

Out of Hours Emergency
0300 123 3068

Community Development Coordinators:

Coastal Area
Nikki Jones
01824 706967 / 07748333892
nikki.jones@denbighshire.gov.uk

Mid Denbighshire
Sarah Jones
01824 706873 / 07880723157
sarah.elizabeth.jones@denbighshire.gov.uk

South Denbighshire
Emily Reddy
01824 706998 / 07748166360
emily.reddy@denbighshire.gov.uk



Introduction from Jamie Groves

Head of Facilities, Assets and Housing

Hello and welcome to the first edition of our new Denbighshire Housing newsletter. It has been a while since we have sent you a detailed newsletter like this and we look forward to hearing your views on its content and style. Also, if you have any comments on the information you would like to receive from us, in future, and how you would like to receive it, please let us know. We hope you will agree, this newsletter shows significant progress has been achieved.

Our focus is to invest in our communities and we have exciting plans to build new council homes for the first time in 25 years. In addition, we have also:

- significantly improved the standards for re-letting our homes for new tenants,
- invested heavily in our play areas with more to come,
- improved how we manage our open space areas, and
- continued to plan further improvements to our homes to exceed the standards expected of us.

This is not just about financial investment. We have also appointed three new Community Development Co-ordinators and a Financial and Digital Inclusion officer to support and develop our communities.

Message from Denbighshire Tenant and Resident Federation (DTARF)



Ffederasiwn Tenantiaid a
Thrigolion Sir Ddinbych
Denbighshire Tenants
and Residents Federation

We have continued to work closely with staff from Denbighshire Housing and to challenge the Council on matters that we feel are important to you.

Over recent months we have:

- arranged a grounds maintenance workshop with Sherratts contractors,
- reviewed the Denbighshire Housing Annual Business Plan,
- challenged the repairs service,
- received updates on improvement programmes, and
- sent representatives to the annual Welsh Tenants Conference (TPAS).

Over the next few months we will be:

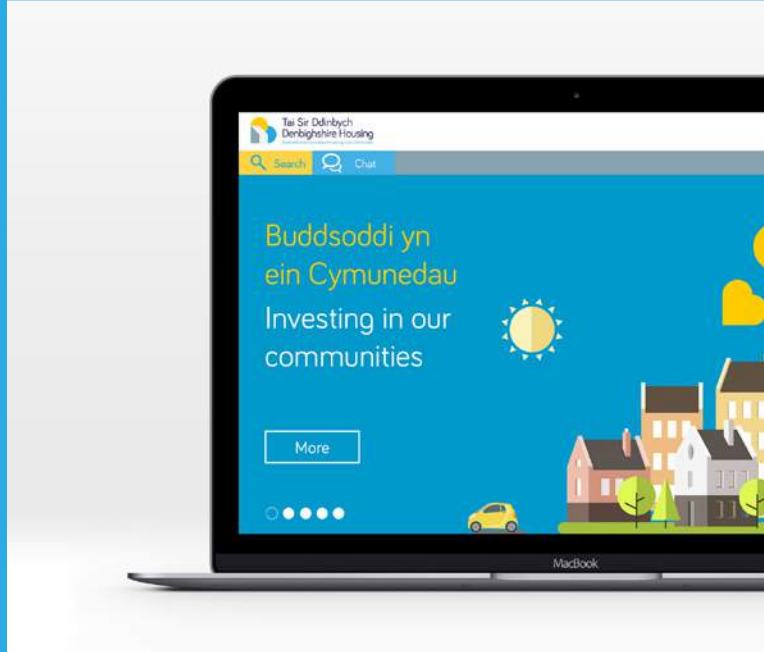
- working to see if the repairs service can be improved further,
- developing the use of our community centres,
- working with staff to improve the Denbighshire Housing website, and
- working with the new Community Development staff on supporting our communities.

We want to continue to expand our representation of all tenants in all communities, so please come and meet us, tell us what you think and we can support each other going forwards.

For more information, please contact your local community development officer.

Denbighshire Housing's New Identity

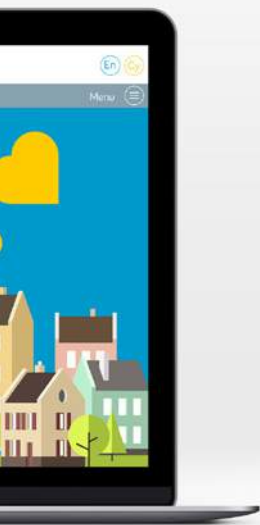
During the past few months you may have noticed that we have strengthened our identity with a new logo and new look for our publications and vans. Denbighshire Housing is a successful service and compares favourably with others in our field. We want our identity to reflect this and allow our staff and tenants to feel proud of.



Why not follow us on Facebook for all the latest news and information?

 [@TaiSirDdinbych.DenbighshireHousing](https://www.facebook.com/TaiSirDdinbych.DenbighshireHousing)





Website coming soon

In the spring we will be launching a new website for Denbighshire Housing.

www.denbighshirehousing.co.uk

This will give you better access to information on line and easier ways to get in touch with us.

If you have ideas or things you would like to see on our website please let us know.



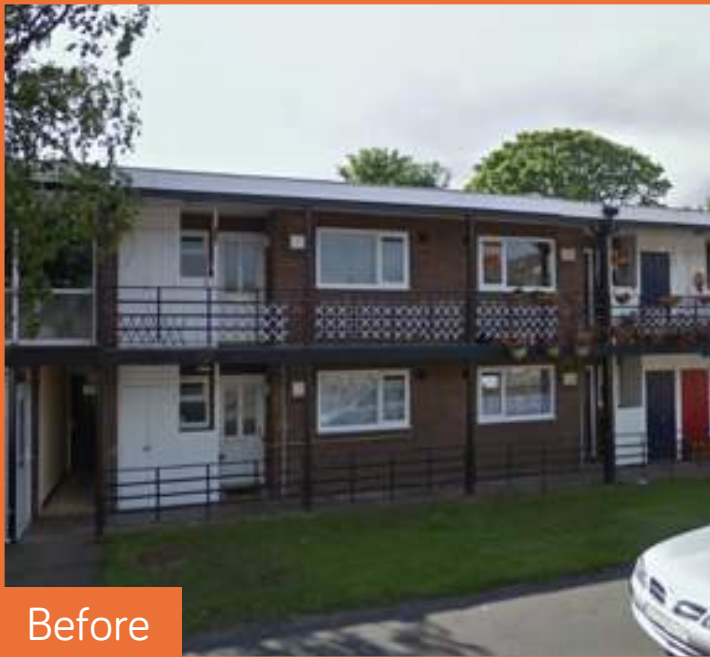
Investing in our communities

We have seen significant investment in our communities across Denbighshire. In this section, we will highlight some of the projects that we have delivered and how they have improved your wellbeing.



Llywodraeth Cymru
Welsh Government

Caradoc Road, Prestatyn



Before



After

We are delighted to have delivered a ground-breaking, £1m improvement scheme, of 33 flats in Caradoc Road, Prestatyn.

The project provided an innovative remodelling of the flats and their surrounding environment. The renovations included:

- new external cladding and rendering,
- replacement roofs,
- 'A' rated glazed windows and doors,
- high efficiency boilers,
- pathways replaced to complement the landscaping,
- environmental landscaping,
- communal stairwell and deck access were improved, and
- energy efficient lighting.



On completion, residents benefited from energy efficient apartments, a sleek new modern appearance and landscaped gardens.



Play area improvements

Why not go along to one of our recently improved play areas and have an adventure?

We want to encourage children to learn through play, which is why our play area and landscaping improvement programme has already started taking shape. A number of our play areas have required upgrading due to the outdated, tired nature of the equipment. The sites were also unattractive, lacked investment and were therefore not being visited by the local communities.

Working closely with leisure experts, Alliance Leisure, we have invested £760k in upgrading and improving ten of our play areas already, including a variety of new and challenging pieces of equipment. We are continuing to improve the remaining play areas over the next two years. These areas have been selected for improvements based on their current condition and suitability, and we look forward to seeing our community play areas buzzing again.



External improvements and enveloping scheme

A major programme of external improvements to our housing stock is currently underway. We successfully delivered an External Wall Insulation project during 2016-17 in conjunction with the Welsh Government. Although the scheme predominately saw the introduction of energy efficiency measures, the Council took the opportunity to complete a number of other improvements to some properties including replacement roofs and roofline improvements.



Llywodraeth Cymru
Welsh Government

The first year of our external enveloping programme is also currently underway, the works include:

- replacement roofs,
- replacement render,
- fascias, gutters and soffit replacements, and
- environmental improvements to both fencing and pathways.

The improvement works is transforming the appearance of our estates and helping to ensure that our neighbourhoods remain attractive places to live. The first year of the contract is being completed by Sustainable Building Services, who have successfully completed improvements to 58 properties across two estates in Parc y Dre & Bryn Haul in Ruthin and Maesafallen in Corwen already. We are now delivering the same improvements to a further 60 properties across several estates in south west Rhyl. The contract is due to be completed late autumn 2017, after which the second year of the programme will start. This will see similar improvements being completed to a further 100 properties in Llangollen, Ruthin and Rhyl.

All of the above programmes have delivered a number of community benefits to Denbighshire having supported the local economy through employment, trade and training opportunities.



Bruton Park

Bruton Park has undergone major investment over the last 12 months, seeing improvements to the play area and pond area.



The pond is situated centrally within the estate and is close to the entrance to the community woodland. In the past, the area had become overgrown and was prone to fly tipping.

To improve the use of the area for the benefit of the community, we have:

- developed the area around the pond by installing a new path, timber seating and pegs, which can be used for pond dipping,
- provided the community with a safe and inviting place,
- reduced fly-tipping, and
- increased bio-diversity.



We had a community event to officially open and celebrate all the improvements in the Bruton Park community. Fun was had by all and families got involved in crafts, bird box building, face painting, community wishing line, fancy dress competitions, making dreamcatchers, planting and lots more.





Community Development

As part of our commitment to our communities, we have appointed a new team of Community Development Co-ordinators. The team will work with communities to develop projects in our neighbourhoods and to support communities to get together and organise events and projects for themselves.

We have also recruited a specialist Financial and Digital Inclusion Co-ordinator to specifically support our tenants to be more financially resilient and to get on-line.

We are holding a series of Roadshows around the County so you can come and meet our staff, more details will be sent to you soon.

Look out for the team working in your area or contact us if you want to get in touch.

Community Centres

We are investing in our community centres to make them vibrant hubs for the community

So far we have invested in:

- Rhydwen Drive “Phoenix” centre in Rhyl,
- Maes Esgob, Dyserth
- Pengwern, Llangollen

We have plans to develop our centres in Prestatyn and Ruthin in the next 12 months

Community Events

We are supporting and delivering a number of community events, including:

- Fun day and launch of the Phoenix centre, Rhyl
- Bro Harvard environmental improvements
- Maes Esgob community centre ideas event
- Litter Picking day with Ysgol Melyd in Meliden
- Movie Night for 30 young people in Rhyl

Projects

We are working with partners on a number of projects around the county, including:

- “Y Shed” Meliden – new community resource
- Rural Transport project for South Denbighshire
- “Shark Bites” Loan shark awareness project
- Regular homework club for young people in Rhyl

Pengwen Wildflower project

During the last few months, the Greenspace team and Community Development Officer, Emily have worked closely with Wild Pengwern group to implement a pilot wildflower project. We want to highlight the need for natural wildlife spaces in urban areas, to encourage pollinators to inhabit the area and increase biodiversity. Four raised beds have been constructed and filled with wildflowers to raise awareness and encourage local residents to also plant pollinator in their own gardens.



Greenspace



STAR Survey - Survey of Tenants and Residents

The past year 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.

We have recruited a new team of staff to significantly increase our community development work with all our residents and we have ambitious plans to continue to improve our neighbourhoods.

This is the second STAR survey that has been carried out since 2015.

We asked 7 core questions specific to properties which 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 have said and the overall service we provide to you.

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



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

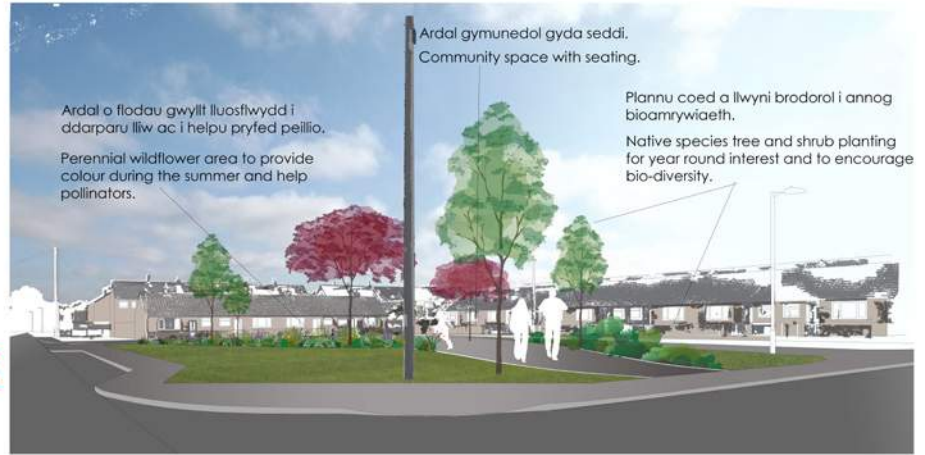
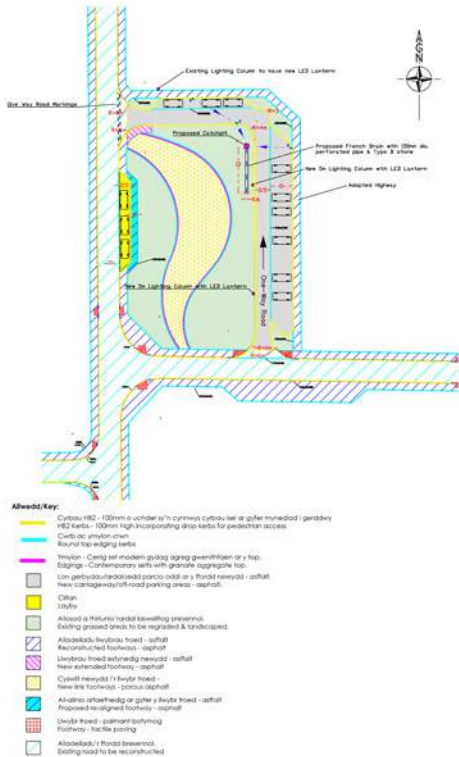
3

The overall quality of your home

WHAT NEXT?

- We will look at how we carry out our **Repairs & Maintenance** to see if we can improve this service which is the top priority for our customers.
- We will continue to improve how we **listen to our customers and communicate how we act on their views**.
- We will look at how we can improve **access to the internet** for our customers.
- We will look at ways to promote **health & well-being** in our communities.
- We will investigate feedback about **parking issues** in St Asaph and Corwen.
- We will work with partners to address **general neighbourhood issues** in Denbigh, Prestatyn and Rhyl.
- We will increase our **engagement** with all communities and particularly in Llangollen to ensure our customers feel we **listen and act on their views**.

**Gwella Ystâd Bro Havard - Parc Stanley
Bro Havard Estate Improvement - Stanley Park**



Ychydig o onghreiffiau o liwiau y byddwch yn eu gweld drwy gydol y flwyddyn.
Some examples of the colours you will see throughout the year



Ardal o fflodau gwylt yn y gwanwyn a'r haf
Wildflower area spring and summer

Prunus cerasifera gwanwyn a'r haf
Prunus cerasifera spring

Sorbus aucuparia gwanwyn, haf a'r hydref
Sorbus aucuparia spring, summer and autumn



Preparatory work started in April 2017, with the project starting in full during September, and we will keep you posted on detailed plans of the project through the year. We hosted a community information event in August at Stanley Park, showcasing our plans in detail, an opportunity to meet the contractor and a family fun afternoon. Great fun was had by all.

Greenspace improvement programme:

Rhuddlan

The area around Tan Yr Eglwys will see a significant improvement to the parking and access to properties through our Greenspace Improvement programme. The priority for the area is to plant neighbourhood trees and shrubs to improve and encourage a more natural and welcoming environment which will improve biodiversity in the area.



Llywodraeth Cymru
Welsh Government





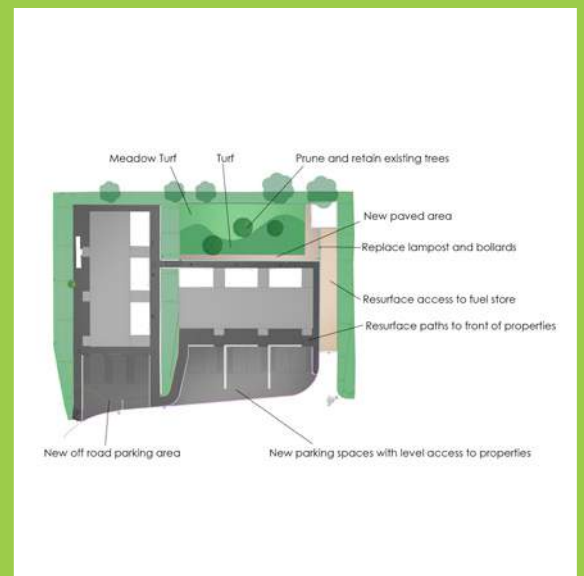
Aberwheeler

Tenants at Porth Y Wern will also see an upgrade to their outside space this year, with the planting of neighbourhood trees, and shrubs to improve and encourage a welcoming environment for them. The work programme will also include improved parking and better access to properties, using a resin bound, permeable surface.



Bodfari

Maes Y Graig will see an enhancement to the parking and access to properties through our Greenspace Improvement programme. The priority for the area is to provide level parking and to the rear of the properties, the area will be enhanced with a new lawn and meadow turf. These will improve biodiversity and integrate the existing development into the surrounding countryside.



How you can get involved?



We want all our tenants to:

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

To help us achieve this, we are keen to hear from you. If you would like to volunteer and get involved. We have a number of opportunities & 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 708367 or housing@denbighshire.gov.uk

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 706873



Mannau gwyrd
Greenpace





Competition time!



We would like you to be involved in naming our tenant newsletter. We want the name to reflect you, our communities and working together. Deadline 30th November 2017 and we will announce the winning name in the New Year.

You can submit your suggestions:



housing@denbighshire.gov.uk



Denbighshire Housing, Denbighshire County Council, PO Box 62, Ruthin, LL15 9AZ



01824 708 367

New housing register scheme launched - SARTH

A brand new, easy to use system to apply for social housing in Denbighshire went live.

The new Denbighshire Housing Register called SARTH (the Single Access Route to Housing), is a joint partnership between Denbighshire County Council, Grwp Cynefin, Clwyd Alyn, North Wales Housing and Wales and West Housing.

The SARTH Housing Register provides anyone applying for social housing in Denbighshire with a single point of contact and one application process. As the register is shared between the Council and the local Housing Associations, there is only one housing list for Denbighshire. This will save time, will avoid duplication of services and make the customer experience simpler.

People with a local connection to Denbighshire will be given priority for properties in the county. Once information has been received, people will be placed into one of four bands, depending on the information provided by them. Those bandings are:

1. urgent housing need – local connection,
2. housing need - local connection,
3. urgent housing need – no local connection, and
4. housing need – no local connection.

For further information about eligibility and the whole process, please visit:

<http://www.denbighshire.gov.uk/housingregister>.

Right to buy

We wrote to you in March 2016 to inform you of our intention to apply for suspension of the Right to Buy.

We confirm we have been successful in applying to the Welsh Government for the suspension of the Right to Buy Council owned homes in the County. The suspension will initially last for a period of 5 years and will also include homes owned by Housing Associations.

The suspension was approved on the basis that there is severe housing need in the county and the loss of further homes to Right to Buy means the Council is less able to provide the number of homes needed. In addition Welsh Government acknowledged the Council's ambitious plans to invest in our communities with the aim of delivering 170 new homes over the next 5 years.

Managing your Money

- Universal Credit, are you ready?



There are some big changes to how welfare benefits are paid. Universal Credit will replace some benefits and tax credits for people both in and out of work.

You will be affected if you receive:

- Income-based Job Seeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Housing Benefit
- Working Tax Credit

The way you get your money and how it is paid will also change – unlike now, it will become your responsibility to make sure the money you receive for your rent is paid to us.

Llangollen and Corwen
area October 2017

North Denbighshire
area February 2018

If you need any advice or have any concerns our staffs are here to help you. We have Income Management staff, whose role is to make sure you can meet your rent payments but will advise and support you as much as we can, so please get in touch before you get into difficulty on **01824 708 367**.

We will get in touch to discuss these changes over the next few months.





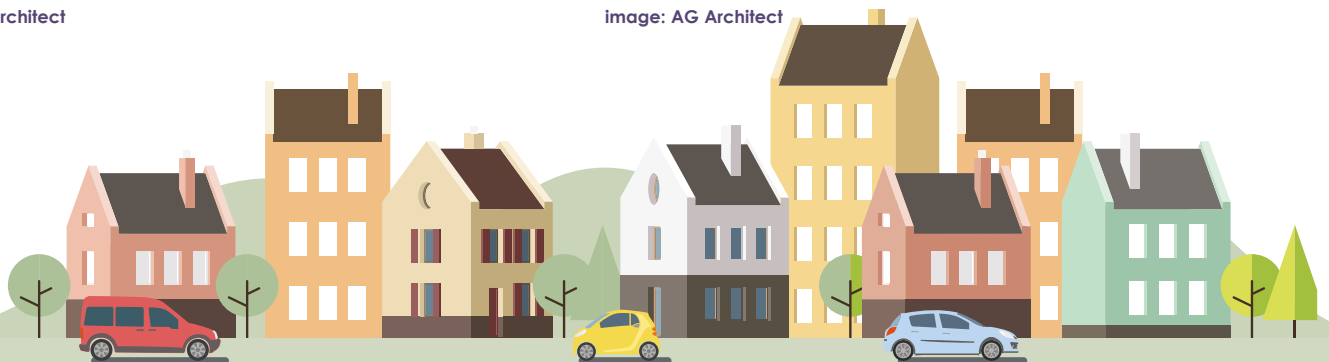
New Build Plans

We are pleased to let you know that we are going to be building brand new council homes for the first time in over 25 years. Our plan is to build 170 houses that will provide much needed, high quality for homes for the people of Denbighshire.



image: AG Architect

image: AG Architect





Income and Neighbourhood Patches

We would like to introduce your new Income and Neighbour officers.

Chris Wynne

Income Management Officer
01824 706025 / 07795 060914
chris.wynne@denbighshire.gov.uk

Helen Stanfield

Neighbourhood Housing Officer
01824 712962 / 07768 171584
helen.stanfield@denbighshire.gov.uk

Dawn Barraclough

Neighbourhood Housing Assistant
01824 706909 / 07768 615986
dawn.b.jones@denbighshire.gov.uk

Emma Fletcher

Income Management Officer
01824 712961 / 07831 759278
emma.fletcher@denbighshire.gov.uk

Sian Frost

Neighbourhood Housing Officer
01824 706055 / 07827 823332
sian.frost@denbighshire.gov.uk

Carmel Rider

Neighbourhood Housing Assistant
01824 712912 / 07769 905936
carmel.rider@denbighshire.gov.uk

Dewi Proffitt

Income Management Officer
01824 706024 / 07785 469841
dewi.proffitt@denbighshire.gov.uk

Louise Ellams

Neighbourhood Housing Officer
01824 712969 / 07990 585390
louise.ellams@denbighshire.gov.uk

Linda Mair Jones

Neighbourhood Housing Assistant
01824 712914 / 07920 846052
linda.m.jones@denbighshire.gov.uk

Louise Jones

Income Management Officer
01824 712247 / 07917 172680
louise.jones@denbighshire.gov.uk

Claire Hall

Neighbourhood Housing Officer
01824 706074 / 07810 528958
clare.hall@denbighshire.gov.uk

Bethan Parry

Neighbourhood Housing Assistant
01824 706064 / 07809 586033
bethan.parry@denbighshire.gov.uk

