

CCG

News

SUMMER 2019



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A new look and name for CCG is coming in the autumn



Dates for Your Diary

Here are just a few events happening in north Wales over the summer. To find more go to www.gwynedd.llyw.cymru

- 21-23 Jun** **Cerdd Tastig summer school**, Glan Llyn, Bala
- 1-7 Jul** **Llangollen International Eisteddfod**, Llangollen
- 31 Jul** **Open climb Snowdon**
Meet at Snowdon Mountain Railway station
- 31 Aug -1 Sep** **Beaumaris Food Festival**
Beaumaris

How are we performing?

Go to www.ccgwynedd.org/performance and follow a link to the Welsh Government website to compare data from different housing associations and to see how we are performing.

We're here to help – get in touch

-  Call us
0300 123 8084
(8am – 6pm, Monday – Friday)
-  Our website
www.ccgwynedd.org
-  Email us
enquiries@ccgwynedd.org.uk
-  Face to face
Our offices: Bangor, Caernarfon, Porthmadog, Dolgellau
(9am – 5pm, Monday - Friday)
-  Our Facebook page
CCGwynedd
-  Emergency out of hours
0300 123 8084 (24 hours)

Artists take over at Ysgol Glancegin

One of the projects we've supported as part of our community strategy wellbeing theme is Cwmni Frân Wen's creative and inspiring 'Fi Di Fi' programme.

Ysgol Glancegin's year four pupils took part in Fi Di Fi where a team of artists joined forces in the name of wellbeing.

Elin Williams, our Community Involvement

Manager said: "One of the five themes set out in our community strategy is health and wellbeing, and we are proud to be supporting this project which uses innovative and creative ways to support youngsters in our communities."

Mari Morgan from Frân Wen added: "It's important that young people are aware of the importance of wellbeing, and we use a



Pupils from Ysgol Glancegin on the Fi Di Fi programme

variety of art forms to help deliver the message.

"We work closely with the schools and pupils and encourage them to talk about their own feelings and to empathise with others. We really want to get the message out there.

There's already so much pressure on young people, with social media and school work. Exercising the mind is as important as exercising the body."

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If you would like this newsletter in a different format or language, please contact us on 0300 123 8084.

Making a difference in the communities we serve

Last year we launched our first Community Strategy. This set out our community vision and values, priorities and our long-term commitment to making a difference in the communities we serve. This work is focused around 5 key themes:



Increase skills, training and employment locally by ensuring the best economic opportunities for tenants through work experience, work placements, volunteering and apprenticeships and through our working contracts and various projects.



We will improve the health and wellbeing of our tenants by providing suitable housing and working in partnership with others to reduce pressure on our health services through prevention and early intervention.



We will make sure our neighbourhoods are places to be proud of, by ensuring a clean, tidy environment and effectively managing our land and assets for the benefit of the community.



To ensure our communities remain safe places to live, we will effectively manage our estates, dealing with crime and working in partnership with others on early intervention and harm reduction.



We will promote our culture, heritage and language as a medium for support and engagement. At all times, we will champion the Welsh language and culture within our communities.

Sarah Schofield, our Director of Customers and Communities, said: "I'm really pleased with the progress that we've made since last year, and the impact we've made in our communities. I feel especially proud of the work that we've been able to undertake to support our children and young people to develop their skills and

employment opportunities, and the new partnerships we've been able to create along the way.

"Over the coming year, we hope to focus on developing environmental initiatives, to reduce our carbon footprint and to support our tenants to reduce their energy costs and consumption."

Your Home

Improving your homes

We are committed to improving your homes, and on average we spend £6-£7 million each year on this work.

Two estates that have recently received substantial improvement work are Dôl Eilian, Llanberis and Llys y Gwynt, Penisarwaun. £1.2 million was spent on the flats and bungalows here to include new roofs, new rendering, new windows and doors, chimney work and new fencing and pathways.

Mrs Hughes, who lives at Dôl Eilian describes the difference the work has made to her home: "It's been fantastic, my home is so much warmer since the new windows and insulation were fitted. I only had to switch the heating on for an hour a day during the winter, compared to it being on for most of the day the previous winter."

Over the next three years we will invest approximately £20 million to improve your homes.



Mrs Hughes with our Liaison Officer, Mark Hughes



Before



After



Before



After

Looking after our estates

All our homes form part of a wider community and looking after your estates is just as important as looking after your homes. We want you to live in a friendly, comfortable and clean environment.

A small minority can sometimes forget this, and from time to time we come across problems that range from dog mess to littering to fly-tipping. This can have a negative

impact on the whole neighbourhood, the environment and the community.

Here are a few things that go a long way to improve the community you live in:

- Use the recycling carts or bins provided, you can recycle or compost most of what you produce at home such as plastic bottles, cardboard boxes, glass, cans, even clean foil and aerosols, as well as food waste such as teabags and peelings.
- Set up the nappy/clinical waste collection service from the local council to get these items collected weekly if needed.
- Getting rid of bulky items, such as beds, mattresses, TVs, cookers and fridges couldn't be easier. If you have transport, your local authority recycling centres accept your domestic bulky items. OR
- You could pay a Registered Waste Carrier (ask to see their licence) to take your rubbish to a Registered Waste Disposal. OR
- Most local councils provide a reasonably priced bulky item collection service. Why not get together with friends or neighbours to reduce the costs.
- Set up a community clean-up – you can borrow litter picks and arrange for collection of what you've picked up – contact the local council for more information.

It's an offence to drop litter and not to clean up after your dog. An on-the-spot fine can be issued. If you witness any antisocial behaviours like these please contact us in confidence. Many of our estates have CCTV systems recordings that can be used in evidence to prosecute offenders.



Dylan, John and Gwenllian during a recent visit to raise awareness at Isgraig, Tremadog

Your Community

Fly-tipping hot-spot transformed



A regular fly-tipping hot-spot owned by us has been transformed into a new learning garden by pupils at Our Lady's RC Primary School, Bangor.

The project was funded by Fly-tipping Action Wales and us, who worked closely with the pupils to clear and revitalise the area.

Located on the outskirts of Tai Station housing estate, the new Learning Garden is a ten minute walk from the school and provides not only a new learning resource for the children, but also a safe, outdoor classroom



environment for the school to use during the summer months.

Boasting a meadow of wild flowers, bug hotels, new garden benches and even a wildlife pond, the learning zone took just eight weeks to design and create.

Michael Evans, our Housing Association Estates Manager, said: "This is the second fly-tipping hot-spot in six months that we've revitalised into somewhere where the local community can enjoy and benefit. We're always looking for new

Pupils from Our Lady's RC Primary School showing their new learning garden to the partners involved.



ways to discourage abuse of our land and through our ongoing partnership with Fly-tipping Action Wales, we're keen to continue the rejuvenation of these regularly abused locations to help prevent further offences in the area."

Deputy Head of Our Lady's RC Primary School, Mrs Aimee Jones, added: "We are so grateful to all of the partners and organisations that have made our new outdoor learning space possible and feel proud that our pupils played such a key role in the entire transformation process."

Going digital

Our Tenant and Resident Group at our Sheltered Unit site at Llys Yr Eifl in Caernarfon, have been busy brushing up on their digital skills and learning about the benefits of going online.

The group meet twice a week to receive digital training and support. One of the group members David Owen said: "I like to use the laptop

with the free wi-fi connection in the communal room, as I am on a low income and cannot afford internet access at my property.

"I want to learn about different communication skills such as emails, and how to use Microsoft packages for my college work. I would also like to eventually pay all my utility bills

online. I've also joined the gardening club and use the internet to help with gardening tips."

If you are interested in joining them or learning more about digital technology or going online, then please contact our Community Involvement Team on 0300 123 8084 or Cymunedol@ccgwynedd.org.uk



Tenants at Llys yr Eifl enjoying their digital training.



Ask the Expert

Celfyn Efans, Fire Safety Compliance Officer

Celfyn Evans recently joined our workforce as a Fire Compliance Officer, bringing with him nearly 30 years' experience working for the North Wales Fire and Rescue Service.

We asked him to tell us a bit more about his work and answer some of your questions on fire safety.

Tell us a bit more about your experience in this work

I have been unfortunate to see first-hand on too many occasions the devastating effects that fire has on

families and property, and too many being attributed to human behaviour.

Throughout my career I dealt daily with fire prevention work – from visiting large hotels, processing plants and blocks of flats, to identifying risks to firefighters in the event of fire and making sure there were enough provisions there to tackle fire. I enjoyed establishing and developing partnerships with several local and national organisations, promoting safety initiatives in the home. Fire safety is a serious matter and we all have a duty to make certain

that our homes and our workplaces are as safe from fire as they possibly can be.

How does CCG ensure the safety of tenants from fire?

As part of our ongoing commitment to making your home safer, we hold fire risk assessments at our communal blocks every year to identify potential fire hazards and take necessary action to remove any risks. From the beginning of all tenancies we work hard to make sure tenants know of fire safety issues, and that support and advice are always readily available.

Celfyn's Top Tips to help you keep safe from potential fires

A fire can happen anywhere and it's important to always be prepared for what you would do if you had one in your flat or house. It's just as important to look at all the ways that you can prevent one from happening in the first place. Here are some simple steps you can take to help keep you and your family safe.

Escape Plan – Every household should have some sort of escape plan in place just in case the worst was to happen. Hopefully you'll never have to use it, but it's important to prepare so there is no delay should you need to put it into action.

 **Smoke Alarms** – All our premises are fitted with smoke alarms. Make certain that you test yours once a week.

 Take extra care in the **kitchen** – accidents while cooking account for over half of fires in the home. Never leave cooking unattended and never leave young children alone in the kitchen.

 Don't leave the television or other **electrical appliances** on standby as this could cause a fire. Always switch them off and unplugged when not in use.

 Don't overload **electrical sockets**. Remember it's one plug for one socket.

 Get into the habit of closing **doors** at night. If you need to keep a child's bedroom door open, close the doors to the lounge and kitchen. This may well help save their life if there is a fire.

If you require further advice or feel that you would benefit from a free "Safe and Well Check"; contact North Wales Fire and Rescue Service, who will make the necessary arrangement to visit your household. Visit their website for more information.

Getting to know us



Elin Meirion has recently been appointed to the role of Older People Services Officer.

She will be developing a new pilot 'Aros Adra' (Helping You at Home) domestic assistance service to support residents to live independently in their own home.

Examples of how the service can help:

- Preparing meals
- Shopping
- Dealing with bills or suppliers
- Getting online
- Advice on equipment, aids and adaptations
- Sorting possessions at home
- Cleaning and laundry
- Transport and support with G.P. and hospital visits
- Or just a cup of tea and a chat.

The service will not include care activities.

Elin said: "I'm really excited to get this service up and running. It's a new chargeable service and the pilot will help us find out what works for our residents."

"We recognise how important it is to offer a flexible service. We can work with you to offer a service adapted to your needs. If you live in the Penrhyndeudraeth area, contact us to arrange a free introductory visit."

Contact us on enquiries@ccgwynedd.org.uk, 0300 123 8084, or on our website www.ccgwynedd.org for more information about the service.



Your Voice

We always love hearing from you and welcome all comments, compliments and feedback.

Cari Dafis from Blaenau Ffestiniog contacted us on Facebook. Here's what she had to say:

"We as a family moved into another CCG house in April. The house did not have any heating or hot water (troubles with the boiler) and it had been empty since the end of January.

"Two workers from the CCG Gas Team came to strip the old boiler ready to fit the new one the following day. When we explained that we had four children from



Cari Dafis

three to 11 years old, they decided to help and not make us wait another night without any heating. They made a few phone calls and travelled from Blaenau Ffestiniog to Caernarfon to get a new boiler, they only took a 10-minute break at lunch, and by 4.30pm they got our boiler up and running.

"I couldn't be more grateful to the two, Dafydd Williams and Alun Lloyd. They were fantastic and should be shown appreciation for the work they do for CCG. Thanks to their actions I had four happy children with a warm house and hot water that evening."



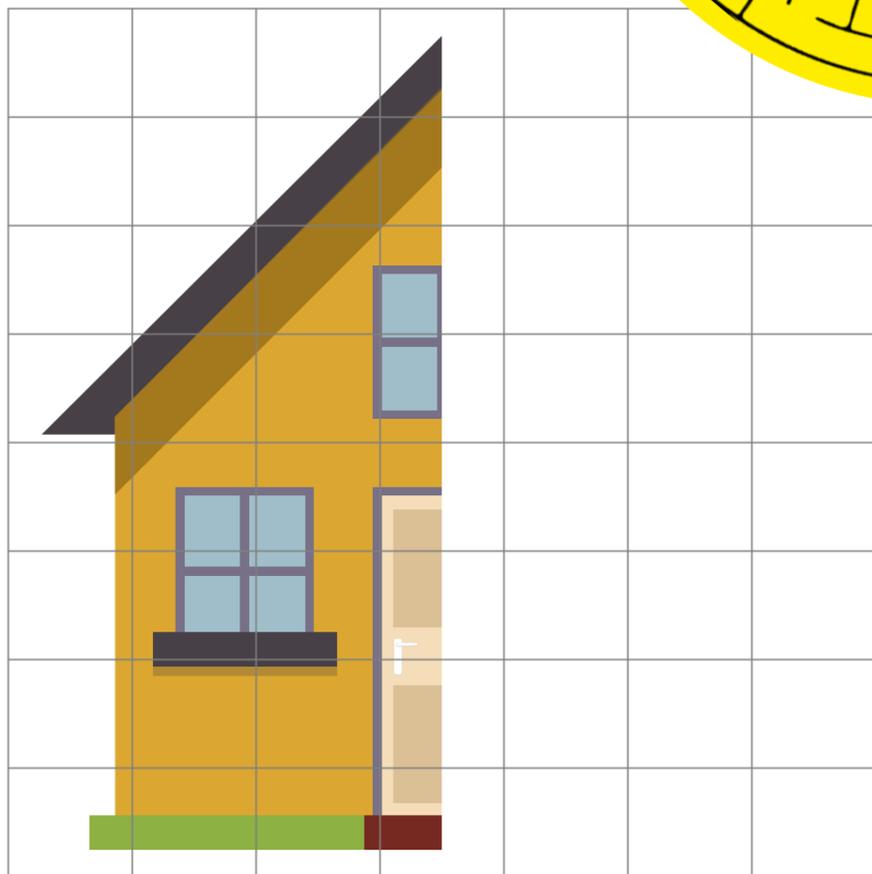
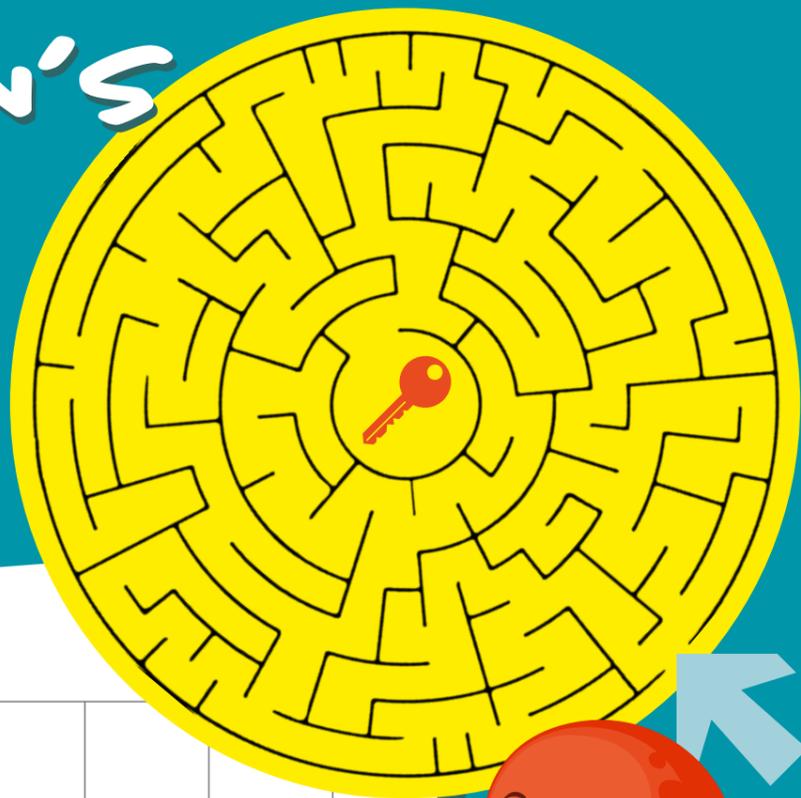
Fancy winning £25?

To celebrate the launch of our new online enquiry form, everyone who reports an issue or gets in touch through the form will be entered into our prize draw. Give it a try, it's quick and easy to use and you'll get a confirmation email straight to your inbox.

www.ccgwynedd.org/Contact

CHILDREN'S CORNER

HALF OF OUR HOUSE IS MISSING. CAN YOU HELP DRAW THE OTHER HALF? USE THE GRID TO HELP YOU.



OWAIN THE OCTOPUS IS ON HIS WAY TO THE BEACH, BUT CAN'T FIND THE KEY TO HIS HOUSE. CAN YOU FIND IT IN THE MAZE?

You said–We did!

Prioritising repair jobs



As we invest in your homes, it's vital that we maintain the quality of properties with a first-class repairs service. Our aim is to carry out any repair work needed to your home as efficiently and conveniently as possible. We currently prioritise all repairs as either emergency, thirty day, three, six and twelve months.

The customer satisfaction questions we ask when you make calls to us, tell us that you believe some repairs should be prioritised and completed sooner than they currently are.

We've undertaken in-depth analysis of the feedback you have given us over the past months to identify which repair categories these are, in terms of type and the priority. We've used this data to review and amend the priorities of the repairs listed below so we deliver them sooner.

- Renew bathroom light fittings
- Renew fluorescent tubes in kitchens
- Repairs and cleaning of gutters
- Electric fire repairs

We really appreciate the feedback you give us, even when it may be negative, and when we can we will change things to continue to improve our services.

Tenant Self Service Screen



If you've called by our Tŷ Buddug office in Caernarfon recently, you may have noticed this new screen in the reception area.

This is a self-service screen that enables you to complete tasks such as report repairs, pay rent and make a claim for Universal Credit. We've also installed a free tenant wi-fi connection at Tŷ Buddug so that you can access the internet from your own devices.

We are keen see how this can help improve the way we handle queries for our services – and our staff will be on hand to help show you how to use the screen and answer any questions. We will be reviewing the use of the screen and wi-fi before deciding to extend the service to our other area offices.

We are recruiting

Do you want to use your skills to help make a difference to social and affordable housing? We are recruiting tenant Board members.

These are paid roles involving up to 3 days a month, with flexible meeting times to accommodate work, education, or caring commitments. Relevant training provided. We promote equal opportunities and welcome applicants from a wide range of backgrounds.

Get in touch with us on Governance@ccgwynedd.org.uk or call our Governance Team on 0300 123 8084 for more information.

Get on Board to make a difference!

Our work in your communities



New kit for Segontium Rovers



We have invested over £270,000 to improve the flats at Ffordd Elidir, Caernarfon. The work includes re-roofing the building, externally insulating and rendering it, new windows and improvements to the communal area.

A huge thank you to our contractor, Brenig Construction, who as part of the 'community benefit' element of the contract donated training jackets to Segontium Rovers JFC Under 8s.

A special tenant celebrates a special birthday



Back in January, our tenant Mrs Williams celebrated her 98th birthday. She has lived in the same house for over 60 year and is one of our eldest tenants.

She has 58 great and great great grandchildren who keep her busy and her secret to a long life is to eat a boiled egg for breakfast every morning! She hopes to go on a holiday to Spain to celebrate with her great granddaughter Leri later this year.

It was a pleasure for our staff to meet her and hear about her early memories and stories.

Going east



Our first scheme in east Wales is now complete! Twelve modern new flats were built by contractor Watkin Jones at Rhos, Wrexham. The families moved in during the spring and we hope they have all settled in well. Over the next three years we aim to build over 550 more homes across north Wales.

Bridging the generation gap



S4C's special programme 'Hen Blant Bach' inspired a project in partnership with Gwynedd Council, our residents at Hafan Deg and pupils at Ysgol y Traeth, Barmouth. It was a fantastic project showing how bridging the generation gap can benefit all involved. Our tenants at Hafan Deg loved socialising and spending time with the children over a six-week period.

Thank you to all involved in the project. Learn more about the scheme in a short video on our YouTube channel: www.youtube.com/ccgwynedd

A new play area for Ysgol Hafod Lon



Pupils from Ysgol Hafod Lon have been enjoying their new forest area that was built by Brenig Construction as part of the community benefit of building our new houses in Penrhyndeudraeth.

A big thank you to Brenig Construction for all their amazing work on this project and to TD Plant Hire for kindly donating the machinery to complete the work.

Transforming the garages at Maesgeirchen



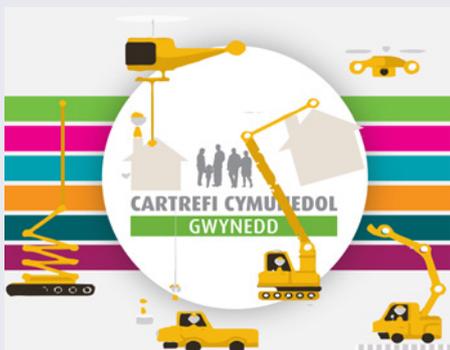
Who needs Banksy?! One of our garages at Maesgeirchen was transformed by pupils at Ysgol Glancegin and the graffiti artist Andy Dimeone Birch. It was our pleasure to contribute £250 from our community pot towards this project which was arranged in partnership with North Wales Police and local Councillor, Nigel Pickavance.

We're rebranding!

A new look and new name for CCG



In October we will be changing our name and look from CCG to Adra as part of a major new rebranding project. Here are some questions and answers to give you more information about our rebrand.



Why are we rebranding?

Our focus has always been to deliver quality homes and services for everyone. With an ambitious and busy three years ahead, with the launch of our new Corporate Plan and ambitions to build an extra 550 houses by 2020, we felt it was the right time to look at our branding. We want to appeal to a wider audience so that who we are and what we do is better understood. Focus groups confirmed that our current name and identity was not understood and tenants did not relate to it. In many ways it was holding us back.

In the autumn we will introduce a new identity which includes a name change for the company. This

means specifically saying goodbye to our current name, Cartrefi Cymunedol Gwynedd or "CCG" as we are often called, and renaming to Adra. This name came about when focus groups, including tenant representatives, chose Adra as our new name.

Why 'Adra'?

The Welsh word for 'home' – Adra – came about when discussing the idea of a place where one feels a belonging. We wanted a name that could reflect Adra as an idea of a place you want home to be, the place where one feels a belonging. We want to make clear that our ambitions are not just about the bricks and mortar but that we aim to create homes and communities where you can feel at home, which our new branding fully reflects.

Why rebrand now?

Our new corporate plan gives us an opportunity to take a good look at where we are going as a company. Following a series of focus groups, which included tenant representatives, the strong message we received back from our tenants, partners and staff was that we are doing good work, but there was confusion around who we were. Many still thought we were Gwynedd Council.

What will all this mean to tenants?

We'll set a date in the autumn when CCG will no longer be the name of the company and we will be known as Adra. All correspondence from us relating to tenancies and everything else including rent letters will be from Adra and not CCG. Tenants will all be informed of this as we move nearer the new branding 'go live' date in the autumn. We want to keep on improving the services we offer so that it is easier to do business with us. There will be no change to your tenancy terms or to the services we offer. We will have a new modernised website, as well as a tenant portal which will make it easier for you to communicate with us and access our services. All our letterheads, signage, van livery, staff uniforms, printed materials, documents and our office livery will change to reflect the new branding.

Our newly launched Corporate Plan outlines what we want to achieve by 2022 – and is on our website. Call us if you need us to send you a print version.