

Cardiff Council • Communities

# Tenants' Times

Issue 45 | Winter 2018

Cash  
Prize  
draw!

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# Tenant Participation Survey ▼

Every year we carry out a survey to measure how we are serving you, the customer, and identify levels of satisfaction as well as your views as tenants on the current services you receive.

The survey covers questions relating to tenants satisfaction with housing services, accommodation, the local area, repairs and background information such as household size, age, income length of tenancy etc.

It is important to hear your responses as they give us valuable information for future planning



and help Cardiff Council make improvements to your services that were put forward by you!

This year's tenant participation

survey is included with this issue of tenant's times. Please can you fill in the survey and post it back inside the freepost envelope provided.

We are committed to bringing about further improvements and, by letting us know how you feel about the services we are providing, you can help us to achieve this.

★  
All returned surveys will be entered into a  
**Cash prize draw!**  
With £350 of cash prizes to be won, it's not worth missing out!  
★

## Join us on social media! ▼

We always want to show you what we have been up to. Have a look at our Facebook, YouTube and website to see how we could help you in your community.

We have plenty of videos showing what we do. Search 'Tenant Participation Cardiff' on Youtube to have a look!

Our Facebook is regularly updated with upcoming community events and is a great way to contact one of the team if you have any questions. Have a look at [www.Facebook.com/TPCardiff](http://www.Facebook.com/TPCardiff) to find out more!



## Ready Set Grow ▼

The Ready Set Grow project started earlier in the year with the aim of creating community gardens in the council HUBs across the city.

Designing, building and maintaining a garden of any sorts and in particular an edible garden has many benefits for everyone involved including your mental and physical wellbeing. A resident can do as little or as much physical work needed to be part of a project. As long as they get involved, there is an amazing chance to learn new gardening skills to take home!

We now have three community gardens, funded, set up and running with the help of Tenant Participation, HUB Staff and most importantly the local community. Each HUB runs a weekly gardening session for all abilities and ages.



These include;

**Powerhouse HUB**

029 2233 0201

**Llandaff North & Gabalfa HUB**

029 2078 5588

**S.T.A.R HUB**

029 2240 1222

For more information, please do not hesitate to ring your local hub for more details or send us an email at [TenantParticipation@Cardiff.gov.uk](mailto:TenantParticipation@Cardiff.gov.uk).



## Big Lunch comes to Butetown! ▼

As summer gets closer, we threw our annual big lunch party for residents of Cardiff Council community living schemes from across the city.

Over 75 tenants visited Butetown community centre for a Tropical themed party with disco and games. Tenants from all over the city in schemes such as Sandown court, Wheatley road, Minton court and Nelson house all came down to enjoy a day filled with sunshine related activities and a colourful theme!

The big lunch is a way to bring communities together over a bite to eat as well as an opportunity to meet other council tenants who may live in the same



community living scheme or local neighbourhood. There was plenty of conversation to be had over a cup of tea as well as time allocated after the buffet lunch for a dance, raffle and games!

Thank you again to all the tenants that made the day so memorable and we look forward to seeing you next year!

If you have an idea for a community event in your area. Please do not hesitate to call **029 2087 1777** or send us an email at [TenantParticipation@Cardiff.gov.uk](mailto:TenantParticipation@Cardiff.gov.uk)

## Do you need funding for your community event? ▼

Do you have an idea involving your local community? Tenant Participation offer a special grant up to the value of £1000 to fund community events or groups for activities involving Council Tenants.

Examples of this include for local festivals or street parties, community activities like knitting and crafting classes and tools and equipment for gardening or sports groups.



We have made the process as fuss free as possible and have a helpful team of Tenant Participation officers to walk you through every step of the way whether that be advice on the event you want to hold or which insurance best suits your event. Get in touch to find out more!

Please don't hesitate to ring Tenant Participation on 029 2087 1777 or send us an email at [TenantParticipation@Cardiff.gov.uk](mailto:TenantParticipation@Cardiff.gov.uk) to hear how we can guide you through this simple process.

# St Mellons Hub Opening ▼



The city's newest HUB on Crickhowell road opened its doors in August to bring a wider range of services and facilities to the heart of the community of St Mellons.



The design and layout of the new facility will now provide joined-up customer services from a high quality modern building. The hub incorporates an extended library, extensive IT provision, community café and kitchen, advice and interview rooms, a youth den, child-care provision, multi-use rooms and a large community hall and changing rooms. Customers will also be able to access

housing, benefit and advice services, free internet and Wi-Fi access, free phones to contact Council and other services and Into Work Advice and training, as well as a full programme of community activities.

Local residents have already been getting involved with plans for events and gardening in the future.

The St Mellons HUB is open six days a week & there is a variety of classes and groups on offer including Judo and Knitting groups and other community events. If you are interested in joining one of these community groups or are interested in events taking place in the ST Mellons HUB, please do not hesitate to ring them on [029 2078 0992](tel:02920780992) to find out more!

## Universal Credit Assistance ▼

Universal Credit launched in February 2018. Since then, Hub Teams across the city have been working tirelessly to ensure the best possible outcome for each individual case as Universal Credit replaces mean tested benefits (including housing benefits).

The Hub teams are available to ensure customers are able to set up a Universal credit application.

### All you need is:

- Access to a computer
- An email address
- Suitable ID (Passport, Driving Licence, Birth certificate etc)
- A bank account

Do not fear if you do not have these. Our dedicated Hub team are on hand to help with these matters.

Many people are unaware that council tax reduction is separate from Universal credit. In the past Housing Benefit and Council Tax reduction could be claimed using one form. However, the introduction of Universal Credit

means you will need to claim council tax reduction separately.

Advice & support regarding these matters is available Monday to Saturday across the city. Please refer to your local HUB's Facebook page for opening times near you or pop into our Central Library Hub to speak to a member of staff.





# Into Work Advice Service ▼

The new Into Work Advice Service offers free employment advice for every citizen in Cardiff, alongside more specialist advice offered by our various projects.

We are located in job clubs in various community locations throughout the city, mainly focused on the Cardiff Advice HUBs.

The job clubs offer job searching, CV building and help for our clients to manage their Universal Jobmatch account.

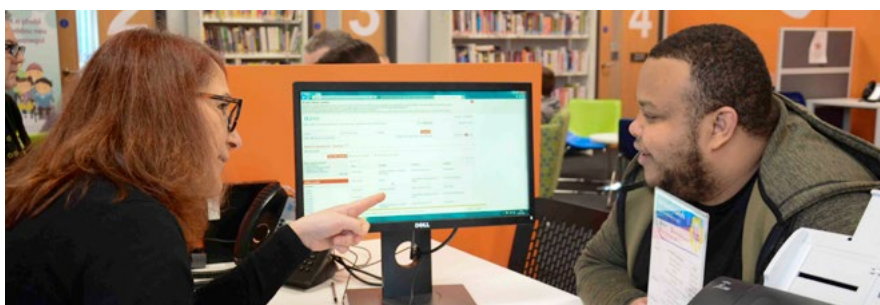
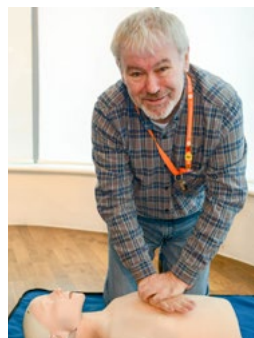
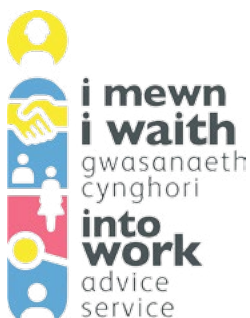
With the introduction of Universal Credit, digital inclusion is becoming an increasingly vital part of our service.

We have also launched the new advice line, which offers employment and money advice over the phone. This can involve a wide variety of assistance ranging from benefit checks to booking clients on to our free training courses to a referral to one of our specialist projects.

If you meet certain criteria, for example you are a young person who is not in education or training, or if you are long term economically inactive, we can refer you to one of our various specialist projects such as Journey 2 Work, or Inspire 2 Work. You will then be assigned a mentor who will guide you through the often-daunting process of entering the job market.

Overall, we aim to offer a complete holistic service so that everyone in Cardiff has the chance to enter into sustainable rewarding employment.

For more details, please do not hesitate to contact Cardiff's INTOWORK service on 029 2087 1071 or visit your local hub and ask for details.



## Welcome to Reception ▼

Come into Central Library Hub and receive the warmest welcome from our helpful reception team. These lovely people are the face and first point of call for the Central Hub located on the 2nd floor of Central Library.



At reception, you can be signposted to services such as

- **The Money Advice Team** (Need help with organising your finances?)
- **The Central enquiry team** (Do you have any council related enquiries)
- **IntoWork Services** (Would you like help getting back into work?)

You can even ask to be referred to other services that are based in the library such as Citizens Advice and Credit Union.

Additionally our team will enable you to access training courses, including First Aid, Food Safety Customer service and Manual Handling and more.

You can find out more information about the activities and services of the HUB by checking their Facebook page at [www.Facebook.com/centrallibraryhub](https://www.Facebook.com/centrallibraryhub).

# Tackling anti social behaviour in Butetown ▼

Over the last year the ASB Team has been working hard with the community and Police to tackle issues of drug use and drug dealing in the Butetown area.



With the help of concerned residents coming forward to report anti-social behaviour we have been able to intervene and resolve some of the imposing drug use impacting upon their quality of life.

Where we cannot help those causing a nuisance enforcement action has been taken. Working closely with the police and other agencies in the area, The Anti Social Behaviour Team can take robust action, seeking an injunction to excluding reported perpetrators of ASB from areas of Butetown or

seeking possession of properties where drug use and dealing are taking place.

To help identify hotspots of anti-social behaviour the Anti-Social Behaviour Team has regularly carried out walkthrough's of Butetown with the local policing team and have also increased the use of CCTV cameras within the area.

Where a hotspot has been identified we have also better secured access to blocks to create a safer environment for council tenants

More work needs to be done to keep addressing these issues and we encourage all tenants to contact us to discuss any anti-social behaviour they are experiencing. We can discuss the issues you are experiencing and the action we can take to help you as well as offering support whilst the issues are being resolved.

Ring us on **029 2053 7199**, contact us by email at [asbreferral@cardiff.gov.uk](mailto:asbreferral@cardiff.gov.uk) or drop in to see us at our local surgery in Butetown HUB.





## Safety in High Rise and Low Rise Blocks ▼

Cardiff Council is committed to the safety of all residents, and works tirelessly to ensure that the emergency escape routes and communal areas are kept clear of all obstructions and flammable items in the city's high rise and low rise properties.

We need to ensure that in the unlikely event of an emergency that residents can leave the building if required, and that emergency services can enter the building safely.

In order to assist in this work, Cardiff Council have continued to inform residents that it is not appropriate in the interest of safety that personal items are left in the communal areas. Items should be stored either in your flat or shed, garage, or parking area.

Bicycles, mopeds, scooters, pushchairs, door mats, clothes,



plants, amongst other items being left or stored in communal areas cause obstruction and Cardiff Council have no option but to start removing items if residents continue to leave these

inside communal areas.

Cardiff Council understand that it may be seen as an inconvenience but the safety of residents and visitors, and emergency services must be a priority to everyone.

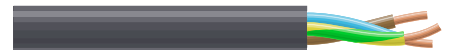
We are asking you to help us in keeping you as safe as possible by keeping all communal areas clear of personal items at all times.

### **If you value it, don't leave it out.**

If you require any further information or wish to request a storage shed please contact the Tenancy Management Team on **029 2053 7501**.



## Dangers of Electricity ▼



Cardiff Councils Responsive repairs unit is initiating a program of Electrical Installation Condition testing to a number of its properties throughout the coming months.

From 2017, Cardiff Councils Electrical Safety Policy requires that all domestic dwellings be tested every 10 years for a rewired property, every 5 years for older installations or at change of Tenancy.

### Things you need to know

The testing usually takes between two and three hours and access is required to all parts of your property.

1. Not all properties require testing this year.
2. All tests are to be carried out by Approved and Qualified Electricians and Contractors.
3. Council Operatives and Contractors will always carry

Identification and provide it on request.

4. If you are unsure you can check by ringing C2C on **029 2087 2087**
5. You do not need to contact Cardiff Council or its Contractors unless you receive a letter or phone call.
6. It is important that you keep the appointment or ring up to re-arrange.
7. Please ensure that you have adequate credit on any pre-paid meter.
8. Remove any personal belongings from inside any meter cupboard.
9. Allow the electrician access to all parts of your home when the test is being carried out.

Missed appointments can lead to delays in the programme for you and other tenants and can lead to legal action being taken to gain access to the property to carry out this inspection, which can lead to no access and legal costs being charged to you.

If you have recently moved into a property, and the property was unoccupied prior to moving in your property will have been tested. If you recently moved in as part of an exchange, the visiting officer that dealt with your exchange will have advised you to ring C2C on **029 2087 2087** to arrange for a new electrical test to be carried out.





# Stop damp in your home! ▼

It is important we all try to reduce the risk of condensation occurring in our homes. Although the Council are responsible for certain repairs, you are responsible for keeping the inside of your home in a reasonable condition. It is easy to underestimate the damage condensation can cause.



## How to treat and remove mould ▼

Mould is a type of fungus and should be cleaned with a fungicidal wash or anti mould solution; there are a number of different brands on the market.

Don't brush or vacuum mould growth off, the spores of the mould can become airborne and spread through the home.

Wear protective gear such as gloves and a mask. Use a disposable cloth or old rags to wipe the mould away, tie them in a plastic bag and throw away after use to prevent spreading the spores through the home.

If you redecorate, using fungicidal paint will help prevent mould from reoccurring.



### The Steps you can take to reduce condensation in your home:

- Produce less moisture
- Increase ventilation
- Control changes in temperature
- Dry clothes outdoors whenever possible, if you have to dry them indoors put them on an airer rather than radiators in a room with an open window and shut the door
- Wipe up any moisture appearing on walls, windows, window sills and other surfaces on a regular basis
- Don't let any water vapour or steam that is produced spread around the house, shut doors
- Opening the window of any room affected by condensation as often as you can especially kitchens and bathrooms

### Did you know...?

- Opening a small window for 15 minutes when you get up in the morning will get rid of the moisture produced overnight
- Windows near the ceiling are more effective at letting moisture out than ones lower down
- During cold spells, putting low heating on for a long time is better than putting heating on high for a short period
- Paraffin and portable gas heaters put a lot of water into the air; it is cheaper and better to use the central heating system
- Make sure vents are not blocked, keeping trickle vents in windows open, ventilate without causing draughts.

# Photography Competition ▼

Why not enter our photography competition? We want to see your best shots!



We will showcase your pictures on our website ([www.cardifftenants.co.uk](http://www.cardifftenants.co.uk)) and our Facebook page ([www.facebook.com/TPCardiff](http://www.facebook.com/TPCardiff)) and we'll publish the winners in

Tenants' Times. For your chance to win a digital camera, send us your pictures on the theme of **Autumn**. The closing date is Tuesday 1st January 2019.

Don't forget to look at our Facebook page for more competitions!



## How many of our local parks can you find in this wordsearch? ▼

Hailey

Victoria

Insole Court

Trelai

Sophia Gardens

Bute

Roath

Grange Gardens

Heath

Thompsons

W	Z	Z	B	J	V	X	O	H	T	A	E	H	R	H
Q	U	S	O	P	H	I	A	G	A	R	D	E	N	S
G	G	R	A	N	G	E	G	A	R	D	E	N	S	P
Q	X	E	P	T	R	U	O	C	E	L	O	S	N	I
K	S	M	L	F	N	O	Y	I	X	H	Z	Y	D	Y
Y	F	I	T	C	W	K	B	U	T	E	K	M	F	Q
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D	X	E	G	X	Y	O	S	V	V	P	C	F	S	A
S	Q	M	L	L	Z	X	R	F	G	T	E	Y	P	G
J	G	U	P	A	T	X	M	I	Z	V	K	S	Q	G
I	T	L	A	T	I	D	Q	G	A	P	Q	E	U	W