

Cardiff Council • Communities

Tenants' Times

Issue 44 | Winter 2017



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To register for any of our events or for more information about any of the articles in this issue, pop in and see us in the Tenant Resource Centre, Fourth Floor, Central Library Hub, The Hayes. Alternatively please visit our website www.cardifftenants.co.uk or contact us on 029 2053 7511 or by e-mailing tenantparticipation@cardiff.gov.uk

Reasonable travel expenses to any of our events can be refunded. If you have any specific travel requirements (for example mobility issues), please contact the Tenant Participation team beforehand to see what help we can offer.

Tenants see where recycling goes ▼



such as glass, plastic and cardboard.

As the day continued, the group of tenants were able to see where their milk cartons end up, where aluminium is crushed and where waste paper is baled so it can be used again in the future.

A tenant said 'I discovered that some of the recycling operators were still finding old nappies or non-recyclable plastics on a daily basis, so I urge everyone to visit the council website to find out more to make our city greener'

In March, Tenant Participation officers took three council residents to our Lamby Way recycling plant.

One of our tenants wanted to learn about the journey of their recycling so a Waste Officer showed them how the recycling plant operates at Lamby Way.

Extra information about recycling is available online at www.Cardiff.gov.uk

If you are interested in learning about where your rubbish goes or attending classes about recycling, please phone Tenant Participation on 029 2053 7511.

Their tour started at the point of entry where all recycling arrives and then is split up into separate components

Facebook Competition ▼

Would you like to win £50? It's easy. All you have to do is like our Facebook page, which you can find at www.facebook.com/TPcardiff.

If you have something that you would like to share via our Facebook page, then contact the Tenant Participation team.

Every week we update the Facebook page with events, videos, activities and news for tenants and leaseholders of Cardiff Council.

Every Council tenant or leaseholder who likes the page will be entered into our quarterly prize draw for a chance to win £50.

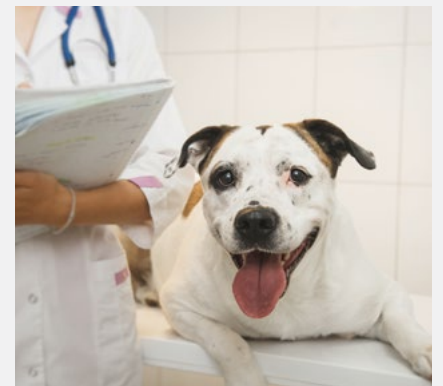




M.O.T for your dog? ▼

Owning and caring for a dog can be great fun & rewarding but is also a big responsibility.

The Tenant Participation team recently teamed up with the dogs trust to hold an event at Ely Hub to share tips on how to keep your canine friends healthy and happy! Council Tenant's pets were treated to a free health check and nail clipping while their owners were able to have a cup of tea and talk with other dog owners & experts about their experiences.



We are planning to do more outreach events across the city as the year unfolds. If you think your area would be interested in this service, please contact the Tenant Participation team on 02920537511 or send us an email at TenantParticipation@cardiff.gov.uk

You are reminded that you can be given an on-the-spot fine if you don't clean up after your dog & you may have to part with your dog if they foul in communal areas.

Blooming Marvellous starts to flourish ▼

Over 80 Cardiff Council tenants entered their garden into our annual blooming marvellous competition.

A wide range of types of gardens were entered which catered to all different levels of abilities. The team saw a wide variety of fruit trees, rock gardens, pond wildlife and much more in over

20 different wards across the city and are looking forward to judging them in the coming months before the winners are announced at our annual Tenants Conference.

We would like to say a massive thank you to everyone involved and we really appreciated seeing the rewards of all your labour as the gardens were wonderful.

Residents tour city's improvements ▼

Tenant Participation organised a bus tour for over 30 council tenants to learn about regeneration projects across the city.

The tenants were picked up by a coach before visiting the newly regenerated Trenchard drive in Llanishen to see how the street has improved after listening to local resident's needs. Next stop was for a cup of coffee at the newly built Llandaff North & Gabalfa hub before they were given a tour of

Cardiff Council's newest community living scheme Sandown Court.

The residents were interested to see how the areas had been improved, as well as telling us their own ideas on how to make the most of the facilities available.

If you would be interested in getting to know more about our regeneration projects or the services which the Hubs can offer, please send us an email at TenantParticipation@Cardiff.gov.uk.

Is your home insured? ▼

Have you ever wondered what would happen if you lost all or some of your personal possessions. How would you replace them?



Protection for personal possessions is often something that is overlooked or seen as a very low priority. The effects of fire, theft or burst pipes are usually devastating, yet many people have no insurance to protect their personal possessions.

We have a scheme offering low cost insurance especially created for our tenants. The scheme is there to provide an accessible and affordable insurance scheme for all tenants who wish to have cover.

- For just 78p per week you can insure contents valued at £8,000.
- For 98p per week you can insure contents valued at £10,000.

This policy will cover most of your household goods and contents in your home. You can extend the cover to include accidental damage. Cover is available for up to £35,000.

For further information or for an application form then please contact us on **029 2053 7382**.



Powerhouse Hub Opening ▼

The new Powerhouse Hub at the Maelfa in Llanedeyrn opened its doors this summer to bring a wider range of services and facilities to local residents & tenants.



The new hub will provide housing, benefit and money advice services as well as providing community meeting rooms, IT training suite, private interview rooms, community café & a community hall which will be available for the general public to enjoy.

Local residents have already been getting involved with plans to set up a community gardening club and other events.

The building, which has been extended, has undergone major refurbishment works to become the latest facility to open in the Council's successful community hub programme which brings services and partner services together under one roof.

If you would like to get involved, please phone **029 2053 7511** to speak to a member of the Tenant Participation team.

Japanese Knotweed – What to do if you find it ▼



Japanese knotweed is a plant that spreads quickly and can potentially damage your property or your neighbors if it isn't disposed of or reported.

Japanese Knotweed is not difficult to identify once you know what to look for, it is a free standing plant reaching 3 meters (10 feet) tall with tell-tale reddish purple spots along the length of the canes.

This can cause a problem by targeting weak points such as cracks in walls and growing through them. This can cause damage to the buildings structure.

- The plant produces white tassel like flowers in late summer and early autumn.
- Japanese Knotweed has plump red tinged roots when first breaking through the ground.
- Its leaves are large and a heart or spade shape.
- The leaves arrange themselves in a zig zag pattern around the stem.
- It dies back around September to leave brown shoots.

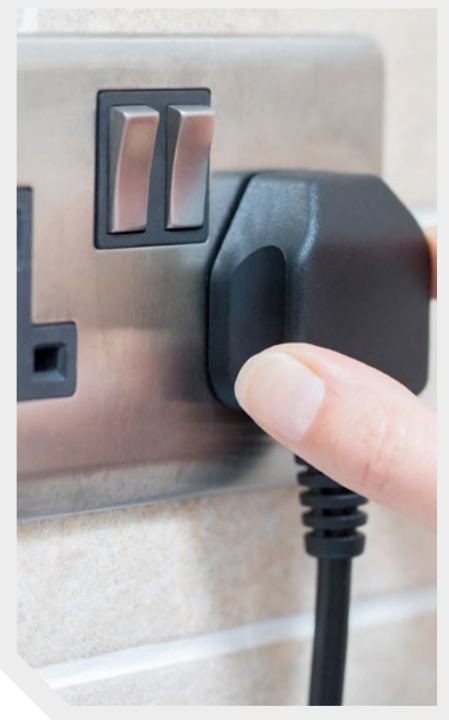
If you are suspicious about Japanese Knotweed in your garden, please report it via the C2C helpline on [029 2087 2087](tel:02920872087).

Dos & don'ts of electrical safety ▼

- Do turn off sockets when not in use
- Do report any damaged sockets to C2C
- Remove the plug from the socket by the plug and not the wire
- Don't overload sockets
- Avoid using an extension cable where possible
- Don't put electrical items such as tumble driers in the bathroom

We are doing electrical tests in a number of properties over the coming months. We will contact you if your home needs to be tested.

All homes where an appointment is made and kept will be automatically entered into a weekly prize draw with the winners receiving store vouchers.



▼ Ageing well: Follow our top



Your security at home; Identifying Callers ▼

Doorsteps scams are when someone comes to your door with the aim of cheating you out of your money or trying to gain access to your home to steal items from inside. Genuine callers will usually pre-arrange to come and see you by booking an appointment and will carry photographic identification. Please remember that a member of council staff must always present their ID when they first arrive at your property. There are three steps which can be used to feel safer at home.

- Stop: Think about whether you're expecting anyone.
- Chain: put the door chain on or look through the window or spyhole to see who's there.

- Check: ask the identity card and examine it carefully



If you are ever in doubt, don't let the person into your home. You have the right to feel safe and comfortable in your own home.

If you feel scared, worried or anxious, call the police and let your neighbours know.

Top tips to not trip ▼

As we get older the risk of falls increases, there are many simple changes you can make around your home to reduce your risk of falling.

Floor

- Keep a clear and tidy path through each room
- Keep your floors clear of items such as shoes, books, blankets and other objects

Steps and Stairs

- Always keep the stairs free of objects
- If you have stair rails make sure they are securely fitted

Bathroom

- In the bath or shower, get a non-slip rubber mat or use self-stick strips to secure your bath mat
- If you require support when you get up from the shower, bath or toilet, have a grab rail fitted

Kitchens

- Keep items you use regularly at working height
- Never stand on a chair for items out of reach

Bedroom

- Use a nightlight so you can see where you are walking at night
- Ensure your bedsheets and covers are not trailing on the floor. Tuck them out the way when you first get into bed

tips to stay safe! ▼



Sandown gets a Grand Design ▼

On the 29th June 2017, Councillor Lynda Thorne officially opened the first of our community living schemes to be renovated across the city. This scheme saw the transformation of a former sheltered complex into the new look to ensure that residents there will be able to live independently for years to come.

Helping people to stay independent in the community for as long as possible is a key commitment of the Council. Many of the flats are

fully wheelchair accessible with wider corridors, wet rooms, height adjustable kitchens and open-plan living spaces.

The communal rooms have been refurbished to provide a range of spaces suitable for delivering a hub of services and activities for older people within the scheme and in the wider community.

Cardiff Council plan to roll out the community living approach to our other sheltered schemes, offering increased services and activities and aiding its residents to live independently but offering readily available support when needed.

Telecare ▼

If you are still worried about falling, Telecare Cardiff is a 24 hour telephone link to our community alarm and response service that allows you to stay safe in your own home. Customers receive a lifeline unit and a personal alarm button pendant. When pressed, our Telecare team will speak to you immediately and take whatever action is needed. If you are interested in this service, please visit www.telecarecardiff.co.uk or call 02920537080 to find out how they can help you.

Meals on Wheels ▼

Meals on Wheels is a service that helps elderly and vulnerable residents to live independently. They deliver hot nutritious food and they will even plate it up for you upon delivery! Their dedicated drivers enjoy building up relationships with their customers, and will always alert your family or close ones if something seems wrong.

There is a large selection of meals to choose from and new dishes are regularly being added.

Meals cost £3.90 or £4.50 including dessert.

The Tenant Participation works with Meals on Wheels to offer free taster sessions during our coffee mornings for any Council tenants interested in the programme. If you are interested in a taster session or trying them yourself. Please phone **029 2053 7080**.

Meet the Tenant: Cathy Elder ▼



How did you get involved?

The Tenants Times was delivered to my house and I liked the look of some stuff inside, I thought the hanging basket workshop would be a great place to start and that's how I met the team!

What would you like to do in the future?

I'd love to do some Community Gardening as well as meeting other Tenants in and around the Butetown area to organise events.

Would you recommend it to other tenants?

Absolutely, it's a great way to find out how the council works and get help with their services as well as a positive way to meet new people around my area.



Opportunities for Volunteers ▼

Would you like to join our group of hardworking volunteers that support many of the services provided by the Council in our Hubs across the city?

There are many different roles that volunteers can do which include;

- Digital volunteers who help and support people to get on line and apply for work and support code clubs.
- Money Advice Volunteers.
- Administration/ reception volunteers.
- Homework club volunteers

Last year

- A total of 4816 hours were given by our volunteers

- 68 great people that volunteered returned to work. 17 of which now work for the Council.

The benefits of volunteering include

- Helping others
- Learning new skills
- Increasing your confidence
- Meeting new people
- Improving your CV
- Gaining work experience

If you volunteer with us we will provide full training, a uniform and will pay your travelling expenses. We can also act as a reference for any job application that you might make.

If you are interested in any of our opportunities, please email Volunteer@cardiff.gov.uk, or call 029 2087 1239 or pop into any local Hub for an application form. Look on our Facebook page Volunteering at Into Work Advice Service or the website www.volunteeringwales.net.co.uk for more information.



Catch up with our events online

Search this QR code on your device's camera to visit the Tenant Participation Facebook page. Keep watch to see updating events!

Community Gardens in Cardiff ▼



Tenant Participation has been working together with council tenants and local schools to give them the opportunity to get involved in gardening in their local community.

Mr Jeanette's project 'Cyntwell Gardens' is now up and running in Caerau with the help of his local gardening group. The space will be used by the local community as a place to come together and get green fingered as well as cooperating on various projects with local schoolchildren.

The Tenant Participation team has also teamed up with Hywell Dda primary school to create a gardening space for regular gardening sessions involving council tenants and their children. Tenants attended the opening where there were a number of workshops and activities including marshmallow roasting, seed giveaways and a talk from local beehive owners.

If you are interested in starting a community garden project yourself, please contact the tenant participation department on 02920537511 or send the office an email at Tenant.Participation@Cardiff.Gov.Uk.

Council services to suit you – Council Tax ▼

Using the internet to shop, apply for jobs or do your banking can make life easier and save you precious time.

Accessing Council services shouldn't be any different.

www.cardiff.gov.uk/counciltax allows you to access 'My Council Tax Online' where you can:

- Check your balance – see your previous payments and payments due
- Complete a Single Person Discount Review
- Set up a Direct Debit

Make sure you have your account details to hand to access your information.

You can also let us know about a change of address.



If you need help getting online please call **029 2087 1000**. Our team can help you with:

- Basic computer skills
- Using the internet
- Online banking
- Creating an email address
- Completing online applications

- Online shopping, using social media, paying bills

Once you are up and running you can access these services on a smart phone or tablet as well as via a desktop or laptop computer.

Remember it costs less to contact us online and you can access services at a time that suits you.

The closing date for all competitions is **February 28th**

Tenants Times Quiz ▼

How well have you read issue 44 of Tenants Times? Answer these questions and email the answers to TenantParticipation@Cardiff.gov.uk to be entered into the prize draw to win £100 worth of shopping vouchers!

1. On what day did Cardiff City Council open its newest community living scheme?
2. How can Japanese Knotweed cause a problem to your property?
3. Where did Tenant Participation's regeneration trip visit?

You can email your competition entries to tenantparticipation@cardiff.gov.uk, or post it to us at

**FREEPOST CARDIFF COUNCIL
TENANT PARTICIPATION.**



For further information please contact the Tenant Participation Team on **029 2087 1777**.

Word search ▼

- | | |
|------------|------------|
| CAERAU | LLANEDERYN |
| CANTON | PENTWYN |
| ELY | RADYR |
| GABALFA | RUMNEY |
| GRANGETOWN | ST MELLONS |
| HEATH | WHITCHURCH |



Photography Competition ▼

Congratulations to Shareef Ragab of Butetown who won our photography competition in Issue 43 of Tenants Times with his picture of Bute Street. Sharia has won a Camera for his efforts and we would like to thank you all for your Entries!

Did you know you can check our website at www.CardiffTenants.co.uk or our Facebook page at www.Facebook.com/TPCardiff to enter more competitions. There are some great prizes to be won so why not check it out?

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