



New home for Cartrefi Conwy Head Office

Cartrefi Conwy will mark the beginning of a new era for social housing in the borough as the newly-formed housing association moves to its new headquarters.

It will be business as usual for customers this week as Cartrefi Conwy leaves its temporary home at Williams House, Mochdre and sets up shop at Bryn Eirias, Heritage Gate, Abergele Road, Colwyn Bay LL29 8BY from Tuesday 21st October. The Area Offices and Building Maintenance Unit will remain in their current sites in Llandudno, Colwyn Bay and Mochdre.

The move to Bryn Eirias will allow Cartrefi Conwy to improve services and provide a modern and efficient housing service to customers.

Andrew Bowden, Chief Executive of Cartrefi Conwy said, "I am extremely positive about our move and see it as the start of an exciting future for Cartrefi Conwy."

"After tenants voted in favour of transfer, Cartrefi Conwy became an independent housing association and it is important that we have our own office to allow us to focus on improving the housing service we provide to our customers."

"The move will allow us to have all our back office operations, such as Finance, Capital Improvement and Community Involvement, in the same place, making our working more efficient."

The new premises, which are located in Colwyn Bay, will be the administrative hub of the business.

Customers can continue to contact Cartrefi Conwy as usual and tenants should use the new freephone number 0800 0121 431 to report a repair.

Pam Lonie, Cartrefi Conwy's Board Chair, said "It's great to see Cartrefi Conwy playing such a key role in the district. Customers will be able to see a real change and we can continue to deliver the promises we made when tenants voted for transfer."

Cartrefi Conwy was created in November 2007 following a positive ballot of tenants to transfer Conwy Council's 3800 homes to the new, not-for-profit housing association.

Cartrefi Conwy will deliver a £58 million improvement programme to bring all its homes up to the Welsh Housing Quality Standard and maintain them for future generations.