

HAPPY BIRTHDAY TO US!

Doesn't time fly. Cartrefi Conwy is one year old!

Among those who've joined the chorus of people wishing us Happy Birthday is the former Python, Terry Jones, who hails from Colwyn Bay.

The 64-year-old writer and director has made a "miraculous recovery" after being diagnosed with the early stages of bowel cancer.

According to Terry, the fantastic progress being made by Cartrefi Conwy is another reason to look on the bright side of life.

He was delighted to hear that we are working towards our Holy Grail of achieving the target, set by the Welsh Assembly Government, of bringing all our properties up to the Welsh Housing Quality Standard by 2012.

Terry said: "I'd like to wish Cartrefi Conwy a very Happy First Birthday and hope that it continues its good work and tenant involvement for a long time."

Cllr Dilwyn Roberts, the Leader of Conwy County Borough Council, was a key figure when Cartrefi Conwy was formed and he was equally keen to send us his personal congratulations.

He said: "I take particular pride that Cartrefi Conwy is thriving as I was the lead member looking into the stock options and stock transfer when the process happened.

"Because of the way Government legislation was set up at the time, I believe the tenants are better off than they would have been had the properties remained the responsibility of the council.

"Cartrefi Conwy has been able to access additional funding that would not have been available to the council and has embarked on a £30 million housing improvement programme which will



Chief executive of Cartrefi Conwy Andrew Bowden, Chair Pam Lonie and Cllr Dilwyn Roberts, the Leader of Conwy County Borough Council.

Right: Former Python, Terry Jones.

bring great benefits to the tenants.

"I am pleased that Cartrefi Conwy has ensured that the procurement process will create local employment and set up local supply chains. As a result, the improvement programme is providing a valuable boost to the county's economy."

We have also received messages of support from Clwyd West MP David Jones, Clwyd West AM Darren Millar and Conwy AM Gareth Jones.

Andrew Bowden, the Chief Executive of Cartrefi Conwy, was thrilled that so many influential people had been "so

generous in their congratulations."

He said: "It is recognition that we are delivering what we promised from the outset.

Pam Lonie, Chair of the Board, added "Whether you are a tenant, board member or employee, we are all able to celebrate our birthday with a great deal of pride in the organisation that we are part of."



Cartrefi Checklist

Contacting us

Reporting repairs freephone 0800 012 1431 – calls from a mobile may still be charged at a local rate. Local rate calls can also be made to 01492 805580.

Anti-social Behaviour – initially this should be reported to your Estate Officer (see below for Area office numbers) or out of hours hotline 01492 517700

Colwyn Bay Area Office 01492 805600

Llandudno Area Office 01492 805631

Head office 01492 805500

Looking after your home this winter...

Condensation

All houses can be affected by condensation and it can cause mould, damage to clothes, furnishings and decoration, and leave a musty smell. Both condensation and the problems it causes are often mistaken for damp. Damp usually leaves a tidemark and may require remedial treatment to eliminate it, depending on the cause.

If you think that your house is suffering from damp, you should contact us by ringing the repairs freephone on 0800 012 1431. You can also get advice on eliminating condensation by speaking to your estate officer.

Energy savings

Here are a couple of ideas of ways to save on your energy bills this winter:

Don't leave electrical appliances (like your TV or DVD player) on standby. Appliances use nearly as much electricity on standby as they do when they're switched on.

Try filling the kettle with only as much water as you need. Otherwise, you'll be wasting electricity by heating water you won't use. Remember, kettles use about the same electricity as tumble dryers!

Boiler problems

We have been called out to a few properties that have had new boilers installed and where items such as kettles and microwaves have been placed immediately underneath the new boiler.

The steam and heat from such appliances, rising into the boiler, can cause problems so keep them placed well away from the boiler to avoid unnecessary callouts.

Are your contents insured?

Many tenants believe that their furniture, belongings and decor are automatically insured against theft, damage from fire, burst pipes or floods – they're not.

To help you get your own home contents insurance, we have negotiated a special low cost scheme with a leading UK insurance company.

To ask for an application form, contact your nearest area office, ask your estate officer or phone us on 01492 805543.

When set up, you will be able to pay your insurance every week with your rent instead of having to find the money to make one expensive payment each year. We will confirm, in writing, that we have accepted you onto the scheme.

Making every penny count

We have been part of a group of several housing associations across North Wales that have put together an information pack called "My Home: Making Every Penny Count". This pack will provide people with a series of practical guidelines on money management, where to make savings, banking, borrowing, saving and benefits.

If you would like to hear more about this pack, please contact Owen Veldhuizen on 01492 805530.

If you have any thoughts on the advice given here, or any household tips that you think other people will find useful, please let us know by contacting us on 01492 805503 or email communications@cartreficonwy.org



Andrew Bowden, chief executive of Cartrefi Conwy back on the sharp end with, from left, Dave Bell, Steve Rowlands and Nigel Fowler.



Hard at work at the makeover at the Peulwys Community House, Gwynne Jones, Director of Operations while Phil Jones and Mark Jones thin out the garden.



BIRTHDAY CELEBRATIONS!!

We've had plenty to celebrate as we at Cartrefi Conwy reach the ripe old age of one year old and we've marked the occasion in style.

For starters we've given a facelift to three of our properties, sprucing up the Peulwys Community House in Old Colwyn and the St Seiriol Gardens in Llandudno and further developing a community garden area in Abergele.

Then we've come over all Strictly Come Cartrefi with two tea dances which also celebrated national 'Older Peoples Day' and given some of our tenants the chance to put their best feet forward.

It certainly worked as over 160 tenants and friends attended the tea dances in Llandudno and Towyn where as well as gliding round the floor they enjoyed bingo and, of course, the birthday cake!

It was a big hit with Harold and Peggy Griffiths, from Rhos-on-Sea, who celebrated their 63rd wedding anniversary on September 29.

After breaking off from singing some wartime favourites, Peggy, 83, declared: "Everyone is so friendly and it's lovely for us all to get together"

This sentiment was shared by Jean, 75, who lives in Cae Mor, Towyn: "This is brilliant," she said: "We could do with having something like this more often - it's a great idea by Cartrefi Conwy to put this on."

Our Executive Management Team have also shown they're not frightened of getting their hands dirty by going 'back to the floor' for a day.

Chief Exec Andrew Bowden swapped his desk for a taste of life at the sharp end when he joined the building maintenance team for a day.

He spent the morning helping to refurbish a newly vacated flat in Deganwy so that it was spick and span for the new tenant and the afternoon lending a hand with repairs.

Director of Operations Gwynne Jones also got stuck in alongside two janitors from Llandudno, shifting wheelie bins and sweeping and mopping in blocks of flats.

Meanwhile, Director of Finance Tony Deakin manned the urn at the tea dance in Llandudno, pouring cuppas and encouraging some of the more reluctant dancers onto the floor.

Cartrefi chair Pam Lonie said she was delighted with the events: "I felt it was right that we should celebrate our first birthday with the tenants," she said.

"They are at the heart of our organisation so it's important that we remember that we are about more than just buildings."

Gwynne Jones also helped out at the first of the makeovers, a facelift for the Community House on the Peulwys Estate, and he said: "We feel that these makeovers can make a real difference to their communities."



Action from the Tea Dances at Llandudno and Towyn.



the wow factor

We've been busy – very busy – and that adds up to a lot of homes that already have that wow factor for you, our tenants.

Our rolling improvement programme is thundering along to bring our properties up to high standard – the figures speak for themselves.

So far we have...

- **Fitted 154 kitchens and 138 bathrooms**
- **Installed and upgraded 240 boilers and central heating systems**
- **Rewired 98 homes**
- **Hung and put in 850 doors and windows**

That's a lot of home improvement but we haven't finished yet and if we haven't got to you yet, we will.

Our decorators never stop either and each year they make sure 850 properties are given that fresh as paint look with pre-paint repairs and painting to the external elements of the properties as well as routine maintenance to double-glazed window units.

We're also showing our greener side. To show our commitment to the environment, we have entered into a partnership, along with G Purchase

Construction (who are carrying out the internal works), with Crest.

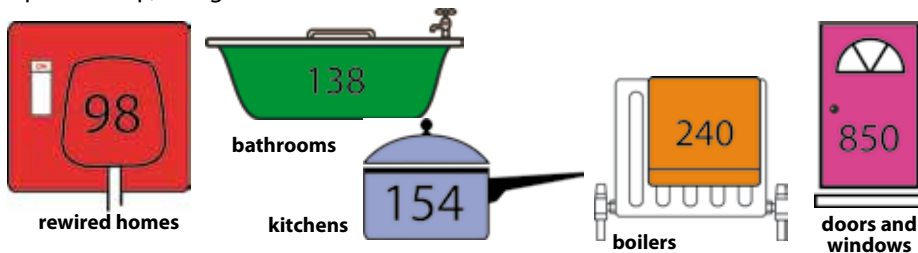
Crest collect all on site rubbish from the improvement works, sort it and sell on the recyclable material.

It is hoped that the programme will lead to work experience and training for over 200 people by the time all housing is brought up to Welsh Housing Quality Standard.

That 'green' commitment is something we are showing elsewhere too through our partnership with Crest and a recent shed replacement scheme in Kinmel Bay resulted in five tons of reclaimed timber being recycled instead of going to landfill sites.

You will also have seen more environmental work completed with pathways in Scotland Street, replacement garden sheds in Chester Avenue, new fencing on the Belgrano Estate and enhanced drying areas at St Seiriols Gardens and Severn Road flats.

Our plans for future environmental works include new rails and path resurfacing in Kings Road, Llandudno, and security gates at St Andrews Avenue, Llandudno.



Community Fun Day

Young and old flocked to the annual Community Fun Day on the Peulwys Estate in Old Colwyn.

The event was organised by the Peulwys and District Community Centre in conjunction with Cartrefi Conwy, who have a Community House on the estate.

The action-packed fun day included a host of stalls and activities for the youngsters including sports and a fancy dress parade.

It was also attended by a number of local organisations including North Wales Police, the North Wales Fire Service, Llandudno Credit Union, the RSPCA and Conwy County Borough Council's Way of Life Team and Genesis Project.

Get involved

Walkabout Wednesday

Estate walkabouts are planned every other month and have been planned a year in advance. The purpose of these walkabouts is for a team from Cartrefi Conwy to have a good look around our estates and make notes of any problems and areas for improvement. Feedback Friday will see the findings of these walkabouts discuss and action plans put into place to address the issues.

Upcoming walkabouts include:

27th January 2010 – Maes Cwstennin, Llandudno Junction

24th March 2010 – Fron / Glyn, Colwyn Bay

Please come and join us on our way around and let us know your thoughts about your community, we value and welcome your input.

Dates for your diary

The next Tenants' Forum meetings will be held on the following dates:

January 19, 2010 (Annual General Meeting); March 2, 2010

The meetings are usually held between 10am and 1pm at the Fron Community Centre, Ffordd Bugail, Old Colwyn.

Lunch is provided and if required, we can help with transportation.

Community Chest

Bids for funding can be made to the Community Chest Panel. Funding may be given to projects that will improve the quality of life for our tenants in local communities or where we have homes.

They meet to discuss any applications that have been made at the end of March, June, September and December.

If you would like more details on any of the above, please contact the Community Involvement Team on 01492 805529 or email get.involved@cartreficonwy.org

Area panels

Funding is set aside each year of £771,000 for environmental improvements. This can cover all sorts of work, such as footpaths, driveways, washing lines and communal gardens.

In order to plan what environmental improvements we do in the future and where, it is essential that we have input from you.

If you would like to be invited to future events where proposed improvements will be discussed then ring Owen Veldhuizen, Senior Tenant Engagement Officer, on 01492 805530 or email us at get.involved@cartreficonwy.org