



Newsflash

CARTREFI
CONWY
creu cymunedau i fod yn falch ohonynt
creating communities to be proud of

Tenant newsletter extra – February 2010

There is so much going on at Cartrefi Conwy at the moment. We don't want you to miss out and we want to make sure your views are taken into account. We have produced this news flash to let you know a bit more about how you can get involved. We hope you find it useful. If you have anything that you would like to be considered for future newsletters, please contact us by phone on 01492 805503 or email communications@cartreficonwy.org

We can't hear you.....unless you get involved!



**£100 Prize
draw!**

Do you want to get involved but don't want to attend meetings?

Do you have time to spare to complete a survey?

Do you want to have your say on what affects you?

Do you want to be included in a free monthly prize draw?

If you answered 'Yes, Yes, Yes!' to the questions above then Cartrefi Conwy's Sounding Board could be for you.

Join the Sounding Board and get your voice heard!

We want to hear from as many tenants as possible to make sure we're delivering the best service to you so we are looking for volunteers to sign up to our new Sounding Board.

As a member of the Sounding Board you would be asked to complete surveys on different aspects of our services. There would be no more than six of these surveys throughout the year. All you would have to do is complete it and reply in the best way that suits you, this could be by phone, email or send them back to us in a free post envelope which we would provide.

Each time you reply to one of the surveys you will be automatically entered into a free prize draw worth £100!

For more information and application pack or to find out about other opportunities to get involved contact the Community Involvement Team on **01492 805531** or email get.involved@cartreficonwy.org

Breaking news – Breaking news – Breaking news

Get Involved — Influence decisions about your home and community

We see tenants at the heart of our housing service and regularly communicate with our tenants and leaseholders on matters relating to their homes and premises. We want to ensure that the views of as many as possible of our tenants, their households and other residents are represented and that they influence the services provided by Cartrefi Conwy so that we can create communities to be proud of. We are particularly keen to ensure that we include the traditionally under represented groups, for example those living in rural areas, younger persons between 18 and 25 years of age, persons with disabilities and those from ethnic minority backgrounds.

If you would like to make a positive difference to the world in which you live, getting involved by volunteering to be a Board member or Shareholder of Cartrefi Conwy may be for you. If you are interested, here are some answers to some questions that you might have:

What if I have little or no experience of being on a Board?

An induction and training process will ensure that you are given all the information you need and can understand. Staff and other Board members are available to talk to, especially if you have questions that you need to ask about how Cartrefi Conwy is working. It is most important to remember that you will work as part of a team, which comprises of people with knowledge in different areas. Therefore, do not feel that you have to be an 'expert' in every area before you think about applying.

What will I have to do and how much time will I have to give?

Different staff at Cartrefi Conwy are technically qualified in key areas, such as finance, strategy, policy. Your key role as a Board Member will be to consider staff members' proposals and offer your opinion and guidance as part of a collective Board, on all sorts of matters that affect how Cartrefi Conwy is run and the services it provides.

Six Board meetings are scheduled each year (one every two months) but sometimes we might need to hold additional meetings. You don't have to attend every meeting, but we would expect you to attend most of them. The length of the meeting depends on what needs to be discussed; on average they last for about three hours. You will also be invited to attend other meetings and events where they are relevant to you as a Board member.

Applying to become a Tenant Board Member

There are 15 Board members in all, five of which are Tenant Board members, elected by Cartrefi Conwy's tenants. A Tenant Board member can serve for no more than three years without re-election. All our Board Members are unpaid volunteers.

What if I incur travel expenses?

Normally, as a Board Member, you will be entitled to out of pocket expenses such as travel costs.

What are the key benefits for me?

Becoming a Board Member will give you the satisfaction of knowing you are contributing something positive to society. It will also provide you with an 'inside' view of what's involved in running a business, which could really boost your personal and professional development.

Becoming a Tenant shareholder of Cartrefi Conwy

If you don't want to be a board member but still want a say in what's going on, being a shareholder of Cartrefi Conwy means being entitled to attend and vote at Cartrefi Conwy's Annual General Meetings and attend all other members' meetings.

How do I find out more?

Contact the Governance Team at Cartrefi Conwy by phone on: 01492 805500 or by email: communications@cartreficonwy.org