

SPRING / SUMMER 2024

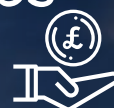
# HOME MATTERS

YOUR CLWYDALYN RESIDENT MAGAZINE

**A CHANCE TO WIN**  
shopping vouchers with  
some fun competitions

## TOP Tips

- Saving money
- Safety tips



**WE'VE  
WELCOMED**

**55**

new residents into  
their new homes



## UPCYCLE & DIY TIPS

BY LAURA MCKIBBIN

**FREE  
SEEDS**

## GARDEN TIPS

Claim FREE seeds from  
**#InfluenceUs**

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# Editor's Welcome

LAURA MCKIBBIN

## Hello all, and welcome back to your ClwydAlyn resident magazine



Its officially spring and I am so ready for the early sunrises and later sunsets. The sun really does put a **SPRING** in my step... no pun intended! I love to be outdoors, enjoying nature and beautiful North Wales, in this edition we have a page on activities and things to do locally over the spring and summer months, head over to page 16 to read more.

As always in 'Home Matters', we try and include some fun ways for you to get involved and win vouchers, we like to share safety advice, some top tips and also keep you in the loop of all that is going on at ClwydAlyn.

We want to keep the magazine current, fun and informative, so please let us know if there is anything you would like to see in the magazine?

*Laura x*

### Have you got a story you'd like to share in our resident magazine?

We'd love to hear more about you and/or your community. It could be a personal story, top tips or a great activity that took place. It can be anything from a few sentences, a couple of pictures through to a full article that we'll help you write. Please get in touch: email [Laura.Mckibbin@clwydalyn.co.uk](mailto:Laura.Mckibbin@clwydalyn.co.uk) or you can call/WhatsApp me on **07880431004**

### Have Your Say

In my role as a Resident Involvement Officer, it is important for me to get your feedback to improve our services, this can be done through our voluntary group **#InfluenceUs**.



### #InfluenceUs - Have your say!

We want to hear your views about our **Services**.

**Residents are at the heart of everything we do at ClwydAlyn and we need more of you to give us your ideas and feedback so we can provide the best service we can.**

There are lots of different ways you can give us your ideas and feedback:

- By text
- By email
- By phone call
- By coming to meetings



Did you know that by completing our surveys and attending our focus groups you could win shopping vouchers

To find out more you can call me on **07880431004** or you can email me [influenceus@clwydalyn.co.uk](mailto:influenceus@clwydalyn.co.uk) or you can sign up here [www.clwydalyn.co.uk/influence-us](http://www.clwydalyn.co.uk/influence-us)



# MEET YOUR

## New Resident Committee Member

### Rachel Masterson



#### 1. What made you want to join the Resident Committee?

I wanted to be on the Resident Committee Board, because I believe in the power of community and the importance of having a voice in shaping the environment we live in. Being a part of the board will give me the opportunity to actively contribute to improving our community and address any concerns or issues that residents may have.

ClwydAlyn's mission, Together to Beat Poverty aligns very closely with my day job, where we offer community-based support to a diverse range of people who face barriers to employment, including those with a disability, health condition, or criminal record, as well as people who have been out of work for a long time or never worked before.

#### 2. Have you sat on any other Boards or Committees before?

I am on the Senior Leadership Team Board for Maximus, fostering positive relationships in the local community to grow our network and enhance our impact. One of our key strategies is to actively engage with local businesses and organisations, seeking opportunities for collaboration and mutual support. By building strong partnerships, we can leverage resources and expertise to create lasting change in the community.

#### 3. Which aspects of the role do you enjoy the most?

As a board member, one of the things I truly enjoy is the opportunity to witness firsthand the upcoming challenges and projects that ClwydAlyn faces. I get to be part of the decision-making process and contribute to shaping the future direction of our organisation. Additionally, being a board member allows me to work with other talented individuals who bring diverse views and expertise to the table, which further enhances my experience and our collective ability to overcome these challenges successfully.

#### 4. Was there anything that surprised you?

One aspect that surprised me was the level of financial scrutiny that comes into play. I was amazed at the complexities involved in managing the organisation's finances and ensuring its long-term sustainability. Additionally, I was pleasantly surprised by the collaborative nature of decision-making among board members, as it allowed new ideas to be brought to the table.

#### 5. As a resident what is the most important thing for you?

As a ClwydAlyn resident, what is most important is having a safe and secure living environment that promotes a sense of community and belonging. Additionally, access to quality facilities and services that improve your overall well-being and quality of life is also of great importance.

#### 6. What are your hopes and ambitions for ClwydAlyn?

My hopes for ClwydAlyn are to see it become a leading organisation in providing affordable housing solutions and support services to those in need. I aspire for ClwydAlyn to continue expanding its reach, working with communities, and making a positive impact on people's lives. Additionally, I hope that ClwydAlyn will prioritise sustainability and innovation in its practices, ensuring long-term success and strength in the face of changing needs.

#### 7. Is there any advice you would share with someone considering joining the Resident Committee in the future?

One piece of advice I would share with someone considering joining the Resident Committee in the future is to actively listen to the concerns and suggestions of fellow residents. This will help foster a sense of inclusivity and ensure that everyone's voices are heard. Additionally, it is important to be open-minded and willing to collaborate with others in order to effectively address any issues or implement positive changes within the community. It's a great learning experience that can lead to personal growth and a deeper understanding of different perspectives.



# “ The importance of resident voice.”

The Chair of our Resident Committee, Peter Smith Hughes recently presented at the Voice, Agency and Control conference in Cardiff University. Peter shared his experience of being chair of our Resident Committee and a ClwydAlyn board member.

Peter wanted to get across the message on the importance of a resident voice, and how he would like to see a far greater involvement in the decision making process, where the collective voice of residents is heard and acted on by housing associations.



**ClwydAlyn**



## We're Recruiting... Resident Committee Member

If you're a ClwydAlyn resident, passionate about giving back and making sure our residents are at the centre of everything we do, this role may be for you;

- 5 Resident Committee meetings per year
- Full induction and training
- Up to 4 additional informal training / away days
- 1 Scheme visit
- Friendly support network
- Salary - £2,800 per annum

We particularly encourage applications from individuals who are from diverse backgrounds and younger residents that are currently under-represented on the committee to ensure we help deliver better services for everyone.

## Are you interested?

To apply, email [Laura.McKibbin@clwydalyn.co.uk](mailto:Laura.McKibbin@clwydalyn.co.uk) outlining why you are applying and what you will bring to this role. If you have a CV send that along too.

To know more call [Laura](tel:07880431004) on **07880431004**

# RESIDENT Stories

## LESLIE NADIN – RESIDENT AT MAES Y DDERWEN



Leslie Nadin is a ClwydAlyn resident at Maes y Dderwen independent living scheme in Wrexham, and shared with us his memories of setting up the very first Residents' Association in north Wales while he lived at Queen's Park in Wrexham.

'It all started back in June 1983 after the almighty storm of that year that saw the worst floods to hit our estate. The storm was horrific, with houses flooded with raw sewage and my house right in front of the river running through the estate.

'It was a disastrous night, and a friend and I went out in the storm collecting signatures for a petition, so that a public meeting could be held to improve our situation. A meeting was organised, and hundreds of residents and councillors attended.

'What a difference a day makes. I've always been proud to say I'm from Queen's Park, and with the microphone, on behalf of all the residents, I gave everybody a voice in how their community was run, and this led to 22 residents forming a Steering Committee, with the marvellous Christine Thomas as our Chair.

'At the next Public Meeting we were duly elected as a body, and from then on, we worked with councillors, we were listened to and achieved many positive outcomes for our community.

'We, as the elected committee, worked with Leslie Andrews, a consultant from the Welsh Office, and sent out surveys to residents to see what people wanted improved, and when the list came back, formed the Afon Project, for which Leslie got funding over the next 3 years.

'On the list, were many things: we cleared out derelict houses on the estate; funded new central heating, new windows and garden fences for residents, and fulfilled people's needs and spent every penny for Queen's Park.

'Our area came alive. People contacted us from all over the UK, asking how we had formed the first residents' association in north Wales so successfully. We had other ideas too, running social events, a nature club, charity events and funded a works' cabin, planting flowers along the riverbank.

'The Under Secretary of State for Wales, at the time came to visit, and we were on the BBC News. As a close knit community, we were helping each other and continued on our work for many years. We had a new drainage system to stop flooding, and a planting day, where one tree was planted by children; one planted by the Under Secretary, and one by our association.

'I'm overwhelmed by pride at what we did – we gave the spark for over 20 residents' associations in north Wales to be formed, and we never gave up. We transformed derelict and empty houses on the estate into a council office, a maintenance office, and ran welfare rights sessions. Each area of the estate had a representative to keep residents updated after the meetings, and a member was elected to sit on the National Federation of Tenants Associations.

'For us all it was a happy ending. We fulfilled what we set out to do and I'm so proud of what we achieved. We wanted to have our voices heard, and we succeeded. For me, the forgotten lands became wonder lands, and in my own words, we fought, we conquered and we won!'



## DIONE KEIRL AND THE ADVENTURES OF TAFFY



At ClwydAlyn we have some super talented residents. Here's Dione Keirl, who at just 24 years old has written, illustrated and published her first childrens' book, 'Adventures of Taffy: So Far From Home.'

'I have been an artist all my life but needed something else to tell other people about my story and share my work. My Dad and I were talking about what names my future book would be called and who or what type of people it would be aimed at.

'Our ideas went back and forth, but then we came up with the name, 'Adventures of Taffy', and from then on, I knew it would become a big part of my life. Taffy is my dog, a beautiful pure breed border collie, who has recently turned 4 years old. I had the idea for the books that he falls into a deep sleep and his dreams take him on adventures where his dreams come to life.

'I worked on the book 7 hours a day, writing the story and doing all the illustrations until I had finished it, then self-published it in a limited edition of 50 copies. I then decided to send it to a publisher, Pegasus Publications who are based in London.

'They take books from all over the world, and I was not expecting to be accepted, but they got back to me on the same day and now I have a publishing deal! My plan is to write a series of books, and I am already working on the second one now. I am also signed with Nightingale books, so have lots to look forward to.

'I live with my identical twin sister, Katie, and my dad, Steve, and mam, Brenda. My dad encourages me with all my work, and my mam proofreads it too. I am also partially sighted, and have overcome this to produce really beautiful illustrations in coloured pencil. At school I was bullied, and they called me a loser, but my story shows I have proved the bullies wrong, and that with people to believe in you, you really can follow your dreams.

'My future plans are to learn to drive and go to new places, as I get inspiration from places all over Wales, a favourite place being Llangollen. The woman who inspired me to write when I was growing up was Enid Blyton, and writing and drawing is my happy place.

'When the books are published, they will be available in bookshops and Pegasus publishes in over 33 countries, so I am really excited. My plan is to do a book signing locally, and I hope that everyone who buys my book loves seeing what Taffy gets up to as much as I loved writing and illustrating it.'







more than  
just food

## AN ALL-ROUND AMAZING SERVICE!

Abergele District Foodbank provides urgent help for local people giving emergency food supplies and other essentials in times of crisis. But it is also a one stop shop for a whole range of services that can be life-changing for the people in the community who access them.



The Foodbank is run under the umbrella of Abergele Community Action, which was started in 2001 to bring about real change for the local community. A group of volunteers came together to form **Abergele Youth Action**, and it was the beginning of a journey that has grown in ways nobody could have imagined!

In 2005 the organisation moved to Hesketh House, and established an internet café and community hub, known locally as Itaca... serving not only the young people but the wider community. By 2008, following a change of name and objects, Abergele Community Action Ltd registered as a charity, providing the whole community with access to computers and the internet as well as the skills to use them and providing people with opportunities for work experience and volunteering.

But things did not stop there. In 2013 **Abergele District Foodbank** was launched with the support of the Trussell Trust, and operates by people being referred to the service in a few simple steps:

You can contact the Foodbank directly by email, on their website, telephone, text or whatsapp and they will talk through your situation and put you in touch with different support agencies. This can be Citizens Advice; your child's school; a health visitor; Adferiad (Cyfle Cymru), the family centre, a support worker; ClwydAlyn or your local council to mention just a few.

If you are already engaging in support with an organisation, and **you cannot afford the essentials**, please speak to the organisation supporting you or speak to your Housing Officer and ask them to make a referral to the foodbank for an emergency 3 day food parcel. You will be able to access food and any other support you may need at your time of crisis. The Foodbank is open 5 days a week, Monday to Friday from 10am to 2pm, located in the station building before you go on to the platforms at Abergele and Pensarn Station, near Conwy. **Abergele District Foodbank is more than just food!**

There are other support agencies on site running drop ins such as the Benefits Advice Shop, Debt Advisers, Conwy Employment Hub, RCS Workwell, The Wallich, Adferiad, Carers Trust and more, and the service also offers an extensive referral service to organisations that work with the full range of needs that staff can advise on and help with.

There is also a Participation Panel consisting of people with lived experience to give them an opportunity to shape the services in the community. In addition, Eat Well Spend Less is a six-week course which operates to help people to learn to cook and eat healthily on a budget.

Station Buildings are also home to **Abergele Community Money Advice**, established in 2018, authorised and regulated by the Financial Conduct Authority, in affiliation to the national charity Community Money Advice and providing free, unconditional, fully confidential money advice and practical support to people from all walks of life helping people to overcome their money problems and make a fresh start on a stable financial footing free from the blight of indebtedness. Appointments are necessary.

Another exciting project is the Youth Inclusion project which relocated from Itaca... to their own building in 2019 when **Abergele Youth Shed** was established. The Youth Shed is located behind the Abergele Community College adjoining the East area Family Centre and with a team of 6 youth workers runs an exciting weekly timetable for anyone 10 - 25 years of age. You can find out more by visiting their website: [www.abergeleyouthshed.org](http://www.abergeleyouthshed.org).

Our most recent project which opened in February 2024 is the **Abergele Community Shop** which is currently located on Platform 1 at the Station! Aimed at helping people who are struggling with the increased cost of living or with a much lower level of disposable income, the Community Shop is open to everyone. **There is no criteria to join!** After an initial registration cost of £5 you can visit us **twice a week** and for **£3.50 choose at least 10 items** from a selection of cupboard staples, chilled & frozen items (subject to availability) **with fresh fruit and vegetables also included as an added extra!** Multiple people in the same household can also register and visit twice weekly. You can pay up front or in advance and both card and cash payments are accepted.

For more information about Abergele Community Action visit their website [www.abergeleaction.co.uk/home](http://www.abergeleaction.co.uk/home)



**Rebecca Morris**, Early Intervention Officer at ClwydAllyn has made many referrals to the service and says, '

**"Abergele food bank is a welcoming environment and a safe space where you can go for support in everyday life, not only offering a food bank and a community shop but support with financial issues and debts.**

**Sam and her team are very welcoming and caring, going the extra mile to make sure you are supported in whatever issues you have with plenty of connections from outer agencies as well as in house services."**

**"Abergele food bank offer so much support to the community and outer areas and have so many successful cases where they have offered support to our tenants. Feel free to drop by and see Sam and her team for a chat and join the vision that they have which is to help prevent hardships for the community no matter how big or small it may be and everyone is welcome."**



# Our Promise

## report for 2022/2023

### Our Promise is our residents' charter.

We worked with the #InfluenceUs volunteers and our Resident Committee to create 'Our Promise' which sets out what our residents should expect from ClwydAlyn.

We use Our Promise to measure our performance, drive service improvements and it makes us accountable to residents in an open and honest way.

We believe that home matters and a home should be more than just four walls and a roof.

Our Promise sets out our commitment to deliver excellent services.

**£5.4  
Million**

Spent on improving existing homes.

**£9.1  
Million**

Spent on repairs and maintaining homes.

**£1.2  
Million**

Of grants received and spent refurbishing 36 long term empty homes back into homes.

**28,322**

Compliance certificates and asset servicing undertaken.

**2700+**

Carbon Monoxide (CO<sub>2</sub>) Detectors installed into all suitable homes.

**233**

Homes adapted to suit our residents needs, 900k spent.

**446**

New fire doors installed to existing homes.

**834**

Home Health Checks completed inc. damp readings.

**100%**

Emergency works attended on time.

**515**

Empty homes refurbished.

**973**

Existing homes Improved

**95**

A-rated gas boilers installed

**215**

Bathrooms upgraded

**236**

Kitchens upgraded

**97**

Water heating systems upgraded

**281**

Windows and doors upgraded

**49**

Electric heating systems upgraded



56,628  
calls received



89.3%



of calls were  
answered... that's  
50,552

84%

are satisfied that their  
neighbourhood is a  
good place to live.



80%

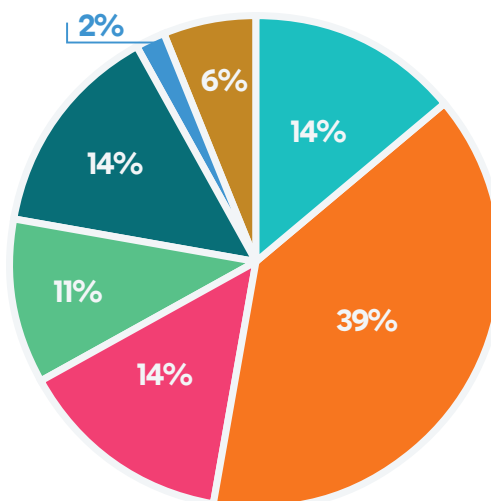
of residents said they  
trust ClwydAlyn.



## 2022/23

How all the income we  
collected last year  
was spent

- Management Costs **£7.4 million**
- Service Costs **£20.6 million**
- Day to Day Maintenance **£7.2 million**
- Major Improvements **£6.0 million**
- Mortgage Repayments **£7.5 million**
- Void and Bad Debts **£0.9m**
- Investment in New Homes **£2.9m**



## We also helped:

75

of our supported  
living residents to  
move into a  
permanent home

27

of our supported living  
residents to attend a  
course or take an  
apprenticeship

142

children supported  
across our  
schemes

19

of our supported living  
residents to enter  
fulltime  
employment

34

of our supported living  
residents to sign up to  
college and university  
courses

We have  
attended

10

schools across  
North Wales to support  
interview workshops  
or career fairs.

1229

people supported  
through our  
supported living  
services.



**Opened**  
a new mother  
and baby service  
'Kingsland' to improve  
outcomes for young homeless  
mothers in **Wrexham**  
**Borough Council**.

**Established**  
a Welcome Centre for  
140 Ukrainian refugees,  
in partnership with  
**Gwynedd County**  
**Council**. We were proud to  
lead North Wales's response to  
the Ukrainian refugee crisis.

We are very proud to be the  
**first Domestic**  
**Abuse Service**  
**in North Wales**  
to be **accredited** with  
**Welsh Women's Aid's**  
**National Quality**  
**Service Standards**.



## THIS YEAR WE HAVE:

Provided  
**7**  
community groups with  
**£1,000**  
for projects suggested  
by residents.  
**3** focused on **digital inclusion**,  
**2** on **growing food**,  
**1** on improving **wellbeing**  
**of residents** and **1** set up  
a **community group** in one of  
our new schemes enabling  
**more social interaction**  
**between residents**.

Used our resident fund to give  
**£19,310**  
of financial support to  
**89**  
residents for a variety of  
things like buying emergency  
food parcels or helping with  
gas or electricity. It's also  
funded essential home items  
such as carpets & cookers.

Through our food poverty  
partnership with Well-Fed  
(a partnership between  
ClwydAllyn, Flintshire County  
Council and social enterprise  
Can Cook) delivered over  
**75,000**  
**Healthy meals** to our  
**Extra Care residents**  
and over  
**6,000**  
**Healthy meals** to  
**Ukrainian refugees**.

Provided  
**76**  
Residents in crisis with  
direct food support.

Provided  
**102**  
food vouchers to residents  
at Christmas.

Staff donated  
**57**  
Christmas gifts for residents  
in need at Christmas.

**Zero**  
Evictions into homelessness.

Provided  
**23**  
Residents in crisis with  
direct fuel poverty support.

Provided  
**75**  
Residents in crisis with  
health and wellbeing  
support.

Provided  
**34**  
Residents in crisis with  
direct support to help them  
maintain their property.

## YOU CAN READ THE FULL REPORT HERE

[https://issuu.com/pennafhousinggroup/docs/39994\\_](https://issuu.com/pennafhousinggroup/docs/39994_clwa_our_promise_report_mar24_issuu)  
[clwa\\_our\\_promise\\_report\\_mar24\\_issuu](https://issuu.com/pennafhousinggroup/docs/39994_clwa_our_promise_report_mar24_issuu)

# Getting to know you

**£200 shopping vouchers up for grabs!**

**GOOD LUCK!**



We have been sending out text messages asking all our residents to complete or update their details on our **'Getting To Know You'** form for the variety of reasons outlined below. It is very important to us that we know our communities well so that we can provide the very best services to everyone.

**You can tell us to keep our nose out.** If you'd rather not share your personal information with us, then you can opt out. You still need to complete the getting to know you form and tell us that you'd prefer not to say.

Thank you for all those who have completed our form, if you would like to update your details or opt out you can do so here - <https://forms.office.com/e/9mFuvAt94f>

## Forward planning

Your data helps us to make decisions on where to direct our plans, initiatives and services. By having up to date information about our residents, we can make sure we are tailoring our services and ensure our plans have meaningful impact in the communities where we work.

## Get services right

When our residents share their information, it helps us to get our services right. Maybe your first language isn't Welsh or English and you would prefer communication in a different language or you have a disability and would benefit from additional support that we can tailor to you.

## Know our communities

We want to know you! We want to make sure our staff represent the communities that we serve. We want to be able to plan events, offer support, provide advice and guidance that is appropriate and helpful. We want to make a difference.

## Fairness

We need to make sure that we are being fair in the way that we deliver our services to everyone, and that we are removing any barriers our residents may face when accessing our services.

## More inclusive

We want to continue to build a culture that is fully inclusive for both our residents and staff members. We are dedicated to taking a person-centred approach and supporting people in a way that works for them.

## Confidential

When you share your personal information, we assure you that we will keep it confidential and never single anyone out. Your data will only ever be stored to ensure that as a white/black/older/younger/straight/gay/man/woman/ disabled person you are being properly catered for. There are very strict laws to ensure that we protect your details and deal with them responsibly.

Complete our **'Getting To Know You'** form and you will be entered into our **£200 shopping voucher** prize draw. If you have already completed the form, no worries, all completed forms will also be entered into the draw! The winner will be announced on 28 June 2024.





# COMMUNITY

## ROUND UP

Community has never been so important, so it is good to highlight some of the great work that our staff and residents do within our communities. If you'd like to share a story or an event, send it over to [communications@clwydalyn.co.uk](mailto:communications@clwydalyn.co.uk)



## 99 LAPS FOR 99 YEARS!

We want to say a massive Congratulations to **Katharina Morris**, a resident at **Plas Telford, Wrexham**, who has completed her challenge of **walking 99 laps** of the scheme for her **99th birthday** back in February. Raising money for **Red Cross Crisis Ukraine**.

Born in Ukraine on February 23, 1925 Katharina moved to the UK in 1947. She said "I've never forgotten how my father was taken in the night, never to be seen again. The way things are today and seeing what was happening at the moment on the news takes me straight back to then and it has brought back many memories." So, in honour of her 99th birthday she wanted to do something to make a difference.

**She has managed to raised £4000 which is incredible. Well done Katharina!**

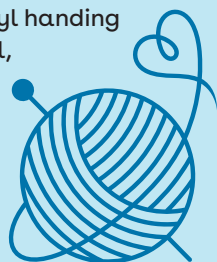
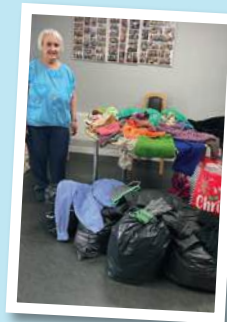
**WELL DONE**

## CHARITY KNITTING

Our lovely resident Beryl started knitting scarfs for the homeless. Other residents asked how they can help. They donated hats, scarfs, coats, jumpers etc.

Our residents are so good we ended up with 7 bin bags of all sorts of clothes for the homeless. Here's a picture of Beryl handing the bags over to Tŷ Golau in Rhyl, who were very thankful. They would like to say a big thank you to our residents.

**Well done to Gorwel Newydd!!**



Elissa 8

Ella 5



## EASTER PICTURE COMPETITION

Each year our **Resident Committee member Carol Quinn** organises a colouring competition in Flint. All children who entered the competition receive an easter egg and the lucky two winners **Elissa age 8** and **Elle Age 5** both won a £15 voucher.



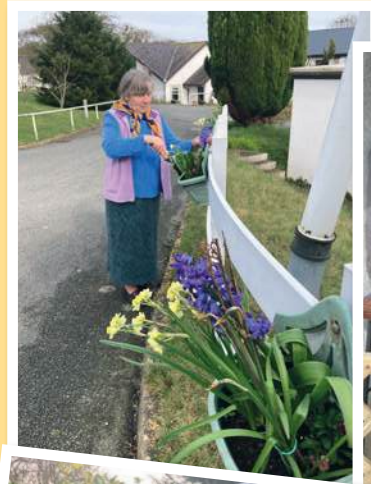
# PENRHOS GREEN FINGERS

Our **residents at Penrhos** have been busy brightening their garden ready for spring and summer.

Resident Pauline and her son Stephen have spent a lot of time and effort on this project, they have personally been buying and assembling various containers and pots in order to provide a lovely flower display in front of the building. They had a helping hand by Joseph our resident handyman who made wooden stands in his workshop to house trough containers in them.

They also planted two dozen roses which are yet to come into flower but they will look blooming marvellous when the time comes.

Joseph's wife Maria, who works for ClwydAlyn, spends her spare time tending to all the potted plants she has placed around the site. Several other residents look after small areas outside their flats. We are lucky to have such enthusiasts who care about the appearance of Penrhos.



## EASTER CRAFTS

Chirk Court residents have enjoyed Easter crafts, entertainment from a singer, line dancing and a visit from the Easter bunny!





# YOUR AREA... LOCAL ATTRACTIONS, AND DAYS OUT!



Are you looking for fun, cheap things to do over the holidays? Do you know that your local council will have different activities available. You can check these out on their website or pop into your local council to get more information.

## **FLINTSHIRE**

### **Aura Wales**

[aura.wales/holiday-activities/](http://aura.wales/holiday-activities/)

## **CONWY**

### **FFIT Conwy**

[ffit.secure.conwy.gov.uk/en/News/News.aspx](http://ffit.secure.conwy.gov.uk/en/News/News.aspx)

## **DENBIGHSHIRE**

### **Play Ranger Service**

[denbighshire.gov.uk/en/leisure-and-tourism/play-ranger-service/play-ranger-service.aspx](http://denbighshire.gov.uk/en/leisure-and-tourism/play-ranger-service/play-ranger-service.aspx)

## **WREXHAM**

### **Playwork projects**

[wrexham.gov.uk/service/playwork-projects](http://wrexham.gov.uk/service/playwork-projects)

## **GWYNEDD**

### **Cyngor Gwynedd**

[gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Hwb-teuluoedd/Play-and-activities.aspx](http://gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Hwb-teuluoedd/Play-and-activities.aspx)

## **ANGLESEY - MÔN**

### **Dewch i Chwarae! / Anglesey Come & play!**

[facebook.com/groups/Angleseyfamilies/](https://facebook.com/groups/Angleseyfamilies/)

## **WELSHPOOL**

### **Powys Council**

<https://en.powys.gov.uk/article/2025/Find-out-about-holiday-activities-for-children-and-young-people>





**Wales** is full of scenic adventures that can be low cost or totally free of charge!

Spending time outdoors is great for your well-being, it can be rewarding both physically and mentally. Where better to enjoy the outdoors than in beautiful North Wales, we have lakes, mountains, beaches and so much more!

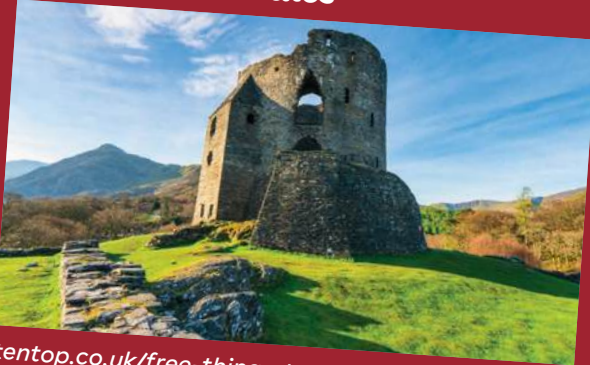
**If you are looking for somewhere to head this summer, there are some great spots for you to explore.**

### Visit North Wales



[visitwales.com/destinations/north-wales](http://visitwales.com/destinations/north-wales)

### TenTop North Wales



[tentop.co.uk/free-things-to-do-north-wales](http://tentop.co.uk/free-things-to-do-north-wales)

### Go North Wales



[gonorthwales.co.uk/whats-on/events](http://gonorthwales.co.uk/whats-on/events)



### Zip world

Discover a range of outdoor adventure parks across the UK. Enjoy outdoor activities, underground adventures and record-breaking zip lining.

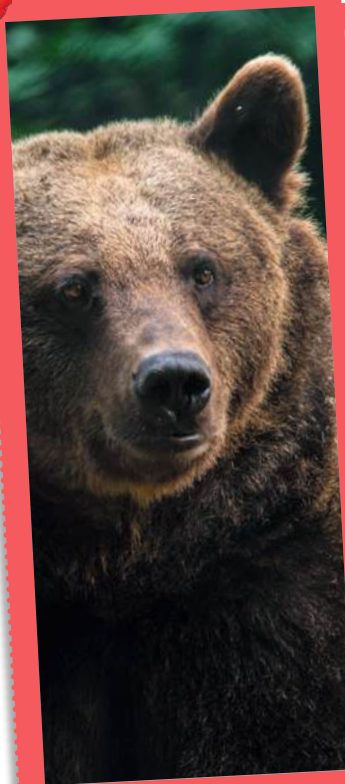
[zipworld.co.uk](http://zipworld.co.uk)

### The Welsh Mountain Zoo

Go wild in Wales for a great day out - a friendly caring conservation zoo in lovely garden surroundings.

- Free daily presentation of Chimp Encounter and Sea Lion feeding.
- Animal experiences (Pre-booking required)
- Restaurant: hot meals and snacks served
- Jungle Adventureland
- Visit the website to find out about special events.

[welshmountainzoo.org](http://welshmountainzoo.org)



### National Trust

The National Trust look after some of Wales finest beauty spots including castles, glorious gardens, and mansions. Their website offers information on some stunning coastline and landscape that is definitely worth a visit.

[nationaltrust.org.uk](http://nationaltrust.org.uk)



If you have any ideas for great days out that you would like to share with other residents then please send them to [communications@clwydalyn.co.uk](mailto:communications@clwydalyn.co.uk)

# OUR DEVELOPMENTS

## PROGRESS UPDATE

Our development programme is to deliver 1,500 new homes in North Wales by 2025 through an investment of £250 million, bringing the total number of homes we own and manage to over 7,500.



We've welcomed  
**55** of residents into  
their new homes  
recently.

### HERE'S AN UPDATE OF HOW WE'RE GETTING ON WITH SOME OF OUR DEVELOPMENTS:

#### COMPLETED SCHEMES

- **Land adjacent to Lon Lwyd, Pentraeth Anglesey**  
All 23 homes are now complete.
- **Princess Avenue, Garages Site, Flintshire**  
All 12 homes are now complete.
- **Valley Mill / Mart, Anglesey (Phase 1)**  
20 homes are now complete.



#### HOMES COMPLETE BY SUMMER 2024

- **Land at Stad Bryn Glas, Anglesey**  
All 12 homes will be complete in the Summer of 2024.
- **Edward Henry Street, Rhyl**  
All 13 homes will be complete in the Summer of 2024
- **Tŷ Nos, Wrexham**  
All 19 homes will be complete in the Summer of 2024.
- **Valley Mill / Mart, Anglesey (Phase 1)**  
All 54 homes will be complete in the Summer of 2024.



#### DEVELOPMENTS STARTING ON SITE

- **Builder Street, Llandudno, Conwy**  
A development of 77 homes.
- **Northern Gateway, Deeside, Flintshire**  
A development of 100 homes.
- **Mynydd Isa, Flintshire**  
A development of 56 homes.
- **Land opposite Glan Clwyd Hospital, Rhuddlan Road, Bodelwyddan**  
A development of 33 homes.





## RESIDENTS MOVING IN

Congratulations to our residents who moved into their new homes at Princess Avenue, Buckley in Flintshire, Mill / Mart Valley and Pentraeth in Anglesey.



### PRINCESS AVENUE, BUCKLEY, FLINTSHIRE.

Hayley, moved in with her family in March.

Our residents couldn't be happier moving into their new eco homes in Buckley in March this year. The scheme now known as Cwrt y Dderwen is complete! This is a development of 12 homes, two, 3 bedroom homes and ten, 1 and 2 bedroom apartments. Built by Gareth Morris Construction (GMC) on behalf of ClwydAlyn in partnership with Flintshire County Council and the Welsh Government.

Moving in day is the best day ever, it is amazing to see our residents so excited to move in! Hayley, one of residents who moved in was ecstatic!

In her own words...

" Oh, I'm excited alright, I can't tell you how much, It's 100% amazing, I still can't believe it, I'm moving from a 2 bedroom flat with a communal entrance, no garden, you can't compare can you. I'm moving to a beautiful 3 bed home with everything done for me, a great garden and it's just great, unbelievable. This is going to make such difference to us all, the children due to their medical needs need their own rooms, which they now have, we are near family for support and I can't thank you all enough".

These new eco homes will make such a difference for our residents like Hayley. We asked Hayley 'What difference will it make to you moving into an Eco friendly house?'

" Oh, it will make such a difference, I now pay £300 a month for my gas and electricity and when you're on universal credit it sure is a lot. What with the solar panels and how well the house is insulated, it's just amazing."



### NEUADD MALDWYN -

#### INDEPENDENT LIVING FOR OLDER PEOPLE

There is still time to apply to live at our latest independent living scheme for older people, Neuadd Maldwyn in Welshpool.

Neuadd Maldwyn will provide 66 self-contained 1 and 2 bedroom high quality apartments for rent, for individuals aged 60 years and over with an assessed care or support need. Priority will be given to residents of the Powys area or have close connections to the Powys area. The scheme will include communal facilities for events and activities, a restaurant, onsite parking and landscaped areas.



To apply to live at this amazing new scheme, please visit: [www.clwydalyn.co.uk/neuadd-maldwyn](http://www.clwydalyn.co.uk/neuadd-maldwyn) or call: 0800 183 5757.



All the best to Hayley and our new residents moving into their new homes!

# UPCYCLE & DIY TIPS

BY LAURA MCKIBBIN



In each edition of Home Matters, I like to include an upcycle. As we're often looking at ways to save money, upcycling and buying second hand can offer huge savings. **One person's junk is another's treasure!**

I am very excited to share this editions upcycle with you! I recently spruced up my hallway and I am very pleased with my find! Buying sturdy wooden furniture can be expensive, so when I found this wooden sideboard on Facebook Marketplace I knew I had to have it. This was just £25 and local to me, so little travel was needed for collection. Below are a few steps on how I cleaned this up, I am so pleased with the result.

- 1 I removed the drawers and handles, this will make it easier to clean, paint or sand down.
- 2 Make sure your floor is protected and clean down the unit, I used anti bacteria spray and sugar soap.
- 3 To achieve a rustic look I wanted to sand down the unit and keep it wooden, I used a sanding machine (you can get these from around £15) I used grit 80 to take the thick varnish off and then smoothed over it with a lower grit of 120 to give a softer finish.

- 4 I used wax to coat this, I wanted to keep a dry look and already had furniture wax at home from previous projects.
- 5 Once the unit was dry I put the drawers back and attached handles, I purchased some new handles for this from Poundland, as I wanted to slightly modernise the unit.

**Buying second hand furniture can save hundreds of pounds, and can still look expensive.**



Cathedral Oak 3 Door Sideboard

£1,299.00



Lots of pine items  
£1

Message Seller



**WIN  
SHOPPING  
VOUCHERS**

If you enjoy upcycling as much as I do, please share your upcycle with me! Send your upcycle over to [InfluenceUs@clwydalyn.co.uk](mailto:InfluenceUs@clwydalyn.co.uk) or you can **WhatsApp** them to **07880431004** - You could win £50 home shopping vouchers!



# SECOND HAND

finds by **Louise Smith-Aldous**



**Louise our Operational Projects and Health and Safety Officer, shares why she shops second hand and some of her big savings by doing so.**

Over the past 3 years I've made a conscious effort to reduce the amount of clothes I buy new and one of my favourite things to do at the weekend is wander around charity shops or car boot sales. I also spend hours browsing and favouriting things on Vinted, Depop or eBay.

## Some of the reasons to buy 2nd hand rather than new :

- Prevents waste!
- Saves you money.
- Reduce impact on environment (the fashion industry is the 2nd largest industry globally and the 2nd largest polluter of the environment).
- Get high quality products for less £££.
- Find unique items!
- Discover new (old) brands that might not be produced any more.
- Extend the life of older items that still have life left in them.
- Supporting others – individuals or charities, rather than big companies.

## TOP FINDS

### Car boot finds:



**F&M**

**Fortnum and Mason Wicker Basket** for £20

### Charity shop finds:

Anything from **Topshop!**

Quirky home decor pieces or books



My latest find for £1.50 – a vintage moon mug, I'm now on the hunt for its matching sun twin.

**ebay**

### Favourite Ebay finds:

**Free People Dress –**  
RRP £118, I paid £11.01



**Free People Top –**  
RRP £78, I paid £14.99



**Vinted**

### Favourite Vinted searches:

Anything from **Topshop** or **urban outfitters!**

It's also a great way to get rid of some things you no longer need and earn a little bit of extra cash, or if you're like me put it straight back into your 2nd hand shopping fund.



# GARDENING *tips*

As we enter into summer the weather will get warmer and we should see less rain. June 21 is the longest day of the year and is officially the first day of summer. The extra sunlight and warmer weather could give your flowers a lovely boost but can also encourage weeds.

## TOP SUMMER TIPS

- 1 Keep on top of weeds by getting these out early, or before you know it, they will overgrow and take over your pretty spaces.
- 2 Use water wisely, making sure any new plants that are sown do not dry out - gauge this by the weather and don't over water if we have a large rainfall this month.
- 3 It is time to get the summer hanging baskets out, keep these moist and not too soggy. These will add a lovely bit of colour to your home.
- 4 Prune Spring flowers and shrubs to encourage healthy growth year on year.
- 5 Create a wildflower patch in your garden, this is great for bees, butterflies and other pollinators giving them food throughout the year.

For more gardening tips head over to the experts RHS  
[www.rhs.org.uk/shows-events/virtual-chelsea/friday/amaffi](http://www.rhs.org.uk/shows-events/virtual-chelsea/friday/amaffi)



## RESIDENT PLANTS

One of our younger residents, 11 year old Jake from Denbighshire shared some pictures of his amazing tomato plant, this plant is incredible, well done Jake! We have sent over some free seeds to Jake and we can't wait to see his progress with this soon!

**FREE SEEDS**

If you want to brighten up your space, contact **#InfluenceUs** to get your free pack of seeds. Let us know if you would like vegetable, fruit or general planting seeds, this can be for indoor or outdoor.

Email your request to [InfluenceUs@clwydAllyn.co.uk](mailto:InfluenceUs@clwydAllyn.co.uk) or call 07880431004

 **#InfluenceUs**

# PEST CONTROL

Pest control is important to us as we want our residents to live in a safe environment where they can feel comfortable to relax and somewhere they are proud to call home. If you have an issue with pests this can make you feel uncomfortable, pests can be scary when entering your home but can also be dangerous as some pests carry diseases.

If you feel you have an issue with pests, the first thing to do is to look out for where or how these are entering your home. It may be that there is a small hole or gap which needs to be secured and sealed so there is no point of entry. If you find a potential entry point for any pest, you can call our Contact Centre to raise a repair, call on 0800 183 5757 or head over to our portal MyClwydAlyn.

**Darrin Alvers**, has over 28 years with Pest Control at Rentokil and he shares some of the key ways to try and keep them pests out.



- › Clean up any spillages – pests will be attracted to any food or drink spills. Store food in airtight containers and make sure any food debris is cleaned up straight away.
- › Remove potential nesting sites by keeping gardens clean and tidy.
- › Don't leave household waste where mice can get access to it, close dustbin lids and cover compost heaps.
- › Try to manage the odour of rubbish, as strong smells could attract pests.
- › Keep gardens and yard area free from rubbish build up as this will attract rats.
- › Clean up pet fouling in gardens / yards and do not leave pet food out overnight.
- › Look out for suspicious holes around the building 3-6cm wide.
- › In communal bin areas, do not put any waste bags on the floor.
- › Do not stack large items against a building. (This may hide problem).
- › Report noises such as scratching in attic / loft areas quickly.
- › Ensure bird feeders have a catch tray underneath to prevent food falling onto the floor.
- › Treat dogs and cats regularly for flea prevention.



Bed bugs and cockroaches - which are rare, are brought into the buildings in bags or suitcases often from holidays abroad or from staying at already infested buildings.

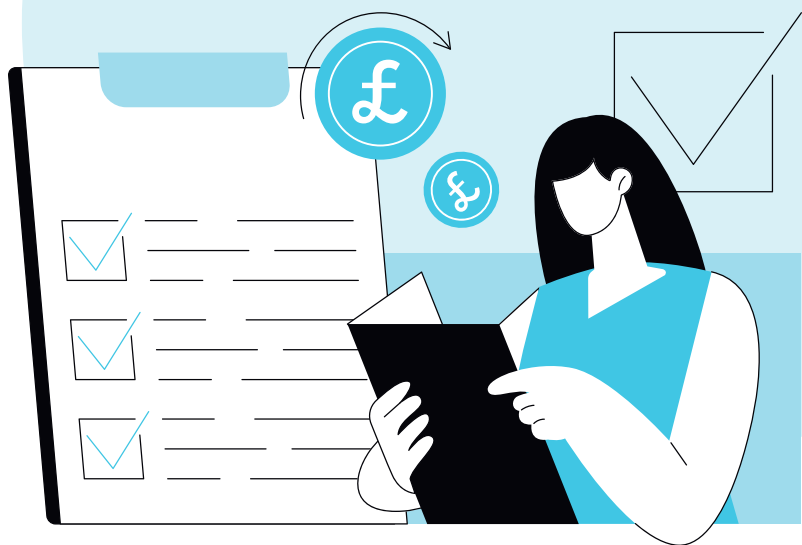
Rentokil website - [www.rentokil.co.uk/pest-control/north-wales/](http://www.rentokil.co.uk/pest-control/north-wales/)

**Rentokil**  
The Experts in Pest Control



Some **ClwydAllyn** residents have recently been approached by Housing Disrepair companies. These are companies that aim to gain access to homes and encourage residents to put claims into their landlord for what they say are issues in need of repair. However, what these companies are often failing to do is to inform residents properly of the risks involved in progressing with this kind of action. We are encouraging all residents to be careful if you are talking to disrepair claims companies and to be fully aware of how progressing with a claim can affect you.

## Be aware of housing disrepair companies...



### Making a claim through a disrepair company - What you need to know:

A disrepair is when a landlord has failed to repair works that fall under its responsibility after you have reported the issue. Disrepair claim companies use a legal scheme that was introduced to protect tenants from poor landlords. If you progress with a claim through one of these companies, they can take up to two years to resolve. Many disrepairs solicitors who will claim to be acting on your behalf, will advise you not to allow your landlord to carry out any repairs while the claim is ongoing, something which could actually weaken a case for any claim. At ClwydAllyn, our aim is always to work with residents to provide safe, well maintained homes. We have a robust repairs process and aim to deliver the highest levels of service. If any residents feel that they haven't received the levels of service we expect, we are also committed to resolving complaints quickly.

### Hidden costs

If you choose to progress with a claim through a disrepair company, it is very common for those representing you to fail to make you fully aware of all the costs you will be liable for if you change your mind, or if your claim is unsuccessful. As soon as you put forward a claim and sign documentation from a solicitor, it is very unlikely that you would still have the power to stop the claim. If you do, you will be liable for significant charges for surveys the solicitor has arranged and credit agreement charges for "no win, no fee" to cover legal cost insurance. These costs can be up to £1,500. If the case goes to court and is unsuccessful, the legal costs will be issued to you as a County Court Judgement (CCJ).

### What happens if a case goes to court?

In any claim case that goes to court, a surveyor from your landlord will visit your home to do a survey to check for any repair work needed. For ClwydAllyn residents, we will use this survey to identify any work that is our responsibility and arrange for the work to be completed. We will also check that these repairs have been reported to us, and that you have used the complaints process if you weren't happy with our response. Both of these actions are part of your tenancy agreement with us and if neither has been done, we will defend the claim on the basis that no disrepair has occurred.

In court, ClwydAllyn's Surveyors are seen as expert witnesses, which means they also have a duty to the court. Our Surveyor will also check if we need to charge you for any property damage during your tenancy. It is therefore very unlikely that claims made through disrepair companies will be awarded, leaving anyone that has gone down this route often in significant debt. One ClwydAllyn resident who progressed a claim hoping for a payout, was left in thousands of pounds worth of debt when they were unsuccessful.

### Reporting Repairs:

We are committed to providing well maintained, safe homes and if you have an issue with a repair that you feel needs resolving, the best way to deal with this is always to get in touch with us through our usual channels and speak to a member of the team. If you feel you have repairs in your home that need carrying out, call us on 0800 183 5757.



# SCAM AWARENESS



**You should always try and stay scam alert, knowing that scams can affect anyone is important!**

It's always good to be a little cautious and check over things when unsure, looking out for different scam signs and also understanding the steps to take if you feel like you have been scammed.

**Citizens Advice have advice on how to look out for scams such as:**

- Traders who knock on your door, asking for upfront payments. You should take the time to ensure all traders are trustworthy before confirming work with them.
- Cold callers or door-sellers offering deals. Take time to explore the options available to you.
- False online adverts. It's important that you take the time to check any claims are accurate before buying.
- Emails or automated calls pretending to be from the government or an official company.

## Tips on how to protect yourself from scams:

- If you're not sure about something, get advice from a trusted source.
- Don't be rushed into making any quick decisions. It's okay to take your time.
- Never give money or personal details, like passwords or bank details, to anyone you don't know or have only met online.
- Pay by debit or credit card. This gives you extra protection if things go wrong.
- Be suspicious. Scammers can be very smart. They can appear like a trusted business or government official, have a professional website and say all the right things.
- Keep your online accounts secure. Use a strong password for email accounts that you don't use anywhere else.

There is more information on how to protect yourself from scams on the Citizens Advice website: [citizensadvice.org.uk/scamsadvice](https://citizensadvice.org.uk/scamsadvice) or if you feel someone is trying to scam you, you can call Citizens Advice on **0808 223 1133**



If you would like to read more on online safety visit [ncsc.gov.uk/section/information-for/individuals-families](https://ncsc.gov.uk/section/information-for/individuals-families)

# Care and maintenance of your fire sprinkler system

To ensure that your **fire sprinkler system** will operate effectively when it is needed, you must make sure that it is maintained.

- This is exactly the same as for other appliances in your home, such as a gas boiler. They must be regularly maintained by qualified engineers to ensure their continued safe operation.
- The stop valve should be secured so it cannot be closed accidentally. You should avoid turning off the sprinkler water stop valve, to ensure the sprinkler will work when it is needed.
- You should always avoid painting over the circular plates, set against the ceiling, behind which the fire sprinkler heads are hidden.
- The maintenance of a fire sprinkler system is not onerous or costly. It is recommended that your system undergoes an annual maintenance check by a qualified fire sprinkler installer.

## This annual check-up should cover:

- Testing the water pump (for systems where water is supplied from a water tank with a pump) to ensure that it will work.
- A visual inspection for leaks.
- Ensuring that the sprinkler system has not been modified, or that the working of the fire sprinkler heads has not been impeded, for example by painting over the circular ceiling plates.
- Ensuring that the fire sprinkler alarm is still effective (in the same way that you ensure that your smoke alarm is always effective).

## Sprinkler myths explained

If there is a fire, the only sprinklers to go off will be those immediately close to the fire (normally only one sprinkler head). A fire will not set off all the sprinkler heads in a home. What you may have seen in films is wrong!

Fire sprinklers will not operate accidentally. They will not go off in response to the heat from cooking, to steam from a bathroom or a shower, and they will not go off if you burn the toast!

## Fire sprinkler maintenance summary

- Do not paint over the fire sprinkler plates in the ceiling.
- Do not turn off the sprinkler water stop valve.
- Make sure that your fire sprinkler system maintained annually.

## What else shall I do to reduce the risk of fire?

**Six steps** to fire safety in the home:



### PLAN

Plan your easiest escape route



### TEST

Ensure smoke alarms are tested regularly



### CHECK

Check all appliances before going to bed or leaving the home



### CARE

When cooking, never leave chip pans (or similar appliances) unattended



### CLOSE

Close all doors, especially at night



### CALL

Get out and call 999 at the first sign of fire

# DIY REPAIR PROCESS

Did you know if you have a minor repair and are able to fix it yourself, we can provide the materials?

If you have a small repair and would like to find out more, please contact us to discuss.  
Email [help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk) or call 0800 183 5757.



## We will ask you

We will ask you what the problem is and try to resolve it over the phone. If over the phone support is not successful and arranging an appointment with the Maintenance team is difficult, then we would ask if you'd like to complete the work yourself?



## No

If you say 'no' we will raise a 'work order' and you will be added to the Maintenance Team's schedule of works.



## Yes

If you say 'yes' we will raise a 'self repair order' for you to complete the work.



## Materials arrived

You either collect the materials or they're delivered on agreed date, and you complete the task yourself.



## Your materials will be ordered

We'll need to know what materials you'll need, and we might ask for photos of your repair.

We will then order the materials you requested and agree with you if you will collect them or if you would like them delivered to your address.



## Get repairing

Yay! Now that the materials have arrived you can now carry out that small repair in your own time.



## Congratulations!

You've successfully carried out the repair on your own.  
You have beat the queue and saved time.



# Resident Recipe

Viren, one of our residents from Wrexham, who has 18 years' experience in the catering industry, shares this delicious recipe with us.



Serves  
4

## Chicken Tagine

**COOKING TIME: 45 minutes**

### INGREDIENTS:

- Chicken legs, skin on  
(could use fish, lamb or beef if preferred)
- Grated tomatoes
- Carrots
- Swede
- Leek
- Onion
- Garlic

### SEASONING:

pepper, paprika, cumin, salt, ground ginger, parsley and coriander.

### COOKING METHOD:

#### STEP 1

Season chicken (preferably on the bone) with salt, pepper, paprika, cumin.

#### STEP 2

Heat olive oil and saute onion and garlic till you can see it slightly cooked. Place chicken on top under low heat for 10 mins. Then turn over.

#### STEP 3

Add thin slices of the veg of your choice. I added carrot, leek, swede. Add chopped coriander and parsley, a bit of water and cover and simmer. Keep eye on it so doesn't get dry. Add water in bits if you need and keep heat low. Try not to stir as this will mush the veg.

#### STEP 4

Add some olives if you want and serve with nice crusty bread.

**During cooking keep heat low and keep basting chicken with water juices.**

Send in your recipes and pictures and you could win £30 shopping vouchers. Send them over to [Influenceus@clwydalyn.co.uk](mailto:Influenceus@clwydalyn.co.uk) or text them to 07880431004. Closing date is 28 June 2024





# Look out for your letter

**SOME  
BENEFITS  
ARE  
ENDING**

**GET READY FOR  
UNIVERSAL  
CREDIT**

From April 2024 to April 2027, anyone in receipt of **means-tested benefits** (Tax Credits, Income Support, Housing Benefit, Job Seekers Allowance and Employment Support Allowance) will be sent a '**Your Managed Migration**' letter from the DWP and HMRC.

It gives details of what you must do next to '**migrate**' over to **Universal Credit**. There will be a **date** in the letter by which you should **apply for Universal Credit** as your **benefits will stop on this date**. You can do your own calculation by visiting [www.entitledto.co.uk](http://www.entitledto.co.uk) to see how much Universal Credit you could be entitled to.

If this is less than your current benefits award, then you could receive 'Transitional Protection' to make up the shortfall for the next 12 months but you must claim by the date shown in your Managed Migration letter to get this. If you need any further advice, please contact **Joanne & Janice**, our **Welfare Rights Team** on **0800 183 5757**

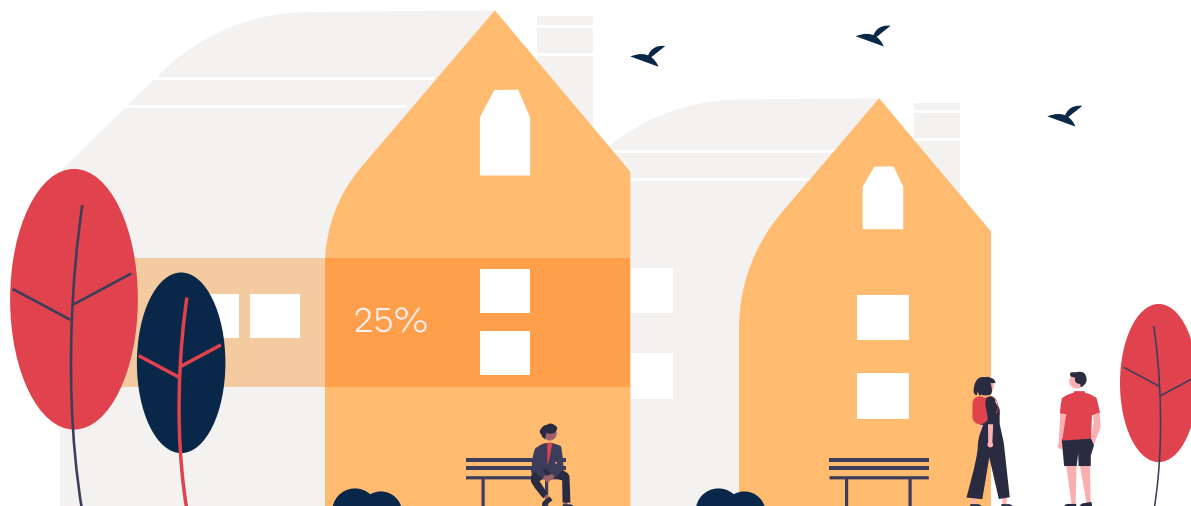
or visit your nearest **Citizens Advice Centre**. It's important to remember that this is only for those getting working age means-tested benefits. Your disability benefits will not be affected.

**You can find further information on benefits and changes to payment on the following sites:**

Universal Credit if you receive a Migration Notice letter - [gov.uk/welfare](http://gov.uk/welfare)

Managed Migration | Turn2us  
[turn2us.co.uk](http://turn2us.co.uk)

Move to Universal Credit  
[ucmove.campaign.gov.uk](http://ucmove.campaign.gov.uk)



# FOCUS ON SHARED OWNERSHIP

**Shared Ownership is often referred to as part buy, part rent.** Purchasers buy a percentage share of the property and then pay rent on the remaining share. Shared Ownership is a good scheme for those on lower income or who have a large cash deposit but are unable to secure sufficient mortgage to buy 100%. Owners can increase their share, if they wish, in increments until they own the property completely and then no rent is payable: this is known as "Staircasing."

## ARE THERE SERVICE CHARGES TO PAY?

Yes, all Shared Owners pay for Buildings Insurance; some may also pay for their communal areas to be maintained and cared for.

## WHO'S RESPONSIBLE FOR REPAIRS AND MAINTENANCE?

The lease sets out responsibilities, but generally, Shared Owners of individual properties are responsible for all repairs and maintenance both inside and outside including the structure, garden and boundaries. Shared Owners of flats are responsible for the inside and ClwydAllyn maintain the structure and all the communal areas on behalf of Shared Owners: the cost covered by the service charge.

## WHAT ABOUT MAKING ALTERATIONS?

Shared Owners must get written permission before carrying out any work and may also need permission from their mortgage lender too.

## WHAT ABOUT BUYING OR SELLING A SHARED OWNERSHIP PROPERTY?

TaiTeg hold the Affordable Housing Register and Shared Ownership properties are advertised on their website: TaiTeg. Shared Owners wishing to sell their share must contact ClwydAllyn, in the first instance, as a RICS (Royal Institution of Chartered Surveyors) valuation must be carried out before going on the market and the correct process according to the lease followed.

## IS THERE HELP FOR SHARED OWNERS STRUGGLING WITH THE RISING COST OF LIVING?

Yes, we can offer support for Shared Owners struggling to meet their financial outgoings. There is also help available for Mortgage Interest payments, Rent and Service Charges. Please get in touch by contacting your Housing Officer, email [help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk) or call **0800 183 5757**.

**Additionally, if you need help and guidance with loans and savings plans, we recommend taking a look at what is offered by Cambrian Savings and Loans.**

# Supporting Greener communities

Want to make energy efficient updates to your property or upgrade to an energy efficient electric vehicle?

Introducing our Green Cashback Loan where you can borrow between **£5,000 and £25,000**, repay over **10 years** at **7.9% APR** and you could receive up to **£250 cashback\***!

The Green Cashback Loan will allow members to borrow money for the following loan purposes:

- ✔ Electric vehicle charging point
- ✔ New or second hand electric or hybrid vehicle
- ✔ Electric bike
- ✔ Heating including the installation of a more energy efficient boiler, heat controls, ground or air source heat pump, biomass boiler, solar thermal panels
- ✔ Insulation of walls, floor, or roof
- ✔ Installation of new double or triple glazed windows and doors
- ✔ Solar panels and or battery storage
- ✔ Rainwater harvesting equipment
- ✔ Home ventilation system

\*Applicants will receive £250 cashback after 12 months provided they can evidence that at least 50% of the loan money has been spent on one of the above loan purposes and there have been no arrears or early redemptions. £306.14 is the minimum amount of interest a member will pay based on current rates.



- ✔ No Hidden Fees ✔ No Late Fees ✔ No Early Repayment Fees ✔ Consider All Applications
- ✔ Benefit Payments Accepted ✔ Affordable Repayments ✔ Repay Through Your Salary
- ✔ Apply Online Or Through Our APP ✔ Not For Profit Organisation



[WWW.CAMBRIANCU.COM](http://WWW.CAMBRIANCU.COM)

0333 2000 601

Cambrian Savings & Loans is a trading style of Cambrian Credit Union Limited. Registered Office: 144 Conway Road, Llandudno Junction, Conwy, LL31 9ND. Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and Prudential Regulation Authority Registration No: 213672. Loan APR subject to loan value, term and status. Terms and conditions apply. Warning: Late repayment can cause you serious money problems. For help with your account please contact our team on 0333 2000 601 or visit [www.cambrianacu.com](http://www.cambrianacu.com). For financial advice visit [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)



Protected



# We have lots of new jobs and trainee opportunities!

If you haven't already heard, we recently launched our recruitment campaign which will fill 40 new job roles, including Pathway positions which will be new trainee opportunities to help people kickstart their careers.



# Pathways

**FUN FACT:**

*We now manage over 6,300 houses in North and Mid Wales!*



## THE ROLES AND PATHWAYS RANGE FROM:

### JOBS

- ☒ Supported Living
- ☒ Maintenance
- ☒ Care Homes
- ☒ Affordable Homes
- ☒ Procurement
- ☒ Housing Services
- ☒ Extra Care
- ☒ Asset Management

### PATHWAYS

- ☒ Affordable Homes
- ☒ Finance
- ☒ Maintenance
- ☒ Caring
- ☒ IT
- ☒ Asset Management
- ☒ Care Homes
- ☒ Compliance

## HOW AND WHY?

This recruitment drive is possible thanks to a £1 million investment to expand our teams. This will help to support our growth and mission to be a positive influence in communities across North Wales.

We've seen fantastic growth in recent years, from building new affordable homes and expanding our services to aid in beating poverty.

We have plans to build 1,000 new homes in the next three years. This development will help us in creating even more new affordable homes and helping to end poverty in the region. In order to do this, we knew we'd need a bigger workforce to reach our goal. These new roles and Pathways will strengthen our teams and service offerings so we can continue to give you a high level of service as we grow and expand.

Clare Budden, our CEO, says:

"As we continue to grow and expand our services to meet the needs of our communities, we know that it's only through investing in our teams that we can continue to deliver the highest standard of support and care to our customers.

"This recruitment campaign is a fantastic opportunity for individuals to join us in our mission to beat poverty and make a real difference in North Wales.

"We're looking for passionate and dedicated individuals who share our values of trust, kindness, and hope and who ultimately want to create a positive, lasting impact on communities."

## JOB VS. PATHWAY: WHAT'S THE DIFFERENCE

So, you're probably wondering what's the difference between our new jobs and Pathway opportunities. Well, we're encouraging people to apply who are taking the first step in their career, e.g. school leavers, college students etc., giving them a kickstart into a long-standing career, however, applications are open to all!

Maybe you don't have a complete qualification or work experience and are looking to kickstart your career.

## WHY WORK WITH US?

Like we said, we're on a mission to create even more affordable housing and beat poverty. Outside of this recruitment campaign, we have lots of other jobs also available. So, if you're just as passionate about these goals, then we'd love to hear from you. Here are some of the benefits you can expect to see when working with us:

- ☒ Family friendly policies
- ☒ Further education support
- ☒ Flexibility to buy and sell annual leave
- ☒ Wellbeing support, from health to finance

And more!



**ClwydAllyn**

Head to our website to find your next job:  
[clwydalyn.co.uk/work-for-us](https://clwydalyn.co.uk/work-for-us)

# Your look into a day in the life of...

## Annie Jackson



**ANNIE  
JACKSON**  
EMPLOYABILITY  
SPECIALIST

**I started working for ClwydAlyn in 2016 as a Lettings Officer. I then moved on to become an Extra Care Manager in 2019. Since 2022, I have been in the role of Employability Specialist.**

In my current role, I take the lead on all the alternative ways in which people can get involved or work with us such as volunteering, work experience and student placements. I work with managers across the business to find the most suitable placements to ensure people gain meaningful and useful experience as part of their career journey.

I also lead on supporting our residents into employment which can be through work experience, apprenticeships or pathways or training courses.

As part of my role, I support two employment programmes, Project Search and WeMindTheGap. The programmes support young adults with learning disabilities, autism or those who have faced barriers to get into employment. My role is to work with managers to find them placements within the business with the end goal of getting them into paid employment.

Another side of my role is attending our local schools, colleges, and universities to meet with students and talk to them about all the different roles we have available at ClwydAlyn and hopefully get them to consider a career in housing in the future.

I want to continue to support people in breaking down barriers to employment, balance the gender pay gap by encouraging males into typically female dominated roles and vice versa and support younger people into a career in housing.



To hear more about how you can get involved and work with us contact Annie by email

**Annie.Jackson@clwydalyn.co.uk**  
or phone **07919 217791**

# Mailbag

Your questions answered



If you have a question you would like answering in the newsletter then please email us at [communications@clwydalyn.co.uk](mailto:communications@clwydalyn.co.uk)

## Question

### Resident

I have just moved in to a ClwydAlyn Property and I wanted to get a dog, how do I go about this?



## Answer

### ClwydAlyn

ClwydAlyn recognises that pets are good companions and can enhance the quality of life of our residents, so we try to make it as easy as possible for responsible owners to keep domestic pets, including dogs, in as many types of homes as possible. If your property has a garden for your exclusive use, you don't even need to ask permission for your first pet. If you would like to keep a second pet or your property doesn't have its own garden, you need to ask for our permission first. When considering a request for permission to keep a pet, the presumption will be that we will grant permission unless there is sufficient reason to decline. Please see our pet policy for more details. In all circumstances, we would strongly recommend your pet has appropriate pet insurance and is registered with a local vet and you must act responsibly as a pet owner.

### As a Pet Owner you must make sure that:

- ✓ The pet is well cared for, microchipped in line with current legislation and that contact details have been provided for someone who will look after the pet in the case of emergency.
- ✓ The pet is kept fully under control within and outside of the property, always on a lead when in public and communal areas and they must not be allowed to roam outside on their own.
- ✓ If cats are allowed free access outside, then residents must take steps to ensure that they do not cause a nuisance to neighbours.
- ✓ The pet does not cause nuisance to neighbours or the surrounding neighbourhood.
- ✓ The pet does not cause damage to the property or the surrounding neighbourhood.
- ✓ The pet must not be used for breeding purposes or for financial gain.
- ✓ The pet does not pose a danger to neighbours, staff, contractors, visitors or the public.
- ✓ The pet is locked out of the way when staff or contractors are carrying out work or visiting the property.



Dog fouling must be cleaned up within your home, your garden and in communal and public areas. Always carry waste bags with you and put waste in the dog waste bins provided. Remember that cleaning up after your dog is not just a legal requirement; it's a social responsibility that contributes to the well-being of our residents and staff.

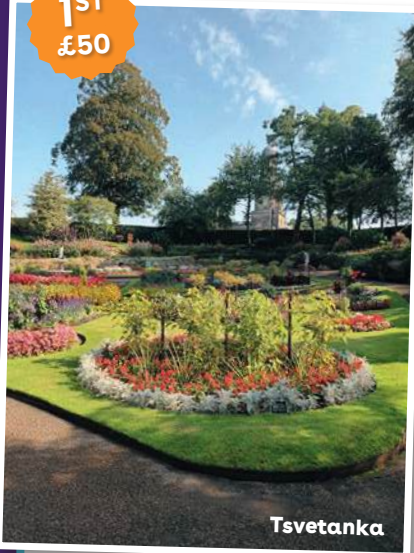


# Your Competition

A chance for you to win shopping vouchers

## Our autumn & winter edition winners

1<sup>ST</sup>  
£50



2<sup>ND</sup>  
£25



3<sup>RD</sup>  
£15



We love to see all the wonderful things our residents get up to, we had a great response to last year's picture competition so we have decided to do another picture competition in this edition. Send in your spring and summer pictures...

It can be anything that makes you happy around this time of year; this could be flowers blooming in your garden, a day out somewhere, a sunrise... it can be absolutely anything that

That's all you have to do! You have to be in it to win it, and this is what you can win...

## TENANTS CAN GET DISCOUNTS WITH OVER 100 BRANDS WITH A NEW FREE DISCOUNT APP

Search **Housing Perks** on your app store and enter "**ClwydAlyn**" into the organisation ID. Please have your tenancy reference handy as you will need this to log in.



**1st** prize **£50** voucher

**2nd** prize **£25** voucher

**3rd** prize **£15** voucher

To enter, send your pictures and your details over to **Laura McKibbin**, you can send them by email **InfluenceUs@clwydalyn.co.uk** or **WhatsApp** them over to **07880431004**

Closing date for entries is **28 June 2024**

ClwydAlyn.co.uk



@ClwydAlyn

