



# HOME MATTERS

Residents' Magazine  
Autumn/Winter 2024



## UPCYCLE & DIY TIPS

Creative inspiration with  
Laura McKibbin

## WARM WELCOME

Residents move into  
their new homes

## COMMUNITY ROUND-UP

Sharing news and events from  
around our communities

## COMPETITION TIME

Shopping vouchers are  
up for grabs...

# Contents

24

## Your Welcome

03 Editor's Welcome

## Your News

04 Residents' Committee

06 Llys Erw

08 Pride 2024

10 ClwydAlyn Pathways

12 Employability

14 The Big Sleepout

## Your Community

16 DIY SAS

18 Community Round-up

22 Developments



## Your Home

24 Upcycles

## Your Safety

26 Compliance &amp; Building Safety Month

28 DIY Self Repairs

30 Damp, Mould and Condensation

## Your Tips

32 Well Fed

34 Money Saving

## Your look into...

36 A day in the life of...

38 Q&amp;A: WHQs &amp; Staircasing

## Your Competition

40 Castle Conundrum

# Editor's Welcome

Hello all, and welcome back to your ClwydAlyn residents' magazine

In this edition of the resident magazine, I'll share a snapshot of some exciting things happening at ClwydAlyn.

It's been a busy year with growth in new homes, residents, and staff. Our pathway roles have provided valuable employability opportunities while expanding our teams to deliver the best service possible. You can read more about these roles on page 10.

We've also been gathering

resident information on equality, diversity, and inclusion (EDI) across our communities. Our goal is to better understand your needs and tailor our services accordingly.

As always, Home Matters includes fun ways to get involved and win vouchers, along with safety advice, top tips, and updates on everything happening at ClwydAlyn. We want to keep the magazine current, fun, and informative, so



let us know if there's anything you'd like to see.

**Laura Mckibbin, Editor.**

Have you got a story you'd like to share in our residents' 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**



Get up to **20% discount** on what you already buy online and in store with Housing Perks. The **free app** will help you save money on essentials.

✓ GROCERIES ✓ CAR ✓ FUEL ✓ PHARMACY  
 ✓ CLOTHING ✓ SCHOOL UNIFORMS AND STATIONARY  
 ✓ HOME FURNISHINGS & DIY ✓ FAMILY DAYS OUT



UP TO  
**20%**  
DISCOUNT

#### HOW IT WORKS

1. Download the app for free to your device
2. Buy a voucher with up to 20% discount
3. Voucher appears in app within seconds ready for you to use

Available from



#### HOW TO SIGN UP

- When you download the app, select **ClwydAlyn Housing North Wales**
- Your account will need to be registered to your ClwydAlyn address, so keep your tenancy reference handy.



Start saving today!





# Meet your new resident committee member Sam

Working together for positive change: residents and ClwydAlyn unite to build stronger, supportive communities

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

I was keen to become a Resident Committee Member as I wanted to have a more active role in my local community, whilst having the opportunity to support and advocate for residents. I'm also interested in learning more about ClwydAlyn, and how they are aiming to beat poverty. This role will give me the knowledge and skills that will allow me to have influence in the decision-making process and help implement positive change. I believe that residents working together with ClwydAlyn can have a positive impact on our local communities.

## Had you sat on any other Boards or Committees before?

No, I have never had the experience of being a Board / Committee member. This means this role is very new for me. I love a challenge, and I am always open to learning new things so I am excited to be a part of something that can make great change to so many people.

**“I believe that residents working together with ClwydAlyn can have a positive impact on our local communities.”**



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

I am fairly new to my role, however so far, I have really enjoyed the fact that residents are involved in more areas of discussion than I had realised. I have witnessed resident opinions being actively listened to and valued just the same as employee opinions. I have attended meetings that have discussions based around all areas of housing with experts from their respective fields ensuring all attending the meeting know the facts and figures and ensuring everyone understands, giving others a chance to ask any questions or queries.

## Was there anything that surprised you?

Yes, I was very surprised at the sense of family the ClwydAlyn team have. I was expecting a close team, however I was truly stunned at how every single person I met was super positive, clearly enjoyed their role and were very welcoming. I was taken for a tour of the offices on my first day and I felt a part of the family within the first five minutes. It's clear that ClwydAlyn's values of Trust, Hope and Kindness start with them!

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

The most important thing for me is to help promote a safe living environment where there is sufficient support and access to facilities for our most vulnerable residents. I think that everyone deserves to feel that they are an important part of their community and that they have support when needed.



## What are your hopes and ambitions for ClwydAlyn?

I would like to see ClwydAlyn get closer and closer to their mission of beating poverty. I would like to see them take the lead in offering residents affordable housing solutions with access to support and facilities, whilst expanding their research on sustainable development opportunities.

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

If you can be open minded, have a willingness to learn and genuinely want to make a difference in your local communities then I would absolutely advise you to join up! The Resident Committee helps foster a sense of inclusion, ensuring everyone's voices are heard, working collaboratively with others to address issues and implement positive change. This role will allow you to gain knowledge and understanding of the issues that residents and ClwydAlyn itself face.

**“The Resident Committee fosters a sense of inclusion, ensuring everyone's voices are heard and working collaboratively to address issues and implement positive change.”**



**#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/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 earn shopping vouchers?

To find out more you can call Laura Mckibbin on **07880431004** or you can email [InfluenceUs@clwydalyn.co.uk](mailto:InfluenceUs@clwydalyn.co.uk) You can sign up here - <https://www.clwydalyn.co.uk/Influence-Us/>



# Llys Erw residents and the garden they have created

Residents of Llys Erw create an award-winning communal garden, fostering community spirit and sustainability through year-round gardening and biodiversity initiatives

**The residents of Llys Erw in Ruthin have truly transformed their community by creating a stunning communal garden as the focal point of the scheme.** They proudly showcased this garden during a "Give and Gain" day with ClwydAlyn staff.

With funding from Keep Wales Tidy—a charity working across Wales to protect green spaces—the residents have been awarded a Green Flag Community Award, which now flies at the scheme. This award recognises how the garden contributes to local biodiversity in a sustainable way.

Elwyn Jones, the scheme's warden, reflected

on the garden's creation: "The residents have been incredibly proactive and have achieved so much with the garden. They've made it work beautifully, and it made sense to expand and make use of spaces around the scheme. We now have a polytunnel under construction, with grant support from Travis Perkins, so residents can tend to the garden year-round without being limited by the seasons."

The residents have grown a wide variety of fruits and vegetables, including carrots, peas, beans, rhubarb, tomatoes (both outdoor and indoor



**“The garden is planned to make it all inclusive for people using walking aids, and it is a talking point that brings us all together.”**

— John, Chair of the Garden Committee

varieties), grapes, cucumbers, apples, strawberries, raspberries, red onions, garlic, leeks, fennel, sweetcorn, beetroot, and pears—all for the benefit of the community. The garden also features three large wildflower areas, a shed, a greenhouse, and composting facilities for all organic waste. With the Community Centre at the heart of the scheme, open five days a week for groups and activities, residents have the opportunity to take full ownership and run everything themselves.

Barney, a resident at the scheme, shared, “We’re learning something new every day. Now, with the polytunnel under construction, we can garden year-round. Residents can suggest what they want to grow and pick it when it’s ready. It was all experimental at first, but I work on the principle that you learn by doing. We’ve even started using a

mix of ground coal and soil for growing seeds, which works really well. With additional support from Keep Wales Tidy for booster packs, raised beds, and soil, our garden has really brought the community together and keeps everyone involved and busy.”

John, the Chair of the Committee managing the garden, added, “We encourage everyone to come out, whether they’re experienced gardeners or not. The garden is designed to be inclusive, accommodating those with walking aids and other mobility needs, and it serves as a gathering place that connects us all. We’ve also had fantastic support from Wendy Nuttley, the tutor of a gardening course we attended at the Resource Café on Well Street, Ruthin, earlier this year. It was a 12-week course, and Wendy has continued to offer help and advice. We have big plans, including creating a wildflower meadow for pollinators, and installing bird and bat boxes for local wildlife.”

Andrea, who handles the grant applications, noted, “The garden has been a hive of activity since the beginning. We’re also applying for funds to install solar panels on our community center and planning to add an electric boiler—all in an effort to reduce our carbon footprint.”

Albert, who is involved in digging, painting, and constructing fences, summed up the group’s commitment: “We always give it 100% to make the garden look its best for all our residents.”





# ClwydAlyn supports Pride



Celebrating Pride Month: honoring LGBTQ+ history, advocating for inclusion, and building a culture of belonging

1st June marked the beginning of Pride Month, a month dedicated to celebrating LGBTQ+ communities across the world. It is a celebration of people coming together in love and friendship, to show how far LGBTQ+ rights have come, and how in some places there's still work to be done. It calls for people to remember how damaging homophobia was and still can be.

Pride month is about celebrating the work of LGBTQ+ people, education in LGBTQ+ history and raising awareness of the issues affecting the LGBTQ+ community, it's about acceptance and unity. Pride is all about being proud of who you are no matter who you love.



**“Pride is all about being proud of who you are, no matter who you love.”**

At ClwydAlyn, we work together to create a culture of belonging where we live our values of hope, trust and kindness. Throughout Pride Month we were able to demonstrate our commitment to equality, diversity and inclusion across our workplace and communities.



**“Throughout Pride Month, we demonstrated our commitment to equality, diversity, and inclusion across our workplace and communities.”**

Our Inclusion Specialist Holly organised a number of events to celebrate Pride, such as holding a 'Pride Week' internally, where we decorated our schemes and offices and our staff were treated to an inspiring 'Let's Talk' session with Lisa Power – Founder of Stonewall. One of our talented staff members crocheted Pride key rings that were sold to raise money for Stonewall Housing, supporting vulnerable people from the LGBTQ+ community who are at risk of being made homeless.



Staff also came together to eat cake, take photos showing their support for Pride and chat about lived experiences and what Pride means to them.

We also attended Flint's very first Pride, that showcased our community at its best, bringing people from all walks of life together in a supportive show of unity.



# clwydAlyn: Pathways

**Building local talent: meet the new faces of our Recruitment Pathways**

**Earlier this year, we launched a new recruitment campaign to help support our commitment to creating local skills and employment opportunities and to growing our own talent.**

The investment saw several pathway opportunities introduced across different services. We wanted to share how some of our pathways are settling into their new roles and if you see them out and about, please do welcome them to ClwydAlyn!

## **Cian Roberts →** **Pathway to Asset Management Officer**

I am part of the Assets Team, overseeing the internal and external health of buildings to ensure tenants have healthy homes. My role involves diagnosing tenant issues, conducting scheme inspections, and addressing maintenance needs. ClwydAlyn has provided me with the opportunity to pursue a four-year degree in Building Surveying, which is helping me enhance my knowledge, skills, and competence. I've also learned how to raise in-house work orders and gained a deeper understanding of the asset management officer role.



One of the most rewarding parts of my journey has been learning through hands-on experience and preparing for work-based learning at university. Once I complete the course, I'll have a strong portfolio of work. I'm excited about starting my own projects soon, which will help me on my pathway to becoming an asset management officer.

## Callum Storr →

### Pathway to IT Support Technician

In my role, I help colleagues by diagnosing IT issues with equipment or software, ensuring they can work efficiently without IT disruptions. Early on, I took part in various IT tasks, including imaging laptops and devices, monitoring the IT Helpdesk, and resolving technical issues. A significant part of my role has been shadowing my co-workers to learn the processes for different tasks and adapting to the work environment.

One of my favorite tasks so far has been setting up devices for colleagues, as it has helped me understand how different systems operate while also meeting colleagues across departments. I've enjoyed visiting other sites to see the company's broader impact. I'm looking forward to starting my degree, expanding my IT knowledge, and applying it to my role.

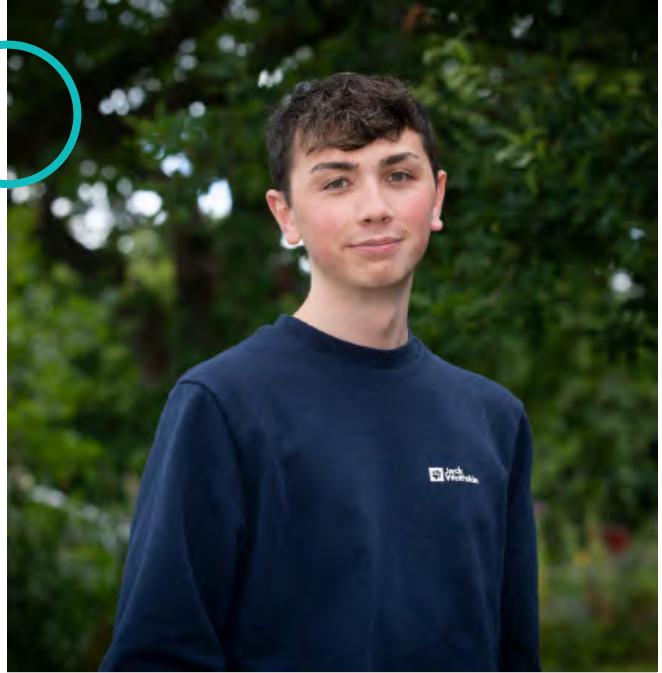
## David McCracken

### Pathway to Joiner

In my pathway to becoming a qualified joiner, I have worked on various jobs such as replacing doors, windows, and general home maintenance.

I attend college one day a week and take part in training sessions alongside other Pathway employees. A highlight has been shadowing experienced joiners, which has helped me build practical knowledge and confidence.

The friendly atmosphere at ClwydAlyn has made this experience even more enjoyable. I'm looking forward to gaining more hands-on experience and advancing my skills to support my future career as a qualified joiner.



## Lauren Kirkham

### Pathway to Affordable Homes Assistant

I support affordable homes officers by handling calls, directing enquiries, attending home visits, and assisting with the arrears process. When I began, I quickly learned about different housing tenures, the housing management system, and basic Excel skills. I've also participated in tenant visits, such as assisting with move-ins, which gave me an overview of the full process.

Before joining ClwydAlyn, I worked in retail, so this role has been a big but exciting change for me. I've enjoyed volunteering at Llys Eleanor, meeting residents, and taking part in various courses and activities. I'm eager to start my Level 2 college course in housing and continue learning more about ClwydAlyn and the housing sector.



# EMPLOYABILITY

## WeMindTheGap - helping young people into employment

ClwydAlyn is proud to continue its support for WeMindTheGap and their inspiring WeGrow programme. This initiative is dedicated to providing opportunities for young people aged 16 to 25, affectionately known as "Gappies." The charity focuses on transforming lives by equipping participants with the skills, experiences, and support needed to thrive personally and professionally.

The WeGrow programme is a comprehensive 12-month employment initiative. It begins with a six-month period of work placements combined with life coaching, designed to build confidence, develop skills, and encourage personal growth. Following this, participants receive six months of tailored support to help them transition into the next stage of their lives, whether that's full-time employment, education, or further training.



Last year, two successful programmes were launched in Flintshire and Wrexham, welcoming 20 Gappies in total. By June 2024, 17 participants had completed the programme, a remarkable achievement for the young individuals and the charity. Of these, 12 Gappies secured full-time employment, including one who proudly joined ClwydAlyn's team. Another Gappie decided to pursue full-time education, while the rest continue to benefit from the ongoing support provided by WeMindTheGap.

Looking ahead, the 2024/2025 WeGrow programme is already in progress in Flintshire. ClwydAlyn was thrilled to welcome its first Gappie placement within the Assets Team, where they gained valuable hands-on experience and grew their skills in a supportive environment.

Our collaboration with WeMindTheGap is evolving, and we are excited to announce that a new opportunity is now underway for residents of Wrexham. This initiative aims to extend the reach of the programme, offering even more young people the chance to create brighter futures for themselves.

Through our ongoing partnership, ClwydAlyn remains committed to making a meaningful impact in the communities we serve. By supporting WeMindTheGap, we are not only fostering individual success stories but also contributing to a broader vision of equality, opportunity, and empowerment for the next generation.





## Project Search

We were delighted to celebrate the graduation of our interns from the 2023/2024 Project Search programme this July. This milestone marked the culmination of a year of dedication, learning, and personal growth for seven incredible learners.

Each graduate worked tirelessly throughout the programme, embracing challenges and making significant strides in their professional and personal development.

We're especially proud to share that one of the graduates secured a fixed-term contract with ClwydAlyn shortly after completing the programme, a testament to the skills and confidence they gained during their time with us.

This achievement reflects the positive impact Project Search has in creating meaningful pathways to employment.

Looking ahead, the 2024/2025 cohort is now in full swing, welcoming eight enthusiastic new



interns as they embark on their career journeys.

Over the next year, these interns will gain valuable hands-on experience, receive tailored support, and develop the skills needed to thrive in the workplace.

We remain committed to supporting our interns every step of the way and are excited to see the new cohort grow and succeed as part of the Project Search programme. It is initiatives like this that continue to highlight the power of opportunity, mentorship, and teamwork in transforming lives and building futures.



# The annual big sleep out

Community unites for 11th annual Big Sleep Out, raising funds and awareness for homelessness and lifesaving services

**During October, we were joined by local organisations who braved the elements fundraising for our annual Big Sleep Out.**

The Big Sleep Out aims to raise awareness of the challenge and impact of homelessness and fundraise for vital services. This was the 11th year that we have held the event, which saw members of the ClwydAlyn team and their children, Wales Air

**“This event is more than just raising funds, it’s about standing in solidarity with those who are homeless and reminding ourselves that we can all make a difference.”**

– Edward Hughes, Executive Director of Care and Support at ClwydAlyn



Ambulance, DHL Logistics and Enhanced Medical gather from 9pm–6am on 12th October at our headquarters in St Asaph to sleep outdoors for the night.

The night kicked off with a group quiz to lift spirits, followed by a surprise visit from ALG Security, who generously provided pizzas to further boost morale. A total of 25 people took part, raising £1,500, and donations are continuing to come in.



**“It is a very humbling experience but one we are lucky enough to only have to endure once a year unlike the many homeless people in North Wales.”**

– Debra Sima, Regional Fundraising Manager for Wales Air Ambulance

The funds raised will be equally distributed between our Homelessness Services and the Wales Air Ambulance, ensuring both lifesaving and life-changing services can continue supporting those affected by homelessness.

Edward Hughes, Executive Director of Care and Support at ClwydAlyn, who took part in the initiative, said: “This is my fourth time completing the Big Sleep Out and every year it surprises me how truly challenging it is. Even though it was just autumn, the night was long, dark, and brutally cold. It’s a sobering experience that gives us a tiny glimpse into what homeless individuals face daily. We’re incredibly thankful to everyone who has donated and continues to support this cause.

This event is more than just raising funds, it’s about standing in solidarity with those who are homeless and reminding ourselves that we can all make a difference.”

Debra Sima, Regional Fundraising Manager for Wales Air Ambulance said: “I have taken part in the Big Sleep Out for a number of years now, it is vital fundraising for both ClwydAlyn Homeless Services and Wales Air Ambulance who both provide essential support to many people each year. It is a very humbling experience but one we are lucky enough to only have to endure once a year unlike the many homeless people in North Wales. Thank you to everyone who has supported our event”.

# DIY SAS

ClwydAlyn's DIY SAS initiative unites staff, family members, and contractors in volunteering efforts, transforming community spaces through hands-on projects and collective dedication

At the beginning of 2024, the Sports and Social (SAS) team at ClwydAlyn came up with the idea of DIY SAS as a way to deliver fun days for staff across the organisation and give something back to residents and communities. The initiative provides opportunities for staff, family members, and contractors to donate their time to local projects and work to improve communal spaces around our schemes.

Since its official launch in April, DIY SAS has completed seven projects, involving over 73 staff members, family members, and contractors who have collectively volunteered more than 365 hours of their time. Here are some examples of what's been achieved!



PLAS TELFORD ↑



**TAN Y FRON ↓**



**PENTRE MAWR ↓**



**GARDEN CITY ↓**



**LLYS ELEANOR ↓**



# Community events

Celebrating communities: a season of fun, festivities, and togetherness across our homes

## Tan y fron

Celebrating a decade of community, laughter and a whole lot of love at Tan y Fron, Llandudno! As they celebrated their 10th Anniversary on the 14th June.

Here's to the fantastic team and everyone who joined us during the lovely day. A special shout-out to the Ghostbuskers for the entertainment.



## Greenfield

What a blast we had at Greenfield's Resident Fun Day in August! From engaging conversations to whimsical face painting, it was a day to remember.

A big shout-out to everyone who joined us and made the day special!



## Merton Place

Basked in sunshine, residents at Merton Place enjoyed a tropical fiesta with their families and friends.

From the invigorating beats from Pantastic, a steel drum duo, to a grand spread of cakes, snacks and tropical delights, it was a feast for the senses.

There was rhythm, smiles, shakers and tambourines. What an event! We are pleased the weather was perfect.

## Plas Telford

Plas Telford started their summer season, sizzling BBQs, ABBA's greatest hits, and our lovely resident Edna wrapping it all up with the Welsh National Anthem - Plas Telford's summer event was quite the hit!



## Chirk Court

Luckily the summer weather lasted long enough for Chirk Court to hold their summer fete in September!

The event was to celebrate the end of summer and raise money for their sensory garden, and an amazing £780 was raised! The residents, staff and guests enjoyed it so much that they are going to do a Christmas Fete, which we already can't wait for! Thank you to everyone who attended and donated, especially the special guests - Marshal from Paw Patrol, Peppa Pig and the beautiful ponies who were dressed for the occasion!



## Mold

Our housing officers put on an end of summer - back to school event for the residents within the Mold area. We had partners join to offer support, fun activities, bouncy castle and face painting for children and the sun came out too, which made the day extra special. Thank you all for joining us on this fun day!



## Norfolk House

Norfolk House in Conwy welcomed community leaders to its summer open day, showcasing its vital role as a sanctuary for adults facing homelessness. With 24-hour support, it provides a safe space to rebuild lives and fosters a caring community. Visitors engaged with staff and residents, gaining insight into the transformative impact of these life-changing services.

## Wrexham

We had a great turn out at our Wrexham community event, we welcomed our partners, residents and neighbours within the community. The Halloween theme went down a treat and wow... these costumes were impressive! Thank you to everyone that attended our spooktacular party!



# A VERY Special Birthday to You!

Honoring our residents: celebrating milestones and special birthdays across our communities

**Happy 90th birthday to Barbara, a resident in Cae Clo. Her fellow neighbours wanted to wish Barbara a huge happy birthday and to thank Barbara for all she does at the scheme.**

Barbara helps to run the weekly coffee mornings, she helps with evening meals, she is the treasurer of the newly formed CaeGlo resident association and she is always supportive and involved in community matters. Barbara is a very valued member of the community, and her birthday party was a great way to celebrate Barbara!

Happy Birthday Barbara and thank you for all that you do!



**In September a party was held at Merton Place to celebrate the 100th birthday of one of our residents Flo Bailey. Whilst celebrating with cake and bucks fizz the postman arrived with a special card from the King.**

We wish you many happy returns Flo.



**Nell celebrated her birthday at Gorwel Newydd in November with an afternoon with plenty of food, a marvellous cake and playing her favourite hobby... bingo. She even had a singer to keep her, and her guests, entertained. Sounds like a fantastic day and the food and cakes look delicious. We wish you many happy returns Nell!**

**Sending warm birthday wishes to Joyce, a beloved resident of Chirk Court, who celebrated her incredible 100th birthday in June! Reaching this remarkable milestone is an inspiration to us all. Wishing you many happy returns and good health!**



**Celebrations were held in Llys Eleanor at the end of May for resident Frank's 90th birthday. A lovely time was had by all residents, and Frank's family and friends. Frank's son sent a thank you card to the staff and he donated £100 to the**



Llys Eleanor residents' fund as a thank you to all staff who gave up their time to stay behind on the Friday evening to help. Thank you for your kindness and Frank we wish you many happy returns!

# Big Changes Start Small: Llys Heulog's Transformation

How one resident's initiative sparked a communal clean-up, building pride, connections, and a stronger sense of community.

**At Llys Heulog, a communal area that once faced frequent rubbish dumping has been completely transformed—thanks to the determination of one resident.**

Frustrated by the ongoing mess and costly clean-ups, the resident decided to take matters into their own hands and began tidying the area.

Their actions inspired others in the block to join in, creating a ripple effect of positive change. Together, the residents turned a neglected space into a clean, welcoming area for all to enjoy.

Seeking to enhance the space further, the resident approached ClwydAlyn for support



and successfully secured funding through the President's Fund. This allowed them to purchase items to improve the communal gardens, making the space even more enjoyable for everyone.

The impact has been incredible. What was once a source of frustration has now become a hub of social activity, bringing neighbors closer together. People who barely interacted before now stop to chat, spend time together outdoors, and share a stronger sense of community.

As one resident shared:

*"It's created a real sense of community. Everyone worked together, got to know each other, and now we enjoy the area together."*

A huge well done to the residents of Llys Heulog—your efforts are a shining example of how small actions can lead to big changes and build a stronger, happier community!

## New Residents' Association at Cae Glo!

Cae Glo blooms thanks to community efforts and Lottery funding

**Cae Glo in Wrexham has a revamped community garden thanks to David Perkins, a resident since 2017 and member of the Residents' Committee at ClwydAlyn. David said, "It started a few months ago when Laura suggested forming a Residents' Association and applying for funding. After adding plants to brighten the area, we applied to the Big Lottery Fund and were awarded £874 to develop the gardens."**

Local landscaper Sherratts helped by digging out the garden and adding fresh topsoil. Residents then planted wildflowers and improved the area



around the gazebo.

David praised the efforts of Barbara Cranwell, the 90-year-old Treasurer, and her close friend Anne Waters, who regularly organise events. Secretary Susan Waters also contributes greatly to the community.

"The garden was drab before, but now it's bright and welcoming. Residents can enjoy the outdoors, and visitors are drawn to move in," David said.

# 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.

Here's an update of how we're getting on with some of our developments:

### COMPLETED SCHEMES

- ✓ **Brynsiencyn, Anglesey** →  
All 12 homes are now complete, and residents have moved in.
- ✓ **Valley Mill / Mart, Anglesey**  
All 55 homes are now complete, and residents have moved in.
- ✓ **Edward Henry Street, Rhyl**  
All 13 homes are now complete and residents have moved in.



We've welcomed 80 residents into their new homes recently.

### HOMES COMPLETE BY SPRING 2025

- ✓ **Tŷ Nos, Wrexham**  
All 19 homes will be complete by Spring 2025.
- ✓ **Northern Gateway, Flintshire**  
All 100 homes will be complete by Spring 2025.
- ✓ **Mynydd Isa, Flintshire**  
The first phase of the development will be complete with some residents moving in by Spring 2025.
- ✓ **Neuadd Maldwyn, Powys**  
- Independent living scheme ↓  
All 66 apartments will be complete by Spring 2025.



### DEVELOPMENTS STARTING ON SITE

- ✓ **Guilsfield, Welshpool** ↑  
A development of 28 homes.
- ✓ **Rhoslan, Anglesey**  
A development of 13 homes.
- ✓ **Craig y Don, Benllech, Anglesey**  
A development of 17 homes.
- ✓ **Cae Bothan, Holyhead, Anglesey**  
A development of 54 homes.
- ✓ **Well Street, Buckley, Flintshire**  
A development of 155 homes.
- ✓ **Penrhos Polish Village**  
A development of 42 homes, (phase 1).

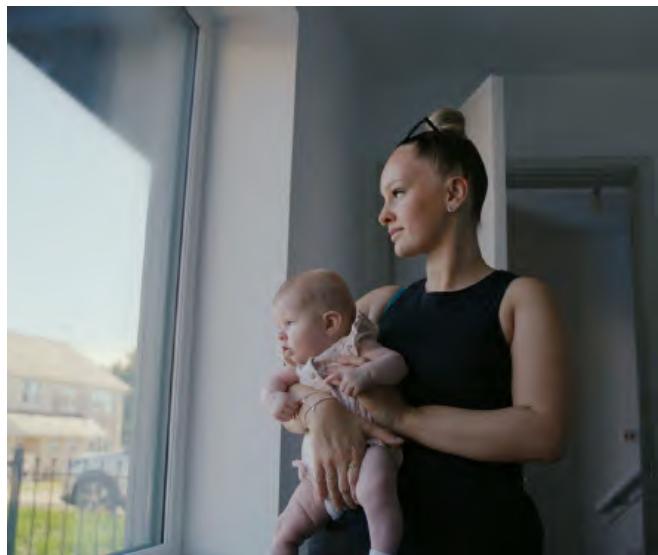
# Residents moving in

Congratulations to our residents who moved into their new homes at Brynsiencyn in Anglesey and Mart Valley in Anglesey.

## Maes y Felin (previously Mart Valley) in Anglesey

Our residents couldn't be happier moving into their new eco homes in Mart Valley, Anglesey, which is now known as Maes y Felin! This is a development of 55 new energy efficient, affordable homes built by Williams Homes on behalf of ClwydAlyn and in partnership with Anglesey County Council and the Welsh Government.

**Catrin Williams** and her five-year-old daughter were previously living at her dad's house while on the waiting list for a home. She said: *"I'm so looking forward to us starting this new chapter here, and my daughter's school is only a five-minute walk away too."* ↓



## Stad Bryn Glas, Brynsiencyn, Anglesey

We were fortunate enough to film our residents moving into Brynsiencyn in Anglesey. This £2.9 million development provides 12 new energy efficient, affordable homes, built by DU Construction on behalf of ClwydAlyn and in partnership with Anglesey County Council and the Welsh Government.

Among the residents was **Alicia**, who shared: *"[Brynsiencyn has] had a massive impact on my life, it's been the best thing to happen to us. I'm only 18 and I've had a little girl and I'm just glad we've got a nice home to bring her up in. I love it here and all the ClwydAlyn staff have been amazing with us."* ↑

Another resident, **Hollie**, added: *"Staff have been welcoming and friendly, they've made me feel really welcome as one of their tenants. It's a new life for [my child], it's their own little home and place to call home as well."*

Finally, **Chloe** stated: *"It feels extremely exciting. I feel safe coming here. I feel reassured. I feel a normal person because everything in my home is made accessible for me. This is the home I always promised my children; safe, warm, accessible."*



**Kelly Davies-Williams**, mum to children **Ivy** and **Boddie** said: *"We're so excited to have moved in; I love the design and layout of it. "Living here will make a big difference to us in terms of saving on energy bills, as we were previously paying £320 a month on gas and electric."*

For more information on the transformative impact of these homes and hear the residents' first-hand experiences, you can watch ClwydAlyn's 'Moving into Brynsiencyn' video.





# UPCYCLE & DIY TIPS

with 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!**

If you have read my upcycling tips before, you will know I am a huge fan of Facebook marketplace. I am always looking for a bargain on there and I feel this item was exactly that. I found this bamboo wash basket for free, yes free! I went to collect without knowing how this would be used.

I needed a side table for my hall and had seen influencers use an old paint tin and wrap bamboo around it, so I attempted this but with a stool.

You can see how I created the side table by taking a look at the process on the right →

With some leftover bamboo, I cut it to size and used glue to add it to my dressing table. This small touch made a big difference with minimal cost and time.

WOW wow wow!  
What can I say... possibly one of the cheapest upcycles to date. Hope you like my upcycle as much as I do.

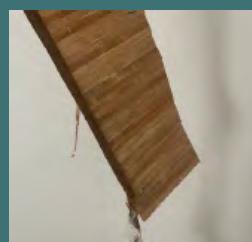


## A few steps to show you how I achieved this:



### STEP 1

Make sure you have all the tools you need to complete your project. These include a bamboo strip, a centre object, a glue gun or strong adhesive, sandpaper, and a cutting tool.



### STEP 2

Cut your bamboo sheet to the desired size. I used good-quality scissors for this, and I cut it slightly larger than needed to allow for adjustments.



### STEP 3

Glue the bamboo strip to the centre piece of your choice. I used an old stool, but you could also use a bin, a paint tin, a plant pot, or any suitable object you have around. I used a glue gun, but you can also use a strong glue or self-adhesive backing.



### STEP 4

Once the glue is fully dry, you can complete the top of the table. I sanded the top of my stool to maintain a rustic look, but others have used circular cutting boards or pre-cut wood circles from a hardware store.

One of our residents from Flintshire shared a recent upcycle with us, a great piece of quality furniture restored. The original chair is approximately 80 years old and is very well made but just needed a little updating. Our resident shared what you will need and how it was completed.

**The tools and materials used to complete this project;**

- ✓ Electric sander (sandpaper and patience can be used!).
- ✓ Scotch pad which makes the surface very smooth.
- ✓ Wax.
- ✓ Paint of choice - Matt black spray can was purchased for this costing £2.99.
- ✓ Material for the seat cushion.



## A few steps on how this was done:



### STEP 1

Remove the seat pad from the chair.



### STEP 2

Sand down the chair to prepare it for painting.



### STEP 3

Spray or paint the chair. This chair had two coats and was left to dry overnight. The centre pattern of the chair was attractive, so it was taped up to avoid overspray and left unpainted to stand out.



### STEP 4

Apply a protective wax coating to the chair to add a nice sheen and protect the finish.



### STEP 5

Recover the seat cushion with fabric the resident already had at home. Good materials for recovering seat cushions include old throws, curtains, or cushion covers.

### A fantastic upcycle, costing under £5 for materials.

Our resident received a £50 voucher for sharing their upcycle. If you enjoy upcycling as much as I do, please share your upcycle with me! Send your upcycle over to **InfluenceUs@clwydaly.co.uk** or you can WhatsApp them to **07880431004** - You could win £50 home shopping vouchers!



# ClwydAlyn Compliance and Building Safety Month

Celebrating Compliance and Building Safety Month:  
Keeping Your Home Safe

## This October, we celebrated our Compliance and Building Safety Month!

Our Compliance and Building Safety Team is dedicated to ensuring that your home is a safe place for you to live. This is a really important part of our mission in providing access to excellent quality housing, so we've been sharing lots of

helpful and important information on some of the subjects that our team cover. We've created videos, infographics and even a fire safety book for children – read on to find out more about Compliance and Building Safety Month, and what we're doing to keep you safe.

## Electrical Safety

We shared helpful advice and tips focused on electrical safety. Electricity lights up our life, but it's important that your electrics are checked regularly to make sure they're safe. As your safety is our priority, we make sure that we carry out an electrical safety check of your property at least every 5 years.

In between our visits, it's important that you know how to carry out your own simple checks and know the do's and don'ts of electrical safety. For example, we know that extension leads can be a handy tool, but it's important to remember that sockets shouldn't be overloaded, as this could lead to an electrical fire.





We inspect your fire doors every year to **keep you safe**.



## Fire Safety

Being responsible around fire is an important part of keeping your home safe. Some of the most common causes of fires are:

- ✓ Cooking
- ✓ Electrical faults
- ✓ Smoking
- ✓ Candles

An important tool to help keep your home safe are smoke detectors. You should check these at least once a month to make sure they're working properly, and if they're not, please contact us!

Some of our properties also have sprinkler systems.

If your home has one, they need testing by one of our engineers to make sure they will work in case there is ever a fire. We'll be in touch with you to arrange an appointment, so please work with us to get this tested when we contact you.

## What is asbestos, and how can it affect your home?



## Asbestos in the Home

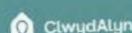
Asbestos can be found in older homes built before the year 2000 and is harmless if undisturbed, but if it is disturbed, it can be really harmful to your health. It is important that you know where to spot asbestos, which can most commonly be found on:

- ✓ Textured ceilings
- ✓ Vinyl floor tiles
- ✓ Old toilet cisterns
- ✓ Types of insulation
- ✓ Other construction materials

If you think that asbestos has been disturbed in your home, please leave the property and call our team as soon as you can so we can investigate and resolve the issue.

## Gas Safety

Making sure your boiler is working correctly is vital, especially in the colder months when warmth and cosiness is key! Our expert engineers will visit your home to make sure that your boiler is safe and efficient, as well as checking for leaks and carbon monoxide (CO) poisoning. CO is known as the 'silent killer' because you can't see, smell or taste it, so knowing the symptoms could save your life.



### The six main symptoms of Carbon Monoxide poisoning are:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness



## Legionella

We also provided helpful advice on legionella, a disease that is contracted by inhaling small droplets of water containing the bacteria. The risk of legionella can be increased by:

- ✓ Water being stored and/or re-circulated
- ✓ Water outlets being used infrequently
- ✓ Rust, sludge and limescale build up
- ✓ Shower heads, water outlets and spa baths



As our top priority is to keep you safe, here are some tips to avoid the risk of legionella:

- ✓ Run taps for 5-10 minutes once a month
- ✓ Regularly clean and disinfect shower heads
- ✓ Let us know if your hot water isn't heating properly

**And that's a wrap of our Compliance and Building Safety Month! If you want to find out more helpful tips and advice, head to our website where you can watch our videos and become even more in-the-know about how to keep your home safe.**

# DIY Self Repair

Back in June 2022 we set up DIY Self Repair. DIY Self Repair is an initiative to help enable residents to carry out their own minor repairs, at their own convenience.

This gives residents more flexibility and control over their homes, and in turn helps us to get to residents more quickly who need support.

The initial idea came from a resident on our Resident Committee to help reduce waiting times. We trialled this idea with volunteers from our resident group InfluenceUs to help us to get some feedback on the process.

## Feedback from residents:

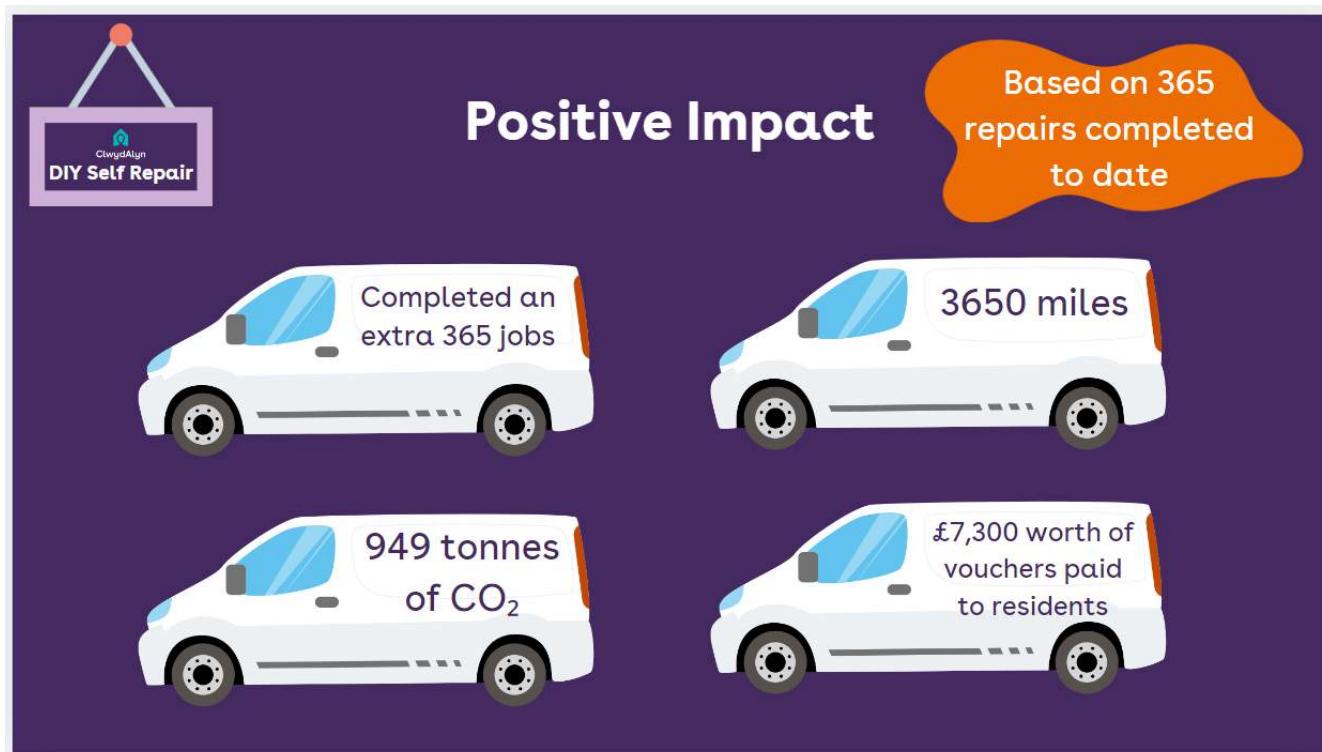
- “It saves money and time, brilliant, good idea.”**
- “Good service. Saves waiting in for engineers.”**
- “An excellent service, 1st class customer care, very happy indeed.”**
- “Excellent scheme. Saves time waiting.”**

## Some examples include:

- ✓ Replacing fence panels
- ✓ Replacing a gate post
- ✓ Changing the latch on a gate
- ✓ Changing a gate hinge
- ✓ Replacing loose tiles
- ✓ Regrouting around tiles in a shower
- ✓ Repairing a PVC window handle
- ✓ Painting rooms
- ✓ Repressurising heating and hot water systems
- ✓ Treating small patches of black spot mould

## The benefits of DIY Self Repair include:

- ✓ Reducing waiting time for a repair
- ✓ Enabling residents to complete repairs when it best suits them
- ✓ There's no need for residents to take time off work for repair appointments
- ✓ You can beat the queue!
- ✓ Freeing up the team to get to those residents who need some extra support faster
- ✓ Developing DIY skills
- ✓ Enabling you to choose your own paint colours



# DIY Self 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.



# **Damp and mould in your home** - how to reduce risk

## Report it - get in touch

If you notice anything that needs repairing or you are struggling with dampness in your home then please let us know as soon as possible.

[help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk)

Email the Customer Service Team with the type of damp you're concerned with, along with photos (if possible), your address and contact details.

[www.myclwydalyn.co.uk](http://www.myclwydalyn.co.uk)

Using MyClwydAlyn our Residents' Portal

**0800 183 5757**

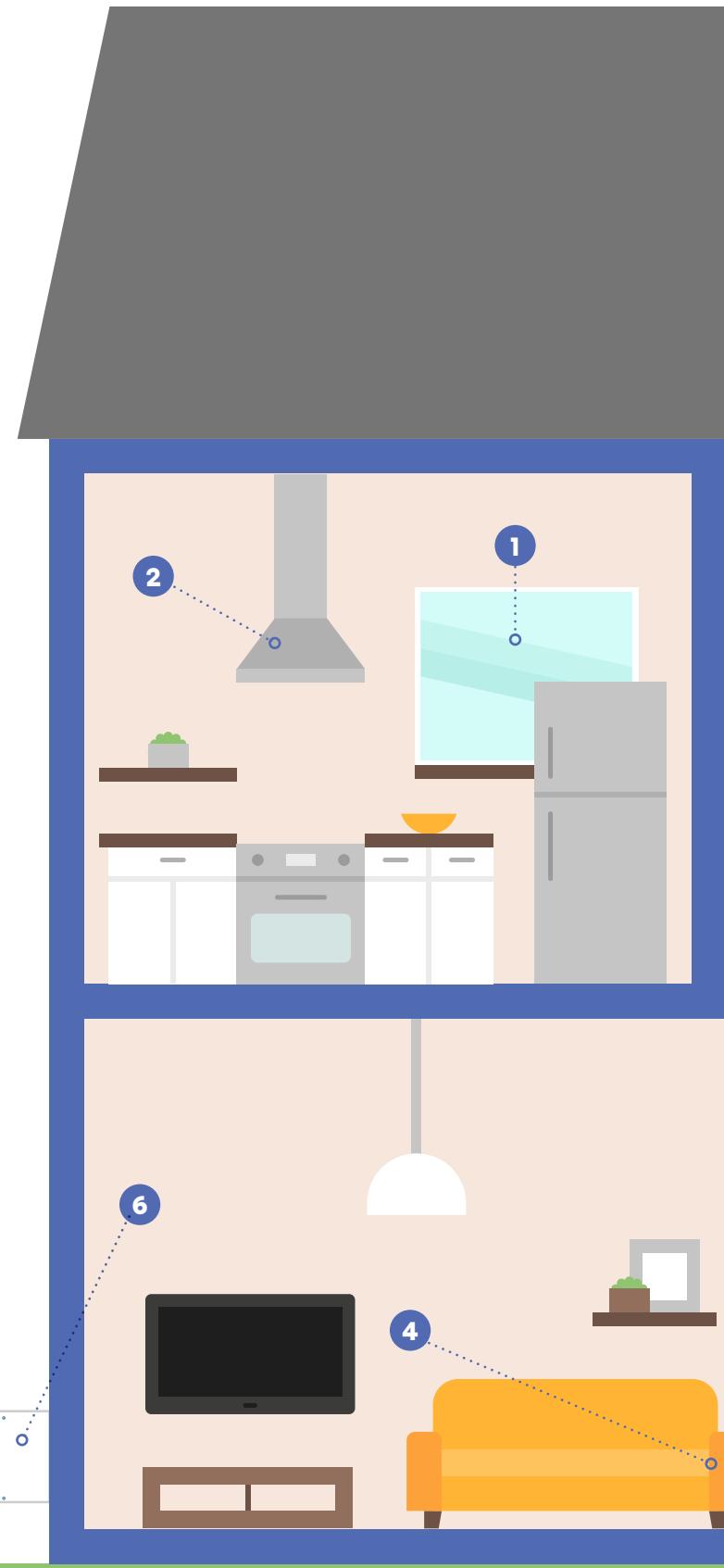
Call the Customer Service Team from 8.00am to 6.00pm Monday to Friday

# 1 Windows

- ✓ Keep your trickle vents open on your windows.
- ✓ Regularly open your windows slightly to air your home.
- ✓ Curtains should ideally finish just above the windowsill and not touch the glass, which can lead to mould.
- ✓ Try to avoid covering radiators with long curtains, as this can block heat from radiating into the room.

## 2 Kitchen

- When cooking or washing clothes, keep the kitchen door closed and open a window.
- Keep lids on pans and use an extractor fan to send wet air outside. (If your fan has a humidistat, it will automatically boost when humidity rises.)



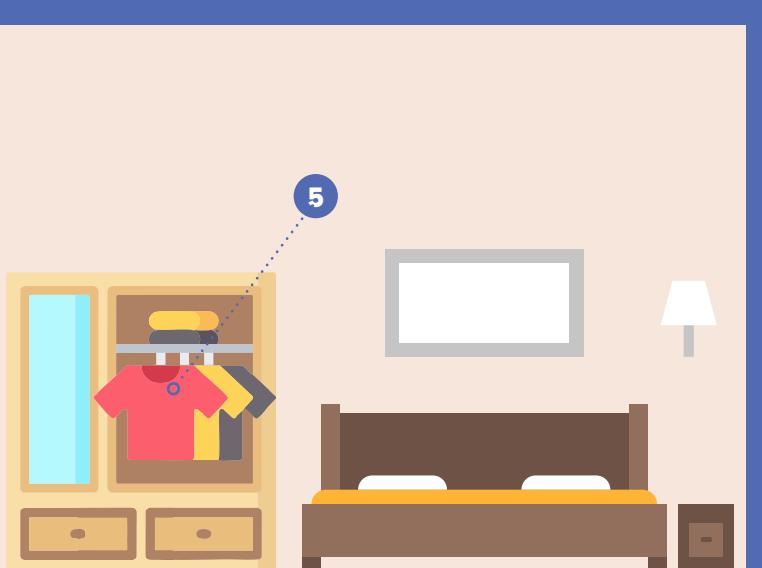
### 3 Outside Walls

- ✓ Ensure there are no bin bags or other objects leaning against outside walls, as they prevent ventilation and sunlight from warming the walls.



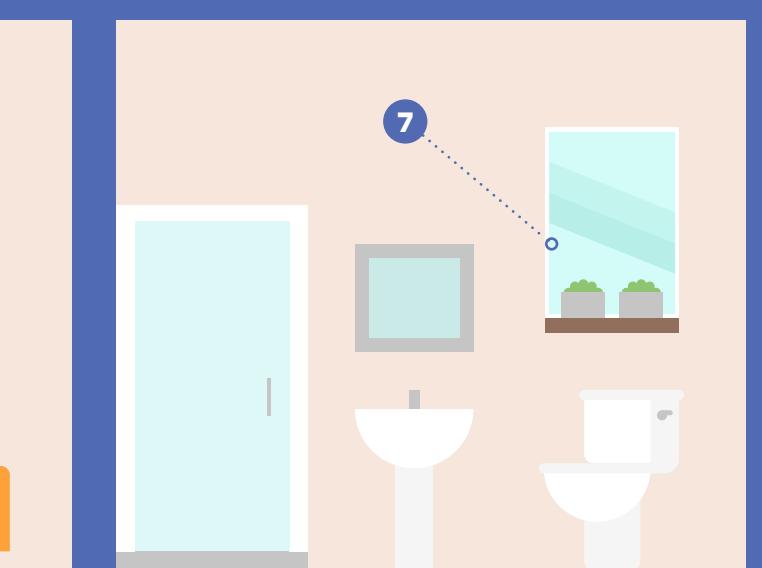
### 4 Furniture

- ✓ Leave a gap between your furniture and outside walls.
- ✓ Avoid placing furniture directly in front of radiators, as it prevents heat circulation.
- ✓ Avoid putting mattresses directly on the floor to prevent pockets of still, moist air from forming.



### 5 Drying Clothes

- ✓ Avoid drying clothes directly on radiators—an airer is more efficient.
- ✓ Dry clothes in a well-ventilated room to help reduce condensation.
- ✓ If using a tumble dryer, ensure it is properly vented so the wet air is expelled outside.



### 6 Heating

- ✓ Keeping your home warm reduces the amount of condensation that forms on surfaces.
- ✓ If you're concerned about heating costs or need help with energy bills, contact your tenancy support officer

### 7 Bathroom

- ✓ When showering, open a window and close the door to stop moisture from spreading.
- ✓ Turn on the extractor fan, if available. (Fans with a humidistat will automatically boost when the humidity rises.)

CAN  
COOK

Well  
-FED

Well-Fed provides healthy, affordable, and well-balanced meals tailored to your needs without compromising on taste. Choose from pre-cooked meals, slow-cooker-ready dishes, or fresh ingredients to cook yourself. With options for everyone, check out their services today!

## MealLocker Launch!

Exciting News! MealLocker has launched on November 1st! MealLocker is a game-changing service offering refrigerated outdoor food lockers, giving you convenient access to Zero-Ultra Processed Food (UPF) recipe packs and staple ingredients. Simply pre-order your recipe packs, and they'll be ready for collection within days—right when you need them.

### Why choose MealLocker?

- ✓ Effortless Meal Planning: take the stress out of deciding what to cook for your family.
- ✓ Everything in one place: get all the ingredients you need, plus easy-to-follow recipes.
- ✓ Convenient 24/7 Collection: pick up your order at any time that suits your busy lifestyle.
- ✓ Reduce food waste: only purchase what you need, helping minimise waste.
- ✓ Impress your family: prepare delicious, nutritious meals that everyone will love.
- ✓ High-quality ingredients: enjoy healthy, zero-UPF meals to nourish your family.

Get ready to elevate your family's dining experience with MealLocker!



# MealLocker

# Mobile Shop

The Mobile Shop service is also now available in Flintshire! This fantastic service brings fresh meals, staple items, cupboard essentials, and more right to your doorstep.

You can even place orders for delicious, freshly-prepared meals and collect them during the shop's next visit.

It's a convenient way to stock up on everyday items and plan ahead for meals, all while supporting your local community. Keep an eye out for the Mobile Shop in your area and take advantage of this great service.

Check out @CanCookWellFed on Facebook for the most up to date timetable!



# MealCentres

The Meal Centre service is now available in a number of communities!

It's a great place to order freshly-prepared meals while enjoying the chance to socialise with others in a friendly, welcoming atmosphere.

Simply place your meal order at the centre, and it will be ready for collection the following week. Prefer the convenience of ordering from home? You can also place your orders online at [www.wellfedmeals.co.uk](http://www.wellfedmeals.co.uk).

It's a fantastic opportunity to enjoy great food and connect with your local community.

You can see a list of our MealCentres here - <https://www.cancook.co.uk/well-fed-meal-hubs/>

To find out more visit <https://www.cancook.co.uk/> or call 01244819543.

Facebook: @CanCookWellFed  
Instagram: @cancookwellfed

# UPF Free Meals

We're excited to tell you about an incredible change happening at Well-Fed. They've made a bold commitment to health by completely removing all ultra-processed ingredients from their meals! This means you can now enjoy fresh, wholesome recipes made with only the best, natural ingredients.



Well-Fed believes that real food matters, and their new meal offerings reflect that commitment. Whether you're looking for nutritious family dinners or convenient options for busy days, you'll find delicious meals that are free from unnecessary additives—just pure, great-tasting ingredients.

If you're looking for healthy, flavourful options you can feel good about, we highly recommend trying out the new and improved meals from Well-Fed. Shop now via any of their Mobile Shop, Meal Centres or Meal Lockers.

## Christmas Recipe

### Apple Crumble (Serves 4)

#### Ingredients

120g butter  
240g sugar (split into two 120g portions)  
240g plain flour  
300g Bramley apples, peeled and chopped  
300g eating apples, peeled and chopped  
4 tbsp water

#### Instructions



1. Preheat oven to 180°C.
2. Rub butter, flour, and 120g sugar together into breadcrumbs (add water if too dry).
3. Cook apples in a saucepan with 120g sugar and water over high heat until softened but not puréed.
4. Pour apples into a baking dish and spread crumble mix on top.
5. Bake for 30 minutes until golden.

**Serve with custard, cream, or ice cream. Enjoy!**

# CHANGES TO THE WINTER FUEL PAYMENT FOR PENSIONERS

Winter Fuel Payment changes: key updates and support options for pensioners affected by new eligibility rules

**The Winter Fuel Payment was first introduced in 1997. The amount has varied, but in most years the amount has been £200 for households where the oldest person is under 80, and £300 for households with someone aged 80 or over.**

However, from 16th September 2024, households in England and Wales are no longer entitled to the Winter Fuel Payment unless they receive Pension Credit or certain other means-tested benefits. 10.8 million pensioners in 7.6 million households in England and Wales received the Winter Fuel Payment for winter 2023/2024. The Department for Work and Pensions (DWP) estimates that 1.5 million individuals in 1.3 million households in England and Wales will receive a payment for winter 2024/2025, so a significant number of people will be affected by these changes.

Pensioners whose weekly income is below £218.15 for a single person or £332.95 for a couple should check to see if they could be eligible for Pension Credit which is worth on average £3,900 a year and also guarantees entitlement to the Winter Fuel Payment. **As any claim can be backdated by 3 months, as long as you apply by 16th December 2024 and are granted Pension Credit, you will get the Winter Fuel Payment too.**

Janice & Joanne, our Welfare Rights & Money Advice Officers, can help you check your entitlement. Please call our Contact Centre on 0800 183 5757 and they will pass your details onto them. Alternatively, you can check your entitlement & apply using the information on the next page.



If you are struggling with your bills and want to see what support is out there, Ask Bill is a website that offers free impartial help to those who may need it.

<https://www.askbill.org.uk/>





# Are you over State Pension age, or know someone who is?

**Pension Credit** tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

- The **Winter Fuel Payment\*** and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. Qualifying income level may be higher in some circumstances.

**Don't miss out.**



SCAN TO FIND OUT MORE



Check your eligibility at [gov.uk/pension-credit](https://gov.uk/pension-credit) or by calling **0800 99 1234**

Eligibility criteria apply

\*or the equivalent in Scotland.

# A DAY IN THE LIFE OF...

**Tom Boome**, Head of Technical, Innovation and Climate



**Driving innovation, sustainability, and affordability: transforming homes and reducing environmental impact**

**“** Hi I'm Tom Boome and I am Head of Technical, Innovation and Climate. My studies and previous work experience are in architecture, design and construction. I have worked in private architectural practice, local authority, and project management.

I started my role at ClwydAlyn in early 2021. It was created as a new role in the development department. I am responsible for all things decarbonisation, biodiversity and sustainability across the business, which means that I work to make our homes as affordable to heat as possible for residents and to reduce our impact on the environment. I manage the teams that are responsible for energy efficiency works, aids and adaptations and the technical inspection of new build homes. The work that I am involved in goes all across the business and so my days are very varied.

With the Energy Team, we are responsible for

**“I enjoy making a difference in the lives of residents, especially by helping to reduce their energy costs.”**



installing energy efficiency measures across all ClwydAlyn homes, focusing on the most inefficient homes first. I am involved in talking with residents, managing contractors, inspecting works, explaining new technologies to residents and managing budgets including grant funding. I enjoy making a difference in the lives of residents especially by helping to reduce their energy costs. I am naturally curious and enjoy the part of my role where I can explore and research new technology and material innovations that have the potential to improve the benefits we are able to offer to residents.

The new Welsh Housing Quality Standards



**“No two days are the same—there are lots of great things happening, and it’s a really fast-paced and exciting time.”**

include energy efficiency standards and so I work closely with other colleagues to plan how we can get best value from future spending programmes and coordinate works to make homes more energy efficient.

I have the opportunity to attend events and conferences, both online and in person, to learn from and collaborate with other organisations in the industry (housing associations, contractors, charities, community initiatives, Welsh Government, and many others) and also have the chance to present and share our experiences and the great work that is done at ClwydAlyn.

I am also directly involved with the ‘green’

work that happens at ClwydAlyn. Recently, we organised a bulb planting day in Llanrwst with Grwp Cynefin and Cartrefi Conwy. We involved 120 pupils from the local school over the course of the day and planted 4,500 bulbs. I helped to plan, co-ordinate and run the day. I am also involved in the process of mapping our carbon footprint as a business and working with consultants to develop our environmental and sustainability strategy for the next 5 years. This strategy will help us to continue to reduce carbon emissions and increase biodiversity. It will involve all areas of the business and so I will be working with many colleagues and residents across the organisation.

Because I am involved in such a variety of projects and programmes, no two days are the same! There are lots of great things happening and it’s a really fast-paced and exciting time.

jj

## Winter Energy Tips



- Lower your thermostat by 1°C and set a heating programme.
- Shorten showers by 1-2 minutes.
- Air out your home for 15-20 minutes before leaving to make it easier to heat later.



- Use a slow cooker or air fryer for meals.
- Wash clothes at 30°C if unstained.
- Check price comparison sites for better energy deals.
- Turn off appliances at the wall.

**Question:**

# The Welsh Housing Quality Standard:

## What it is and how it affects you

**Answer:** Yn yr Parri, Lead Asset Officer and managing the WHQS programme

At ClwydAlyn, we want to create excellent quality and affordable homes. That's why we're proud to follow the Welsh Government's Welsh Housing Quality Standard (WHQS). The WHQS affects both social housing landlords, like us, and our residents. There's a lot of information out there, so we've put together this simple guide to help you understand what the WHQS means for you.

### What is the WHQS?

The Welsh Government introduced the WHQS to set new standards for social housing in Wales. These standards make sure residents' homes are:

- ✓ In good condition
- ✓ Safe and secure
- ✓ Energy efficient and environmentally friendly
- ✓ Have an up-to-date bathroom and kitchen
- ✓ Comfortable and suitable for the resident's needs
- ✓ And have a garden and outside space if possible

Homes that meet these standards pass the WHQS.

If a home doesn't meet them, the landlord has to tell the Welsh Government the reasons why.

We were incredibly pleased that these standards fit with our mission to give you a safe, secure, and high-quality home, whether it is a new build or an older property. All social housing in Wales must meet these standards, so every resident can feel happy in their home.

### How this affects you

We will need to inspect all our properties and gather information to see what needs to be done to meet the WHQS. These tests have already begun and will continue over the next few years. We will arrange a convenient time for a surveyor to visit your home to check everything over. Once we have



done these checks, we will plan for the next steps and share this information with you.

As with any of our development projects, we always aim to benefit and support the local community, and we will continue doing so while carrying out the WHQS, keeping you informed every step of the way.

### Where to get more information

We've covered the main points here, but if you'd like more details on the WHQS, please visit:

**Full details:** [www.gov.wales/welsh-housing-quality-standard-2023-0](http://www.gov.wales/welsh-housing-quality-standard-2023-0)

**Easy-read version:** [www.gov.wales/sites/default/files/publications/2024-06/welsh-housing-quality-standard-2023-easy-read\\_0.pdf](http://www.gov.wales/sites/default/files/publications/2024-06/welsh-housing-quality-standard-2023-easy-read_0.pdf)

Or if you'd like to chat with one of our friendly team members about the WHQS and how it affects you and your home, call on **01745 536800** or email [ynyr.parri@clwydalyn.co.uk](mailto:ynyr.parri@clwydalyn.co.uk).



Llywodraeth Cymru  
Welsh Government



## Question: Shared home owner –

“Hi, I currently own some shares of my home, can I purchase more or own my home outright?”

**Answer:** Claire Grundy, Sales and Staircasing Officer

If you currently own a share of your home with ClwydAlyn, you may be able to buy more shares, or own your home outright. This is called 'Staircasing'.

### Benefits of Staircasing:

- ✓ Reduces the amount of rent you pay or stops it altogether (if you buy your home outright)
- ✓ The more shares you own, the more profit you could make when you decide to sell your home

We currently have a special offer on which could benefit you...

**No staircasing fee to pay if completed by end of March 2025**  
and  
**The £250 valuation fee refunded upon completion**



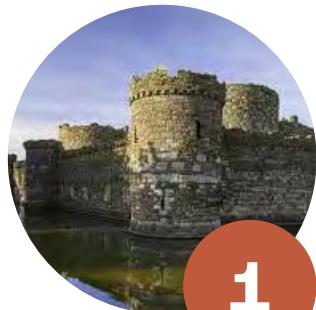
For an informal chat to discuss your options, and for further information, please contact:  
Claire Grundy on **07967 277 015** or email at [Claire.Grundy@clwydalyn.co.uk](mailto:Claire.Grundy@clwydalyn.co.uk)



# Castle Conundrum

A chance for you to win shopping vouchers!

We have three £50 shopping vouchers up for grabs... all you have to do is match the castle pictures to the County and you could be one of our lucky winners!



1



2



3



4



5



6



7

- A - Powys**
- B - Wrexham**
- C - Flintshire**
- D - Denbighshire**

- E - Conwy**
- F - Gwynedd**
- G - Anglesey**

To enter, send your answers over to Laura McKibbin, you can send them by email **InfluenceUs@clwydalyn.co.uk** or WhatsApp them over to **07880431004**. Closing date 6 January.