



HOME MATTERS

Residents' Magazine
Spring/Summer 2025



UPCYCLE & DIY TIPS

Creative inspiration
with Laura McKibbin

KNITTING FOR A CAUSE

Gladys Mobbs turns her
passion into a gift for others

WARM WELCOME

Residents move into
their new homes



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Editor's Welcome

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

We are excited to bring you the latest edition of our spring and summer residents' magazine.

It is officially spring! There is so much to appreciate at this time of year; the days are getting longer, the weather is warming up, flowers and trees are blooming; just a few things that can lift your mood.

Whether you're enjoying the beauty of nature or making the most of your home and community, it's a great time to have a little reset. At this time of year it is great to tidy an outdoor space, have a spring

clean or just get out more and enjoy the fresh air.

In this edition, we've got a range of exciting content to inspire and inform. You'll find helpful resources to make the most of your home, along with resident's stories, top tips on safety, saving money, and DIY projects. We've also highlighted the fantastic work being carried out across ClwydAlyn. There truly is something for everyone in this issue!

So, grab a cuppa, sit back, and dive into everything this season has to offer. We hope you enjoy



reading this issue; after all, this magazine is for you.

Wishing you a wonderful spring and summer ahead!

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** or you can call/WhatsApp me on **07880431004**

Influence

Us

ClwydAlyn

#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 possible service.

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**

Scan here to sign up:





Meet Rebecca, your new resident committee member!

What made you want to join the Resident Committee?

I wanted to join the ClwydAllyn residents committee to kind of give back to ClwydAllyn. They housed my children and me when we were down on our luck and in need of housing, and for that I am forever grateful.

Had you sat on any other Boards or Committees before?

Before my new role I'd not sat on a committee or board before, so this was all new to me, but everyone has been very welcoming.

Which aspects of the role do you enjoy the most?

Although I'm still new to the position, I've enjoyed meeting new people and finding out that ClwydAllyn is not just a landlord. There are so many more aspects to ClwydAllyn that I had no idea about including following government guidelines for net zero.

Was there anything that surprised you?

The biggest surprise for me, was finding out that ClwydAllyn works closely with the Welsh Government. And I love that ClwydAllyn use local builders companies from Wales and the new houses being built are incredible homes of the future.

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

I want to be a voice for the people who are tenants



and to take any ideas or suggestions from the residents to the committee.

What are your hopes and ambitions for ClwydAllyn?

I hope that I do the tenants committee a good service. So far I'm thoroughly enjoying being part of the team. I've learned so much already and really feel part of the team. It was lovely to meet all of the other committee members at the last meeting in the office.

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

I really feel that ClwydAllyn want to work closely with their tenants and really want to take on board any suggestions that are brought forward in the meetings.



Knitting for a Cause

At 94, Gladys Mobbs has turned her passion for knitting into a life-changing gift for others.

Gladys Mobbs, 94, is a shining example of kindness and dedication. She spends countless hours each day knitting beautiful baby and toddler clothes, to raise money for local charities.

Gladys Mobbs, a beloved member of her community, lives at Maes Y Dderwen independent living scheme in Wrexham. She is known for her infectious enthusiasm and can always be found at the heart of activities, from craft groups to coffee mornings. But her true passion lies with knitting; an art which she has transformed into a powerful way to give back.

Gladys was taught to knit by her mother in childhood and has a large collection of patterns. Her journey into charity knitting began after losing her husband Robert Edward Mobbs to Motor Neurone Disease. At this difficult time help was on hand via the North East Wales Branch of the MND Association. Support from this charity encouraged Gladys to pick up her knitting needles once more. Initially her work was primarily donated to the MND Association. Subsequently she has gone on to knit items for other charities including SHARE in Mold and Nightingale House Hospice.



Gladys Mobbs, 94, a keen knitter who has focused her efforts on creating items for charity.

**“It keeps me busy and knowing that my knitting is helping others gives me so much joy!”
– Gladys Mobbs.**

Such is her skill, that Gladys can knit at least one finished item each day! From cosy cardigans and rompers to hats, trousers and matching sets for babies and young children, her creations are now cherished by many and each stitch is created with a sense of purpose. Said Gladys: “It keeps me busy and knowing that my knitting is helping others gives me so much joy!” Kathy Davies, Manager at Maes Y Dderwen said: “We are very proud of Gladys; her dedication doesn’t go unnoticed. Her contributions to these charities and to our community, make her an inspiration for everyone around her!”

Gladys’ story is testament to how hobbies can be turned into acts of true generosity. Through her knitting she is able to generate charity income and share her fabulous knitting skills with the local community.



Just a fraction of the items that Gladys has knitted during the past month for charity.

Wrexham Resident David Perkins Is Putting The Fun Into Fundraising!

Fundraising champion David Perkins lives at Cae Glo, one of ClwydAlyn's sheltered housing schemes. He's been a resident of ClwydAlyn for over 17-years and in that time has been pivotal in sourcing a variety of grants and fundraising to create opportunities for the community he lives in and other retirement communities in the area.

We caught up with David to find out more...

Q1. You've been involved in organising community initiatives for many years, how did it come about?

David: When I retired from a career in construction, I had more time. I was living in sheltered housing and there were two ladies who looked after the gardens. They were getting older and starting to find it difficult, so I went out to help them. That's where it all started.

One day the warden asked me if I wanted to go along to a SHUG meeting (a previous committee for Sheltered Housing at ClwydAlyn), so I said yes. That was in the September time. And by Christmas I had been voted in as the Chair of SHUG!

Q2. You've been very successful at sourcing, applying for and obtaining community grants and funding. Can you tell us more about that?

David: Over the last 10 years, I've sourced around £17,000 of community grants and funding. I feel that I have been incredibly lucky, because I have never had a 'no' to any of the applications I have made. I had a great mentor from AVOW (Association of Voluntary Organisations in Wrexham) who taught me a lot.

Q3. Can you tell us more about the application process for funding or grants?

David: I've learnt a lot as time has gone on and done a lot of research.

When applying it's important to explain in detail



why you need the grant and exactly what you're going to do with it. I would advise being specific with any spending plans you have, right down to the penny.

The first funding application I made was to what used to be called The Big Lottery Fund, it's now called Awards for All. I applied for £3,000 to get a new suite for the resident's lounge at Cae Glo. It took several months from the application to the funding coming through. But the suite we were able to purchase is good quality, nice and sturdy and will last us for many years.

Q4. What else have you been able to fund?

David: 10-seater table and chairs was bought using funding from Wrexham Council. It's great and

David's Top Funding Tips:

- ✓ Consider how the application is going to enhance peoples' lives.
- ✓ Remember that the application needs to lead to an end result and do something good for your community.
- ✓ Always be transparent with your application.
- ✓ Only ask for what you need.
- ✓ Build good relationships with funding organisations.
- ✓ Get your whole community on board to find out what they would like to apply for and how it will benefit everyone.
- ✓ Research funding opportunities in your local area and apply to join a group like AVOW.

enabled us to have meals and functions together.

Plus, we've also had funding for furniture for the garden, to enable us to spend time outdoors together. Various grants to help with planting and improving our outdoor areas.

And I've been able to organise lots of community events and functions.

Q5. What's the highlight of the community fundraising you've done?

David: We've held a couple of great functions at Llys Erw in Ruthin. They have the biggest lounge, which can hold up to 100 people. We did one for the Queen's Jubilee which was a big success.

One lady came along who hadn't been out of her



house for six-months, and that gave me a great deal of satisfaction. That's what it's all about; bringing people together.

Q6. What are you working on next?

I'd like to organise a group celebration for VE Day. Perhaps a community BBQ with some live music and an opportunity for everyone to enjoy themselves!

Huge thanks go to David for sharing his insights into community fundraising. And for all the hard work and dedication he puts into making his community a better place to live; he's an inspiration to us all. His passion and commitment have, without doubt, made a lasting impact at Cae Glo and beyond!



Community events

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

Birthday Donations

Back in February resident Katharina who lives at our Plas Telford independent living scheme near Wrexham, celebrated turning 100!

Family from as far afield as Australia and the USA, plus a large group of friends, gathered to celebrate with Katharina, who had carefully sewn her own stunning blue and white party dress.

After lunch, Katharina, who moved to Wales in 1947, changed into native dress from her home country Ukraine, to celebrate and honour her heritage.

Instead of gifts, Katharina requested for donations to go to Ukraine Relief, a charity which gathers and distributes essential supplies to those who are most in need across Ukraine. She raised an incredible grand total of £683!

We would like to wish Katherine a very happy 100th Birthday.



Unforgettable times at Glan Llyn!

Our supported living residents spent a day full of challenges, some took to the high ropes, built rafts, and paddled canoes, all in the sunny weather. Fuelled by laughter, lunch, and refreshments, it was a day full of adventure!



The residents were proud of themselves for completing some of the activities that they didn't think they could do such as the leap of faith off the top of the high ropes course. They are already planning what they would like to do next. Well done to you all.

A Community Shindig

Members of three different schemes in Wrexham recently enjoyed a heart-warming afternoon of music, laughter and friendship, thanks to a generous grant from the People's Postcode Lottery.

The event, which brought together Wrexham residents from Cae Glo, Maes Y Dderwen, and Nant Mawr Court, was planned and organised by resident David Perkins, who worked with Community Foundation Wales to source the grant.

Highlights of the afternoon were the delicious



buffet and stunning vocal performance from singer Sophie Bond-Kemsley, who delighted party-goers with a selection of golden oldies and classic musical numbers, including I Dreamed a Dream from Les Misérables, which was a huge crowd-pleaser! And, some of the residents enjoyed a dance to finish off the lovely afternoon! If you want to read more visit our website: shorturl.at/BMm3F



Lovely Memories

Residents at Llys Eleanor, our independent living scheme in Shotton celebrated Valentine's day in a truly heart-warming way. Residents recreated memories by placing pictures of loved ones on a display table- a sight too adorable to miss. Residents then enjoyed some sweet desserts and later on a Valentine's day party.



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

- ✓ **Edward Henry Street, Denbighshire**
All 13 homes are now complete.
- ✓ **Tŷ Nos, Wrexham**
All 19 homes are now complete.
- ✓ **Northern Gateway, Flintshire**
All 100 homes are now complete.
- ✓ **Mynydd Isa, Flintshire**
The first phase of the development is complete, with the remaining residents moving in by the summer.
- ✓ **Neuadd Maldwyn, Powys – Independent living scheme**
All 66 apartments are complete, residents are moving in, in phases throughout April and May.
- ✓ **Penrhyndeudraeth, Gwynedd** ↓
The first phase of the development is complete, with 18 residents and families moving into their new homes. The remaining residents are moving in throughout spring.



We've welcomed nearly 200 residents into their new homes recently.

HOMES COMPLETE BY SUMMER 2025

- ✓ **Land opposite Glan Clwyd Hospital, Rhuddlan Road, Denbighshire**
A development of 33 homes.
- ✓ **Cae Swch, Llan Ffestiniog, Gwynedd**
A development of 16 homes. ↓
- ✓ **Tre Angharad, Bodedern, Anglesey**
A development of 29 homes.



DEVELOPMENTS STARTING ON SITE

- ✓ **Craig y Don, Benllech, Anglesey**
A development of 17 homes. ↑
- ✓ **Cae Bothan, Porthfadarch Road, Anglesey**
A development of 54 homes.
- ✓ **Penrhos Polish Village**
Work has started on the 1st phase, the development of 44 homes.
- ✓ **Well Street, Buckley, Flintshire**
A development of 155 homes.

Residents moving in

Congratulations to our residents who have moved into their new homes!

Penrhyndeudraeth, Gwynedd

Resident Mairi has just moved into the development, with her daughter Maisie.

"I love my new home; I'm trying to stay cool but I'm very excited! It's a massive change as myself and my young daughter Maisie had been living in hotel accommodation for the past 9 months, and now this will be our forever home. I keep asking myself is this a dream! I'm very grateful to ClwydAlyn and Barry, my Housing Officer, for all his support." ↓



Resident Charlie can't wait to start their new life in their new home.

"When I saw my new home for the first time I was so excited! I love it - it's really nice and so bright, light and airy. Everything about it is the highlight and I love the colour scheme and the sizes of the rooms are really good. I love the units in the kitchen, and with two bedrooms and two bathrooms, it's really handy that there is a downstairs shower. Moving here will help me and my seven year old son so much. It's just really good for us and we can't wait to start our new life here." ↑



Northern Gateway, Flintshire

Gemma couldn't wait to move into her new home.

"The way it is energy efficient means it is brilliant for the environment and from a monetary perspective will help us so much. We're thrilled to be moving in here today." →

Neuadd Maldwyn, Welshpool.

Our latest independent living scheme for older people is now complete and residents are moving in throughout April and May. Here are the first new residents moving into their new homes, on Monday 14th April.

1st Resident - Michael!

Pictured from left to right, Carol Thomas (ClwydAlyn), resident Michael Hilton and Alison Randall (ClwydAlyn) ↓



2nd Resident - Isobel.

Pictured from left to right, Alison Randall (ClwydAlyn), resident Isobel Williams and Carol Thomas (ClwydAlyn) ↓



3rd Resident - Jenny!

Pictured from left to right, Wayne Pike (ClwydAlyn) Jenny Smith and Sarah Jones (ClwydAlyn) →





Neuadd Maldwyn – Independent living for older people

66 self-contained 1 and 2 bedroom high quality apartments for rent.

Neuadd Maldwyn is a new independent living scheme, offering the unique combination of an independent lifestyle, backed up by 24-hour on-site flexible care and support. The apartments are available for individuals 60 years and over with an assessed care and support need.

The scheme includes communal facilities for events and activities, a restaurant, on-site parking and landscaped areas.



There's still time to apply!

To apply to live at this amazing new scheme, please visit: **www.clwydalyn.co.uk/neuadd-maldwyn** or take a tour of Neuadd Maldwyn, call: **0800 183 5757**.

Scan here to see a video of Neuadd Maldwyn:





UPCYCLE & DIY TIPS

with Laura McKibbin

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

In this edition I am sharing a fab charity shop upcycle. I wanted to create a stone effect lamp. I've seen many of these mainly in grey and I wanted a beige-toned lamp base, to match the décor in my hallway.

I first went on the hunt for a lamp in a charity shop; it needed to be a reasonable size to make a statement. This lamp was found in a small charity shop in Abergele and was just £6!

It's good to know that electrical items in charity shops are PAT tested, to ensure they don't have any electrical faults.

Once I got the lamp home, I got straight to work.



If you enjoy upcycling as much as I do, I'd love to see what you've created! You can email pictures of your upcycle project to: influenceus@clwydalyn.co.uk or you can send via WhatsApp to **07880 431 004**. Don't forget, you could win a £50 home shopping voucher!

Here are my lamp upcycle steps:

STEP 1

Wash down the lamp with sugar soap or a cleaner of your choice, this will ensure there is no grease or dirt when starting the process.



STEP 2

Mix filler and paint together to give a textured look. I already had these at home, but you could buy products like this from shops like Home Bargain or Poundland

STEP 3

Put on some protective gloves and apply the mixture to the base of the lamp, using your hands.



STEP 4

Once the base coat is dried and set, use a small sponge and dab different colours of paint onto the lamp, to create a stone effect. Be creative and choose colours you like!

STEP 5

Leave the base to dry, then add a lampshade of your choice and voila, your stone effect lamp is done!

TOP TIP!

I have lots of small tester pots of paint which I use for projects like this; they are cheap and create less wastage. This lamp cost me a total of £10 including a new shade from Home Bargain for £4. I am very pleased with the outcome! And compared to the price of some 'designer' lamps, this is a complete bargain!

Wow! Rachael, a resident from Flintshire, sent over her upcycle project which is incredible; she transformed a truly stunning piece of furniture! And, by sharing her upcycled drawers, Rachael won £50 shopping vouchers. Rachael said:

"I upcycled a piece of furniture that I got from the British heart Foundation upon signing my tenancy. Originally it was a cream colour all over and after a lot (and I mean a lot!) of sanding and painting it became beautiful again. I have attached images of what the colour originally looked like, during the painting process, and how it looks now."



Gardening Tips:

Spring cleaning isn't just for indoors. Spring is the perfect time to have a clean around and get your outdoor space ready to enjoy the warmer months. Here are a few tips to help create a nice outdoor space to enjoy.

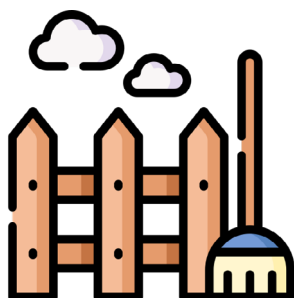
✓ Mow your lawn

If you have grass, now is the time to start cutting it! It's also a good time of year to feed your lawn to encourage a healthy growth.



✓ Outdoor maintenance

Now you will want to spend more time outdoors, this is a good opportunity to clean up any paving, slabs and outdoor furniture.



✓ Add some colour

There is still time to plant some summer flowers. If you want to add a splash of colour to your garden, opt for flowers like Sunflowers, Zinnia's, Cornflowers and Poppies.



✓ Remember hydration

As the weather gets warmer, make sure you are efficiently watering your plants and your lawn!



Would you like some FREE seeds to help brighten up your garden?

If you would, all you need to do is get in touch with **#InfluenceUs**. Let us know if you'd prefer vegetable, fruit or general planting seeds, and whether they're for indoors or outdoors.

Email your request to:
influenceus@clwydAlyn.co.uk
or call 07880 431 004

Influence



Resident Self Repair

Do you have a minor repair and are able to fix it yourself?

We have a resident self repair process where we can send you the materials to fix it.

By completing your own minor repairs you can reduce your waiting time and carry out the repair in your own time.

In some cases, this might reduce the need for you to take time off work to allow the repairs team access to your home.

All residents who complete a self-repair job will receive a shopping voucher to say thank you!

**To report a self repair please call our
Customer Service Team on 0800 183 5757
or email: help@clwydalyn.co.uk**

Leave the gas, electric and roofing jobs to the professionals!

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

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



The 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 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 arrive

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.



Spring and Summer Garden Safety

Here are some top tips to ensure that you enjoy your outdoor space safely this spring and summer:

Wear protective gear

Gloves, long sleeved clothes, and trousers can help to protect against thorns, chemicals, and skin irritation.



Use sunscreen or a hat

Remember to protect your skin if you're outdoors for long periods to avoid sunburn or heatstroke.



Tool and equipment care

It's important to check your tools for damage and to handle them carefully. Be mindful of cords when using appliances like using lawnmowers or trimmers.



Use pesticides and chemicals with care

Follow the instructions on the label and store chemicals safely, out of reach of children and pets. You can also consider using non-toxic alternatives. It's important to avoid direct contact and wear a mask when necessary.



Use ladders safely

Ensure ladders and step stools are stable and on level ground.



Protect your back and knees

Outdoor work can be exhausting. Remember to use proper posture, kneeling pads, or stools to help you avoid injury. And don't forget to take frequent breaks!



Outdoor Fire Safety:

We know socialising in the garden and the warm weather go hand in hand. As we approach the summer months, we wanted to share some safety tips with you when using BBQs or firepits. These essential fire safety tips, can prevent accidents and keep you safe.

- ✓ Make sure that your barbeque is in good working order.
- ✓ Keep a bucket of water or a bucket of sand nearby in case of emergencies.
- ✓ Make sure that your barbeque or firepit site is flat and well away from buildings, fences, trees and shrubs.
- ✓ Make sure the barbeque or firepit is placed on a non-combustible surface like sand or stone, not grass or picnic tables.
- ✓ Make sure you dispose of barbeques safely and do not bury disposable items in sand.
- ✓ Keep children, garden games and pets well away from the any lit fire.



ClwydAlyn

You can find more fire safety tips on our webpage:

<https://www.clwydalyn.co.uk/compliance-and-building-safety/>

Get your Free Copy of our New Book, Dragon's Fiery Tale!

You may have heard that we've released a fire safety book in partnership with leading home life safety brand Aico. Dragon's Fiery Tale follows a young dragon Spark, and two brothers, Arthur and Seth, as they learn how to keep themselves safe from fire hazards.

A **FREE** digital download of Dragon's Fiery Tale is available for all ClwydAllyn residents via MyClwydAllyn, our resident's portal. Log in to our portal to read the book - www.myclwydalyn.co.uk

Or, if you'd like us to send you a **FREE** hard copy of the book, all you need to do is email us a picture of you testing your smoke detector to: communications@clwydalyn.co.uk and we'll post one to you!



Competition!

We have a fun fire safety competition for you!

All you have to do, to be in with a chance of winning one of these amazing prizes is..... read our new fire safety book **Dragon's Fiery Tale** and answer the following question.

Question:

In the book **Dragon's Fiery Tale**, who saved Arthur's kitten from the house fire?

A. Arthur B. The Firefighter C. Spark the Dragon

Prizes!

Three winners will be picked.

The prizes are as follows:

1st Prize - iPad plus a copy of the book

2nd Prize - Kindle plus a copy of the book

3rd Prize - £50 Voucher plus a copy of the book

Closing date: 7 July 2025



Setting the Standard ...for safe, warm and comfortable homes



Everyone deserves a safe, warm, and comfortable home. That's why the Welsh Government (WG) has introduced new Welsh Housing Quality Standards (WHQS) to ensure homes are built to last.

But what do these standards actually mean for you?

1. What is WHQS?

The new WHQS set out what every home should be, a place that is safe, secure, energy-efficient and built for the future. It's about making sure your home supports your health, happiness, and wellbeing.

2. What are the main things included in the new standards?

For us to meet the WG standards, your home must be:

- ✓ In good condition, and should be structurally sound.

Your home should be safe and secure

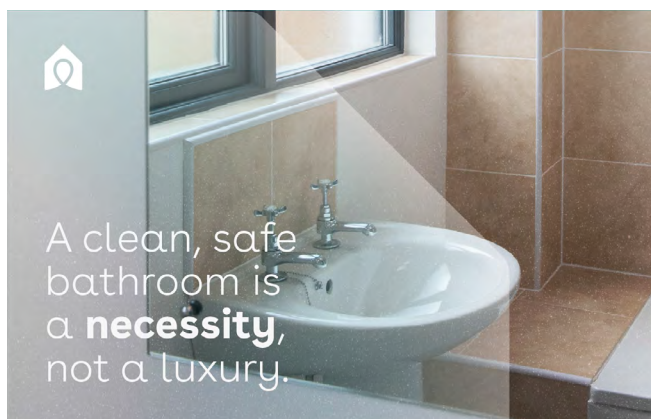
- ✓ Feeling safe starts at home. That's why your doors and windows will be sturdy and secure, following the trusted 'Secured By Design' guidance from the Police.
- ✓ Fire safety is also a priority, your home must have working heat and smoke detectors, and a safe and easy escape route in case of an emergency.
- ✓ For gas, oil, or solid fuel homes, we'll carry out annual safety checks to keep you safe and



sound. Electrical safety checks will take place every five years, with copies provided to you.

Your home should be warm, affordable to heat and environmentally friendly

- ✓ A comfortable home should feel warm and inviting, but it also needs to be affordable to heat. That's why we're making every home as energy efficient as possible.
- ✓ Your home will have proper ventilation, especially in kitchens and bathrooms, to keep the air fresh and healthy. Water-saving fittings and appliances will also help lower your bills while being kinder to the environment.



Your kitchen and bathroom should be modern and practical

- ✓ Your kitchen and bathroom should be modern, practical, and designed to support your daily needs. That means up-to-date fittings, non-slip flooring, and enough space for your essential appliances.
- ✓ Kitchens should have room for a cooker, fridge, and washing machine, while bathrooms should include a bath, with a shower if possible.
- ✓ If there is nowhere to dry your clothes, we will provide alternative drying facilities for you.

Your home should be comfortable and suit your needs

- ✓ Your comfort matters. That's why your home should be spacious with high- quality flooring, ensuring a warm and inviting feel.
- ✓ Noise should be kept to a minimum, with good quality building materials helping to reduce disturbances.
- ✓ We also make sure homes are suitable for older residents and people with disabilities or additional needs.

Outdoor spaces should be accessible and well-maintained

- ✓ Outdoor spaces aren't just nice to look at, they're important for your well- being. That's why we're making sure homes have access to safe, practical, and well-maintained outdoor areas that foster a sense of community.
- ✓ Where possible, homes will have gardens with safe, accessible paths and storage spaces for bikes or garden equipment. Shared outdoor spaces will be designed to be welcoming and easy to maintain, with plenty of greenery that allows sunlight through.

ClwydAlyn Setting the Standard

ClwydAlyn WHQS Compliance Statement

To ensure the quality of our housing, we assess various aspects of each property against the Welsh Housing Quality Standards (WHQS).

While some elements may not meet the standards now, our aim is to achieve full compliance by 2034. All properties will be handed over safe and structurally stable, but some standards may not be met for various reasons, such as the timing of kitchen or bathroom renewals.

Property Address:

Standards are recorded as:

Pass	Conditional Pass	Temporary Fail	Fail	N/A
Structural Stability and Safety:				
Kitchen and Bathroom:				
Outdoor Areas:				
Energy Efficiency:				
Comfort and Living Space:				

Comment:

ClwydAlyn Representative:

Name: _____

Signature: _____

Date: _____

If you would like any further information about your compliance statement, please email your enquiry to: WHQS@clwydalyn.co.uk

You can read the WHQS standard here: [Welsh Housing Quality Standard](#)

3. What are the timescales?

These are the main deadlines that we will be working towards:

31st March 2034

- ✓ All homes must meet the WHQS standards.

4. How can I get involved?

Listening to, and working together with, residents is essential in helping us achieve the standard and shape our services. We will be working closely with our Influence Us group.

If you would like to sign up to Influence Us, email InfluenceUs@ClwydAlyn.co.uk

5. Where can I find out more?

For more information about what these changes mean for you, please visit:

www.clwydalyn.co.uk/settingthestandard



Money Advice:

Your Credit Report

What is your credit report and why is it important?

Your credit report outlines details of any credit accounts you've had and whether you kept up on the repayments.

It also details your current and previous addresses and anyone you've had joint accounts or agreements with.

It's created by credit reference agencies; Experian and Equifax are the two main credit reference agencies.

These agencies collect information about you from public records, lenders and other service providers, which helps them to create a 'credit score'.

Why is my credit report important?

Lenders will refer to your credit report to check you're a reliable borrower and to confirm your identity.

However, Experian and Equifax operate differently so you may have several versions of your credit report.

If you're struggling with your credit score or credit report, then Cambrian Credit Union can help by offering tools and support to get you back on track.



C A M B R I A N

SAVINGS & LOANS

Supporting Communities

Cambrian Credit Union offer small, manageable loans designed to help you build or rebuild your credit history. Consistent, on-time payments are reported to credit reference agencies, which can positively impact your credit score.

And unlike high-interest lenders, they offer competitive interest rates on loans. Even if your credit history isn't perfect, you'll likely find a better rate with them – and being transparent about their fees can make it easier to manage debt and improve your creditworthiness.

Cambrian Credit Union is a community-focused credit union, offering a personalised service, working with you to find solutions that fit your needs.

Tel: 0333 200 0601

Email: info@cambrianacu.com

Web: www.cambrianacu.com



C A M B R I A N
SAVINGS & LOANS
Supporting Communities

Over 25 years of providing access to financial services for our community and offering a responsible alternative to high cost credit.



FINANCIAL
CONDUCT
AUTHORITY



Protected



Welsh Water Priority Services

At times, some customers need a little extra help. Join Welsh Water free Priority Services Register and make sure you get the best service possible.

Maybe you have difficulties with your eyesight or hearing. Maybe you're a parent with young children at home. Maybe you have mobility challenges that would make it difficult to pop to the shop for bottled water if your water supply was ever interrupted. Or maybe you have a medical condition that means you rely heavily on your water supply.

Whatever your circumstances, Welsh Water Priority Services Register helps to make sure you're getting you the right support and the best service possible: Priority services | Dŵr Cymru Welsh Water

Struggling with your water bills? Welsh Water is here to help keep your head above water.



The team at Welsh Water can help with:

- ✓ Tariffs for customers with a low income, large family, or medical condition
- ✓ Lowering your payments for a short period of time
- ✓ Payment holidays until you're back on track
- ✓ Debt support schemes
- ✓ Water efficiency advice to reduce your bills

Find out more at dwrcymru.com/helpwithbills or call 0800 052 0145



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

 **HOUSING PERKS**



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



Scan Me

HOW TO SIGN UP

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



Start saving today!

Stay Connected

Are you in receipt of a means-tested benefit such as Universal Credit or Pension Credit?



There are quite a few providers who offer social tariffs to those on means-tested benefits, helping you stay connected for less.

SOCIAL TARIFFS: www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs

Check with your supplier to see what social tariffs they offer, and you could save a lot of money from one quick phone call.



Worried about your broadband bill?

You could be missing out on savings of **£150 a year** with a social tariff

turn 2US

Benefit Support

ClwydAlyn has a Welfare Rights & Money Advice Team who offer a free, confidential service to all our residents and staff to assist with claiming benefits and to discuss money problems.

We encourage everyone to do a benefit check at least once a year, this will also identify if you are eligible for any cost-of-living support payments. You can check your benefit entitlement here: entitledto.co.uk

You can look at getting financial support here: www.turn2us.org.uk

You can get free debt advice and support here: www.stepchange.org

If you need further advice, please contact us and one of the team will get back to you.

Call: **0800 1835757** or email: help@clwydalyn.co.uk



Resident Fund

We have developed a fund which will assist our residents in need. This fund can support necessities such as transport, clothing, food and fuel vouchers... and so much more.

If you would like to know more, you can:

- ✓ Contact your Housing Officer
- ✓ Head over to our website: www.clwydalyn.co.uk/residents-fund/
- ✓ Apply directly by completing our application form

Wellbeing



We are delighted to introduce the Wellbeing Team here at ClwydAlyn, dedicated to supporting health and wellbeing.

Our team is made up of two passionate wellbeing specialists: **Sarah Barnett** and **Mandy Roberts**. Mandy also serves as the team's manager, and they both bring years of experience in community support and wellbeing services.

Our mission is to help residents lead happier, healthier, and more connected lives. Whether you're seeking advice on mental health, physical wellbeing, or simply looking for ways to enhance your quality of life, we are here to support you.

We believe that wellbeing extends beyond healthcare; it's about fostering a community where everyone feels valued, heard, and supported.

In future editions of this magazine, we'll be sharing practical tips, expert guidance, and uplifting stories to help you on your wellbeing journey. But we'd love to hear from you too!

What topics would you like us to explore? Whether it's managing stress, staying active, eating well, or overcoming loneliness, your input will shape the content we provide.



You can get in touch with us by emailing **workforcewellbeing@clwydalyn.co.uk** to share your thoughts, ask questions, or suggest topics you'd like to read about in future editions. We look forward to getting to know you and working together to build a healthier, happier community!

Free Online Therapy for Residents in Wales

Did you know that anyone aged 16 and over in Wales can access free online therapy without needing a GP referral?

SilverCloud offers a 12-week online therapy program designed to support people experiencing mild to moderate anxiety, depression, or stress. You can sign up and access the service easily from your smartphone, tablet, laptop, or desktop computer.



This initiative ensures that mental health support is more accessible than ever, helping people manage their wellbeing as the effects of COVID-19 continue to be felt.

To learn more about SilverCloud and how to sign up, visit: <https://nhs.wales.silvercloudhealth.com/signup/>

CAN COOK

WELL -FED

Our affordable food partner, Well-Fed, provides healthy, reasonably priced, and well-balanced meals tailored to your needs without compromising on taste. There are choices of pre-cooked meals, slow-cooker-ready dishes, or fresh ingredients to cook yourself, with options for everyone.

Food costs have increased massively, so being savvy with your cooking and shopping can make a huge difference. The Well-Fed team has shared some tips on reducing food waste:

Planning & Shopping Smart

- ✓ Plan Your Meals – Create a meal plan for the week and make a shopping list to avoid impulse buys.
- ✓ Buy What You Need – Avoid bulk buying perishable items unless you have a plan to use them.
- ✓ Check Expiry Dates – Choose longer shelf-life products or prioritise items with sooner expiration dates if you'll use them quickly.

If you find food items in your fridge that are about to expire, here are some simple ideas for using them up:

Bread 🍞

- ✓ Freeze Slices – Store sliced bread in the freezer and toast straight from frozen.

Vegetables 🥬🥕

- ✓ Use Scraps for Stock – Save peels, stems, and ends in a freezer bag and boil to create homemade veggie stock!

Fruit 🍎🍌

- ✓ Freeze Overripe Bananas – Use for smoothies or banana bread.
- ✓ Make Jam or Compote – Cook down soft fruits, these act as the perfect topping for yoghurt or porridge – yum!

Well-Fed offer perfectly portioned recipe packs, giving you just the right ingredients to cook each meal from scratch. This not only helps keep prices low but also ensures you won't have excess food going to waste.

You can see a list of Well-Fed MealCentres here - [https:// www.cancook.co.uk/well-fed-meal-hubs/](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





Recipe of the Month!

Classic Burger

Serves 4

Costs £3.50

Instructions

1. Preheat oven to gas mark 6 / 200°C.
2. Put the onions, garlic and mixed herbs into a processor and blend.
3. Put the minced beef in a bowl along with the onion mixture and season with salt and pepper. Mix well using your hands – scrunch the mixture so everything is well combined.
4. Shape the mixture into burgers and put them on a plate. Refrigerate for about ten minutes to firm up a little.
5. Heat a non stick frying pan and fry the burgers for about two minutes each side, then transfer to a baking tray and cook in the oven for five to eight minutes depending on the size.
6. To serve, put the burgers in buns of your choice and add a slice of cheese.

Enjoy!

Send in your recipes and pictures and you could win £30 shopping vouchers.

Send them to: influenceus@clwydalyn.co.uk or text / WhatsApp them to 07880 431 004, by July 7 2025.

Ingredients

- 500g minced beef
- 100g medium onion, peeled & finely chopped
- 2 cloves of garlic, crushed
- 1 tbsp dried mixed herbs
- 4 slices of cheese
- 4 buns of your choice
- salt and pepper

Equipment

Sharp knife, mixing bowl, baking tray, frying pan, processor.





Hate Crime

Hate crime is any criminal offence or incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic such as race, religion, sexual orientation, disability, transgender identity.

Examples include:

- ✓ Physical assault, damage to property; offensive graffiti and arson.
- ✓ Threat of attack, such as inciting hatred by words, pictures or videos, offensive letters, abusive or obscene telephone calls, groups hanging around to intimidate, and unfounded malicious complaints.

A hate incident is any incident which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a protected personal characteristic but has not met a criminal threshold.

Examples include:

- ✓ Insults or harassment, such as taunting, offensive dialogue, abusive gestures, dumping of rubbish outside homes, bullying at school or in the workplace.

Who can help?

In an emergency call 999 or report the incident to 101.

The Wales Hate Support Centre (run by Victim Support) supports anyone affected by hate crime or incidences. That's not just victims, but their friends, family, witnesses, and any other people involved. Because it is an independent service, you can talk to them whether you have reported the crime to the police or not.

Anyone can call for free on 0300 30 31 982 or visit www.reporthate.victimsupport.org.uk

To find out more about Hate Crime, please visit the dedicated Wales Hate Support Centre website by scanning the QR code below. The Wales Hate Support Centre is a specialist hate crime service funded by the Welsh Government. It is independent of the police and local authorities. The service is free and confidential.



Wales Hate Crime – The National Hate Crime Report and Support Centre provides free and confidential support and reporting options to victims of Hate Crime across Wales.

To report a hate crime or hate related incident to ClwydAlyn, please report as a 'resident concern' and follow these steps:

Resident Concerns

Resident Concern Policy is available to all and sets out ClwydAllyn's aims and objectives in relation to anti-social behaviour.



What is a resident concern?

'Any incident that impacts on the comfort, safety and wellbeing of a resident in their own home'.



How can you report a resident concern?

Any resident, member of the public, staff member or partnership agency can report a concern by dialling **0800 1835757** or emailing **enquiries@clwydalyn.co.uk**

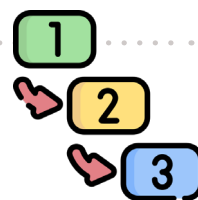
Residents will also have access to the portal and can report concerns there too. Alternatively, residents may speak with their housing officer directly.

What can you expect from ClwydAllyn?



- Swift response from your Housing Officer to discuss your concerns.
- Offer appointments to meet with you in person or over the phone.
- Regular updates regarding the steps taken to support you in addressing the concerns raised.
- Where needed, multi-agency meetings to determine a robust action plan.
- Practical advice regarding legislation and your rights.
- Referrals to access additional support with any concerns you may have.
- Liaison with partnership agencies such as Police, Victim Support and Social Services when needed.
- Senior oversight of your case.
- Consideration towards preventive measures to enhance your safety.

What steps can we take to address resident concerns:



- Support the person / persons causing the concerns to address their behaviour.
- Work with external agencies to assist with enforcement action.
- Verbal and written warnings.
- Mediation and other forms of restorative justice.
- Resident agreements.
- Court Action (if threshold has been met).

A DAY IN THE LIFE OF...

Natasha Tierney,
Affordable Homes Officer



Natasha Tierney manages diverse property tenures and ensures quality housing for residents.

“ Hello! My name is Natasha Tierney, and I am an Affordable Homes Officer at ClwydAlyn. With eight years of experience in housing and the public sector, my career has taken me from working with the Probation Service to beginning my journey in housing with the Local Authority.

I joined ClwydAlyn in 2022, during an exciting period of growth for the Affordable Homes department, driven by ongoing new developments. Our team now consists of four Affordable Homes Officers, an Affordable Homes Assistant, a Sales and Staircasing Officer, and the Group Homes team.

We manage properties across multiple counties, with responsibilities divided based on tenure type. The tenures we oversee include Intermediate Rents, Rent to Own, Shared Ownership, Leasehold Schemes for the Elderly, and Commercial properties.

My primary role is to effectively manage these properties while delivering excellent customer service to our residents. Communication is key, and much of my work involves prioritising tasks based on the needs of our community, all while supporting ClwydAlyn's vision and core values.

Exciting developments continue to shape our work, and recently, I had the privilege of moving 17 families into their new energy-efficient homes in Northern Gateway, Garden City. These homes, rated at the highest energy efficiency (A), are equipped with solar panels, air source

heat pumps, and electric vehicle charging points. Seeing the joy and appreciation of families settling into their forever homes makes my role incredibly rewarding. None of this would be possible without ClwydAlyn's commitment to tackling housing poverty.

Beyond move-ins, my role also includes budget management for leasehold schemes, prioritising maintenance work based on stock condition surveys, overseeing rents and service charges, conducting scheme and home visits, and supporting residents in managing their rent. Additionally, I investigate reports of anti-social behaviour and neighbourhood or safeguarding concerns.

One of the biggest challenges in my role has been adapting to the new Welsh Housing Quality Standards (WHQS), recently introduced across Wales. Through training and hands-on experience, I've developed a strong understanding of these new requirements while continuing my daily responsibilities. I also successfully completed a Level 3 Housing qualification with the Chartered Institute of Housing, funded by the Welsh Government. This qualification has enhanced my knowledge of the housing sector, enabling me to perform my role more effectively.

I am proud to be part of ClwydAlyn and to contribute to its purpose of creating quality, affordable homes for those who need them most.



What Does ClwydAlyn Offer, and am I Eligible to Apply?

Intermediate Rents

Intermediate rent is an affordable housing option designed for people who cannot afford to rent on the open market but do not qualify for social housing. Rent is typically set at 80% of the market rate.

Eligibility

- ✓ **Income:** Household income must be between £16,000 and £60,000, and you should have no more than £16,000 in savings.
- ✓ **Local connection:** You must have lived in the chosen area for at least 12 months, and you must be a British or EU/EEA citizen or have indefinite leave to remain.
- ✓ **Age requirement:** Applicants must be over 18.
- ✓ **Affordability:** Housing costs should not exceed approximately 30% of your income, and you must be unable to afford private market rentals.
- ✓ **Housing need:** You must demonstrate a need for housing due to factors such as family size, financial constraints, or changing of personal circumstances.
- ✓ **Deposit & upfront rent:** One month's rent and one month's deposit are required.
- ✓ **Financial checks:** If selected, you must complete an affordability assessment and credit checks to confirm financial stability.

Rent to Own

We sometimes have Rent to Own re-let properties become available.

This scheme allows you to rent a home for 2 to 5 years from ClwydAlyn before purchasing.

- ✓ 25% of your monthly rent is saved toward your deposit.
- ✓ If the property gains equity, you receive 50% of the increase at the time of purchase.

Eligibility (same as Intermediate Rents) with additional criteria:

- ✓ You must not own a home (unless a court order requires you to remain on the deeds of a property where your children live).
- ✓ You must not be eligible for the Housing Element of Universal Credit.



ClwydAlyn



TAI TEG

All our Intermediate Rent and Rent to Own properties are allocated via Tai Teg, who hold the Affordable Housing Register in North Wales.

You can find out more and apply here - <https://taiteg.org.uk/en/>

Your Competition!

A chance for you to win shopping vouchers!

We love to see all the great things that our residents get up to. So, this year we have decided to run a photo competition.

Send us your Spring or Summer pictures...

The pictures can be of anything that makes you happy around this time of year. Send your photos to us; that's all you have to do!

You have to be in it to win it!

The prizes are:

1st prize - £50 voucher

2nd prize - £25 voucher

3rd prize - £15 voucher



To enter, send your pictures over to **Laura McKibbin**, you can send them by email **InfluenceUs@clwydalyn.co.uk** or WhatsApp them over to **07880431004**.
Closing date: 7 July 2025.



Our Promise Report for 2023/2024

Our latest 'Our Promise' report is now available to read. You can access the report on our website:
www.clwydalyn.co.uk/our-promise/



**Provide a safe home
in good condition**



**Provide an
affordable home**



**Provide value
for money**



**Provide Excellent
Service**



**Listen and act on
your feedback**



**Be open
and honest**



**Build pride in our
communities**



**Manage our
business well**