

SPRING / SUMMER 2023

# HOME MATTERS

YOUR CLWYDALYN RESIDENT MAGAZINE

**A CHANCE TO WIN**

Amazon Vouchers with  
some fun competitions



RESIDENT  
NEWS

- SAVING MONEY
- SAFETY TIPS



**UPCYCLE  
& DIY TIPS**

BY LAURA MCKIBBIN

**GARDENING TIPS**

Claim some FREE seeds from **#InfluenceUs**

**FREE  
SEEDS**



**WE'VE  
WELCOMED  
72**  
residents into  
their new homes  
recently.



**ClwydAlyn**

ClwydAlyn is a Charitable Registered Society

# Contents:

## YOUR WELCOME

- 3 Editor's Welcome - Laura Mckibbin
- 3 InfluenceUs

## YOUR NEWS

- 4 Meet your new Resident Committee members (contact details for RC)
- 5-7 Resident stories
- 8-9 Resident Association, set up, benefits and booklet
- 10-13 Our Promise Report

## YOUR COMMUNITY

- 14-15 Keep Wales tidy clean up day and campaign
- 16-17 Meet Andy Dunbobbin
- 18 Development
- 19-21 Affordable homes
- 22 We Mind the Gap

## YOUR TOP TIPS

- 23 Arrears support

## YOUR HOME

- 24-25 Gardening tips - claim some free seed's from #InfluenceUs
- 26-27 Mould Damp & Condensation
- 28 Upcycle and DIY tips by Laura (resident winner from competition)
- 29 Resident recipe (competition on SM and win a slow cooker, recipe book and a food voucher)

## YOUR LOOK INTO...

- 30 A day in the life of... Warden Elwyn Jones

## YOUR VIEWS

- 31 Mailbag - Your questions answered

## YOUR COMPETITION

- 32 A chance for you to win £25 in Amazon vouchers



# Editor's Welcome

LAURA MCKIBBIN - Resident Involvement officer



## Hello all and happy Spring.

This is my favourite time of year, I find more daylight along with blue skies and flowers blooming just seems to put a smile on my face. The great thing about Spring and Summer is how much you can enjoy the outdoors and the benefits it brings to our wellbeing.

We've had a busy few months here at ClwydAlyn and I can't wait to share some of the things with you in this edition. In this Spring and Summer magazine we have competitions to win shopping vouchers, top tips for your garden and home, a look into our new developments and some lovely stories from our residents.

I hope you enjoy, happy reading!

Laura ✕

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

We'd love to hear more about you 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**



### #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

Everyone that takes part in our monthly surveys will be entered into a prize draw of

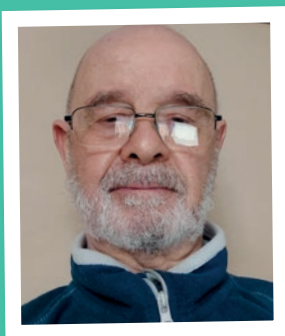
**£100 shopping vouchers!**

You have to be in it to win it!

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

## Meet two of your new Resident Committee members.

### David Perkins and Rhiannon Griffiths



My name is **David Perkins**, and I have just joined the **Resident Committee** after 7 years of being Chair of the Sheltered Housing Umbrella Group (SHUG).

Once I retired from working in construction, I needed a focus and started to involve myself in the scheme I lived at, doing odds and ends outdoors, a bit of communal gardening, tidying the scheme and so on.

I then went along to a SHUG meeting where I was asked to join the SHUG Committee. I was voted on as Vice Chair and by that Christmas, the then Chair wanted to stand down due to other commitments, and asked if I would take over the role of Chair.

I have served as Chair now for 7 years and threw myself into funding applications for various projects for the Group. If I say so myself, I thought I did ok; I also involved myself in other Committees and became an Influencer. Once you are involved it's difficult to step back, and I tend to take on other responsibilities and now find myself involved in the Resident Committee.



I joined the **Resident Committee** in December 2022 in order to meet new people, to expand my knowledge and experience, and to see things from another person's point of view.

I will also run the #InfluenceUs service, which is a great way to get involved and get your voice heard as a resident.

I am a social person and enjoy group discussions and making scheme visits. I am part of a resident association at my scheme where I am also the treasurer of this group, giving me great experience and involvement in the scheme's community.

The Resident Committee are all from varied backgrounds, and I feel that the skillset I learnt whilst being a teacher could be useful in my role.

I live in a leasehold property. I could give my opinions on topics with the perspective of a leaseholder. I am also a member of the Leasehold Forum, and I am a Welsh speaker.

If you would like to contact our Resident Committee you can email any enquiries to **ResidentCommittee@clwydalyn.co.uk**



# ClwydAlyn

# RESIDENT NEWS



## HAFAN GWYDIR RAISE FUNDS

Mr John Ross and his wife Marion, tenants of Hafan Gwydir, held a sale of John's artwork to raise money for the people of Ukraine.

They were helped by friends and members of the tenants' association who opened the coffee shop for the afternoon selling tea/coffee, biscuits and cake to the people of Llanrwst who came to support them.

They raised a wonderful total of £800. Well done!



## COMMUNITY DAY

The Medrwn Môn bus and North Wales Police were in Llanfechell, Anglesey recently discussing ideas on how to improve the Llanfechell community.



The children who attended even decorated pancakes.

YUM!





## ONLINE SAFETY WORKSHOP

Residents at Llys Raddington Extra Care scheme in Flint recently enjoyed a presentation and workshop on Online Safety, delivered by Digital Heroes from Cornist Park County Primary School in Flint.

Digital Heroes are school pupils trained by Digital Communities Wales to share their knowledge of all things tech to help others become more confident users of the internet.

Read more here: [www.clwydalyn.co.uk/.../students-become-teacher](http://www.clwydalyn.co.uk/.../students-become-teacher)



**WELL DONE**

## EASTER LITTER PICK

Elliott Davison, 11 years old from Rhyl spent time on his Easter holidays litter picking on his estate and managed to collect two big bin bags full of rubbish.

**Elliott's mum said:**

"Elliott very much loves wildlife and from a young age when going on walks with his dad they would pick up litter. Seeing the cut in such a mess he took it upon himself to do something about it."

**GREAT WORK ELLIOTT!**

## EASTER COLOURING COMPETITION IN FLINT

Our Resident Committee member Carol Quinn ran a colouring competition in Flint where all children who entered received an egg and the two winners also won an Amazon voucher.

Frankie 6



Ella 11



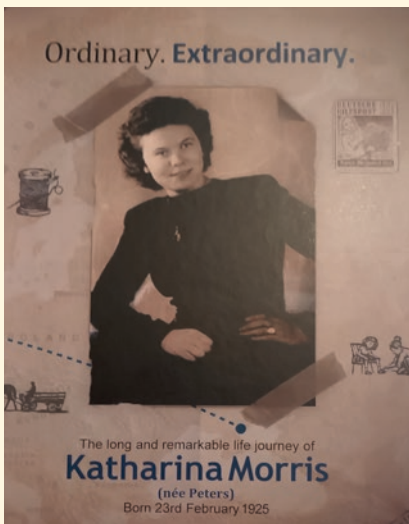
**WELL DONE**

# KATHARINA MORRIS

Plas Telford Extra Care scheme tenant, Katharina has shared her experiences in a new book about her extraordinary life growing up in Ukraine and eventually settling in North Wales and raising a family with her beloved husband, Elfyn.



Written by her sister's nephew, Paul Holt, the book is titled, 'Ordinary. Extraordinary'. Beautifully produced, it starts with Katharina's birth in 1925, a German Auslander child in a family of 7 siblings, living in the German village of Gnadenheim in Ukraine.



Her father, Bernard, was a farmer, and her mother, Maria looked after their large family. It was a happy home, with her mother making clothes for the children; Katharina's love of sewing started here and ran through all her life.

But tragedy struck in September 1937 when her father was arrested and taken away by the KGB, and her mother died during childbirth the same night. Katharina and her siblings were looked after by their sister Lena, before the older siblings were taken to a children's home. They returned a month later, and Katharina went to live with her other sister, Anna.

She left school in 1940 at the age of 15, and worked as a nurse maid in the village, before Germany declared war on Russia in 1941. The Russian army began transporting people to labour camps in Siberia, but Katharina had a first of several lucky escapes as the Russian soldiers fled in the face of the approaching German army.

She then travelled to Berlin to work in the office of a factory making aircraft parts, before the barracks where she was staying was destroyed in an air raid and she was made homeless.

With Russian tanks reaching the centre of Berlin in 1945, she and two friends began the exit from Berlin to safety.

After another narrow escape when the truck they were travelling in was shot at by two fighter planes and exploded (Katharina losing all her belongings and ID documents), they reached Bremen, 400km away, where a friend got her a job with false papers working for the British Armed Forces at the NAAFI.

She was there for the next 2 years, and met her future husband, Elfyn Morris. On his return to the UK, Katharina travelled with 99 other girls from Hanover, arriving at Liverpool Street station in London, where 100 men were waiting for their brides to be!

They were married in north Wales on 7th November 1947, and settled in Acrefair, near Wrexham. After setting up a mobile grocery service, they started a family and had a son, Geoffrey in 1951, and Peter in 1954. They then ran a B&B locally, with Katharina qualifying with first class honours in tailoring and doing sewing work in local factories.

But Katharina was always trying to trace her siblings, and was eventually reunited with her younger sister, Frieda, who came over to the UK to live. News then came from the USSR in the 1960s that her siblings had all survived the war and had been transported to Siberia, eventually settling there and starting families.

Sadly, Elfyn died in 1986, and Katharina moved into a flat near the family home, spending a lot of time with Frieda, before moving to Plas Telford 5 years ago. As she turns 98 this year and looks back over her extraordinary life, she says the secret to her inspirational story is a message in the book to her 5 grandchildren and 9 great grandchildren:

**BE KIND, BE GOOD, BE STRONG,  
BE BRAVE, NEVER DESPAIR  
AND NEVER GIVE UP!**

## COMPLIMENTS AND CONCERNS

Hello, my name is Lorraine Orger and I am the Governance & Complaints Manager.

Part of my role is to ensure that your complaints are dealt with in a consistent and fair way. I am committed to making sure we respond well to any concerns or complaints you may have about our services. If we get something wrong, we will apologise and where possible try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

I would like to stress that we really do value and welcome your complaints as an opportunity to scrutinise and improve performance. We now have a different approach to complaints, with the Team working alongside the different departments to make sure your voice is heard. I understand that it can be difficult to make that first step into making a complaint, but until we know something isn't working, we can't put it right.



## WHAT IS A COMPLAINT?

Sometimes it is difficult to know if what you want to raise is a complaint.

A complaint is where you have experienced delays in getting a response to your enquiries or a failure to provide advice or the work is not at an acceptable standard. It could also be where you have experienced poor treatment from an employee or where a repair has not been carried out within the designated timeframe. Don't worry, if you're not sure, please contact us and we can guide you through the process. We have a Compliments and Complaints Information Pack available on our Website and Portal, which goes into more detail as to what is and isn't a complaint.

## HOW WE CAN HELP...

If you feel unhappy with any part of a service you receive from ClwydAlyn, we are here to listen to you and help you raise this with us.

We can guide you through the process, making it as easy as possible. You can reach us through a variety of ways, such as:

**Phone:** 01745 536800  
**Post:** 72 Ffordd William Morgan, St Asaph, LL17 0JD  
**Email:** complaints@clwydalyn.co.uk  
**Portal:** myclwydalyn  
**Form:** attached to the Compliments & Information Pack.

It's also helpful to know when we are getting things right. Our staff love reading the compliments they receive and we share them in our staff newsletter weekly. So, if you would like to brighten someone's day by saying thank you for the good service you've received then please let us know.

## OUR COMPLAINTS PANEL

To ensure that the processes and stages are followed appropriately, and that our letters are clear and do not contain too much jargon, we have a Complaints Panel who meet on a quarterly basis to look at complaints that have been through the process.

The Panel consists of Resident Committee Members and ClwydAlyn's InfluenceUs volunteers. The Panel has a say on how complaints are handled and provides valuable feedback from a resident's perspective. The meetings are very informal and really interesting, and you can find out a bit more about what's going on and the work we do.





## GWOBRAU ARFER DA TPAS CYMRU 2021

Cydnabod cyflawniadau a rhannu arfer da

## TPAS CYMRU GOOD PRACTICE AWARDS 2021

Recognising achievements & sharing good practice

TYSTYSGRIF CYDNABYDDIAETH / CERTIFICATE OF RECOGNITION

# Complaints Panel

## ClwydAlyn

ENNILLYDD y Wobr Cynnwys Tenantiaid wrth Lunio Gwasanaethau  
WINNER of the Involving Tenants in Shaping Services Award



Noddwyr / Sponsors



*DRW*

David Wilton  
PrifWeithredwr / Chief Executive

Having gone from strength to strength, I am proud to advise that in 2021 our Complaints Panel won a TPAS Award in the 'Involving Tenants in Shaping Services' category.

The panel provides residents and resident volunteers with the platform from where they can directly scrutinise and influence how the complaints process works.

### WE'D LOVE FOR YOU TO BE A PART OF THE COMPLAINTS PANEL PROCESS.

If you would like to be involved in a future Complaints Panel, please don't hesitate to contact either Laura McKibbin (Resident Involvement Officer) at [Laura.McKibbin@clwydalyn.co.uk](mailto:Laura.McKibbin@clwydalyn.co.uk) or myself at [Lorraine.orgor@clwydalyn.co.uk](mailto:Lorraine.orgor@clwydalyn.co.uk).

## RESIDENTS ASSOCIATION BOOKLET

A Residents' Association is made up of people who live within the same area, street or building such as a block of flats or a supported living scheme. It can improve the community you live in; access funding and it is also a great way to meet neighbours by encouraging community involvement in social activities. It can bring people together to raise issues of concern regarding their homes and their community.

Forming a Residents' Association has many other benefits too! Here are a few more examples:

- 🏠 Create a positive and supportive community by meeting and helping other people
- 🏠 It opens doors to different sources of funding for your community
- 🏠 You can organise community events and day trips
- 🏠 Keep people informed of what is going on in their community

To find out more you can read our guide to setting up a residents' association here [www.clwydalyn.co.uk/media/documents/resident-association-guide-2022\\_en.pdf](http://www.clwydalyn.co.uk/media/documents/resident-association-guide-2022_en.pdf) or you can call **Laura** on **07880431004**, or you can email me - [InfluenceUs@clwydalyn.co.uk](mailto:InfluenceUs@clwydalyn.co.uk)





# Our Promise

## report for 2021/2022

### Our Promise is our residents' charter.

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

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

We believe that home matters and a home should be more than just four walls and a roof. Our Promise sets out our commitment to deliver excellent services.



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



ClwydAlyn



@ClwydAlyn


### Our promise

Want to get involved and have your say? Then please get in touch with us by emailing [influenceus@clwydalyn.co.uk](mailto:influenceus@clwydalyn.co.uk) or contact us on social media. Or call us on 0800 183 5757.



**94%**   
**of waste**  
 diverted from landfill

**97%**   
**of timber**  
 purchased from certified sources (FSC - Forest Stewardship Council or PEFC - Programme for the Endorsement of Forest Certification)

**38%**   
**carbon reduction**  
 per £m of sales.

**929**  
 Existing homes Improved

**142**  
 A-rated gas boilers installed

**136**  
 Bathrooms upgraded

**227**  
 Kitchens upgraded

**74**  
 Water heating systems upgraded

**200**  
 Homes with new windows and doors

**150**  
 Electric heating systems upgraded

**270**  
 Homes adapted to suit our residents needs.

**£3.5 Million**  
 Spent on improving existing homes.

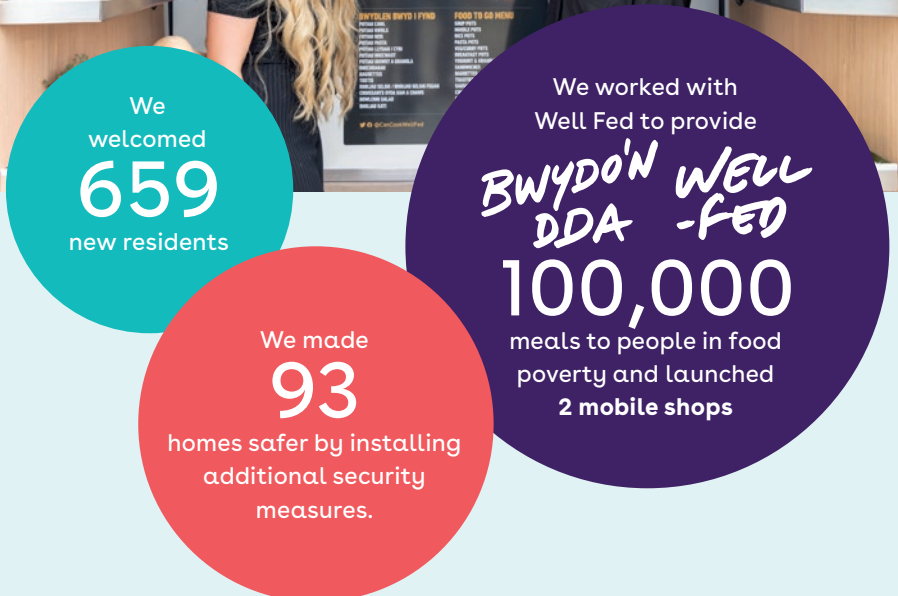
**£5.7 Million**  
 Spent on repairs and maintaining homes.

**£1.5 Million**  
 Spent on making homes safe.

**24,810**  
 Compliance safety certificates and home safety checks completed



We also helped:



2,163 Home visits completed by our housing officers

179 People welcomed into our supported living and homeless services

659 New residents welcomed

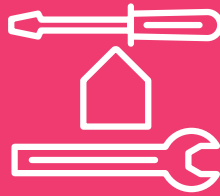
Helped 632 people gain £858,360.62 in additional income through our welfare rights team

485 People supported by our early intervention officers supporting first tenancies, missed payments and low-level arrears.



90%

90% of residents were satisfied with their new home



76%

of residents were satisfied with the way ClwydAlyn deals with repairs and maintenance



85%

85% of residents were happy with the overall service provided



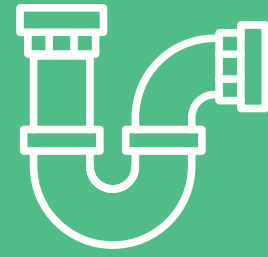
20,420

Routine day-to-day repair jobs completed



4,952

emergency repairs completed in 24 hours



21,474

Routine day-to-day repair jobs received



537

empty homes renovated



48

days was the average time to relet a home



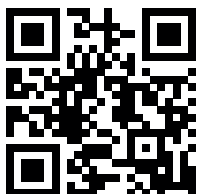
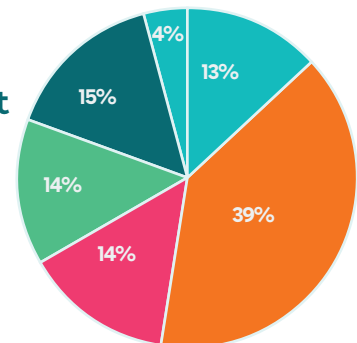
89%

of jobs were completed on the first visit.

## 2021/22

How all the income we collected last year was spent

- Management Costs **£6.4 million**
- Major Improvements **£6.5 million**
- Service Costs **£18.7 million**
- Mortgage Repayments **£7.2 million**
- Day to Day Maintenance **£7 million**
- Void and Bad Debts **£1.9 million**



If you would like to read the full report scan this code or head over to our web page here: [www.clwydalyn.co.uk/ourpromise/](http://www.clwydalyn.co.uk/ourpromise/)

WREXHAM AND FLINTSHIRE

# SAY 'NOT UP MY STREET' TO FLY-TIPPING.

Keep Wales Tidy has joined forces with local authorities and housing associations across Wales to launch 'Not up my street' the second phase of their national campaign to tackle Fly-tipping. A host of events will be held across Wales this year, for tenants to learn new skills, save money and dispose of their unwanted items correctly.

We have been working in partnership with Keep Wales Tidy this spring for two flagship clean-up events in both Wrexham and Flint, calling on local tenants to dispose of their unwanted household items correctly.

Over the two days, Keep Wales Tidy were joined by Wrexham and Flintshire Clothing Exchange for a swap shop encouraging tenants to repair and reuse their unwanted items. Benthug Cymru showcased useful things that tenants in the community could make use of lending, whilst local organisations Abbey Upcycling and Refurbs via Groundwork North Wales promoted their services, stopping good quality items ending up in landfill.



LOCAL LITTER PICKS ALSO TOOK PLACE ON BOTH DAYS ALONGSIDE BRYNTEG AND CORNIST PARK PRIMARY SCHOOLS, ENCOURAGING LOCALS TO KEEP THEIR AREAS CLEAN AND FREE OF LITTER.



Our Community Engagement Specialist, Annie Jackson said:

“We know how important green and clean spaces are for people and we were more than happy to join Keep Wales Tidy and their ‘Not Up My Street’ campaign.”

“We’ve enjoyed spending time with the residents and children from the local schools to help tidy up their streets, collecting over 60 bags full of rubbish and also giving people the opportunity to meet the ClwydAlyn team as well as our partners and learn about all the different ways you can recycle your waste.”

## KEEP WALES TIDY

### CHIEF EXECUTIVE - OWEN DERBYSHIRE

The nationwide campaign is being run as part of Caru Cymru (a Welsh phrase meaning ‘Love Wales’) – an inclusive movement led by Keep Wales Tidy and councils to inspire people to take action and care for the environment.

Search large waste collection to discover affordable ways to dispose of your unwanted items.

Easier than you think, cheaper than a fine.

Always check they are a licensed waste carrier with Natural Resources Wales

[www.naturalresourceswales.gov.uk/CheckWaste](http://www.naturalresourceswales.gov.uk/CheckWaste)



## MYTH BUSTING

✓ Illegal traders may seem like a cheap and easy way to get rid of waste, however if this waste is fly-tipped, you share the responsibility and could face a fine.

✓ It is a tenant’s responsibility to check that a waste carrier is properly licensed. You can check if a waste carrier is licenced via [naturalresources.wales/permits-and-permissions/scrap-metal-dealers-public-register](http://naturalresources.wales/permits-and-permissions/scrap-metal-dealers-public-register)

✓ Public bins are not the answer to dispose of your additional waste. Leaving items next to public bins is classed as fly-tipping and these items may not be collected - you may also get a fine.

✓ You can report the overflowing bins to your local council: [gov.uk/find-local-council](http://gov.uk/find-local-council)

✓ 22 million pieces of furniture are thrown out in the UK per year and fewer than 1 in 10 people take steps to repair. Local repair cafes are venues in which provide you with both the tools and knowledge to help repair items. Find your local repair café here: [repaircafewales.org/venues](http://repaircafewales.org/venues)





## MEET ANDY DUNBOBBIN

As Police and Crime commissioner for North Wales, my job is to be the people's voice for policing in our area. I ensure the police force does its job well, shows value for money and, above all, cuts crime. I was elected in May 2021 and, since then, I have worked hard to deliver on my promises to the people of North Wales. I set out a Police and Crime Plan with the key areas I want to see North Wales Police concentrate on. These are to deliver safer neighbourhoods; support victims and communities; and to ensure a fair and effective Criminal Justice System.

A key part of my team's job is to commission, in other words, fund, services that help people. For example, funding goes towards providing support to women and girls at risk of violence and exploitation, working with people who might have substance misuse issues, so they don't reoffend, and towards a dedicated centre that supports tens of thousands of victims every year.

Another important part of my role is supporting local community projects through initiatives like the 'Your Community, Your Choice' initiative, which is also backed by the North Wales Police and Community Trust (PACT) and North Wales Police itself.

Funding for this is often recovered through the Proceeds of Crime Act, using money seized from criminals. Community organisations can apply for funding for different types of projects and activities. For example, aside from crime-fighting projects, money can go towards helping local football teams and scout groups, or to making neighbourhoods more pleasant, such as through planting projects. You can find out more about how to apply for this funding at [www.pactnorthwales.co.uk](http://www.pactnorthwales.co.uk)



I know that local residents care for their communities and, like all of us, want to see poor behaviour reduced. So, how can local residents support the work of the Police? You can engage with your local neighbourhood policing team, or report matters via 101 or 999 as appropriate. You can contact your local councillor who can ensure your Local Authority is doing all that it can to work in effective partnership with North Wales Police. Issues can also be raised through council teams, like housing enforcement in cases of noise pollution, environmental services in cases of fly-tipping, or youth services in matters of poor behaviour by young people.

Undoubtedly few things generate as much comment from local people or have as much of an effect on their daily lives as anti-social behaviour. For many people anti-social behaviour (ASB) is the crime that most blights their communities and I am determined to do something about it.

Firstly, I'd urge you to report any incidents of ASB so that they can be acted on. This is because if we know about the ASB, we can try and act on it. Police, Local Authorities, Social Landlords like ClwydAlyn and others can work through problems as they arise in order to get the best results for victims, especially when the ASB Case Review/Community Trigger is activated. The Case Review/Community Trigger mechanism enables repeat victims

of ASB to ask for a review of the actions that have been taken to resolve their concerns.

Partnership working with organisations like ClwydAlyn is another really important part of my job. The closer my office, the police and housing associations work together, the better. I recently met with housing association landlords from across North Wales to discuss policing and other issues.

But, while meetings with management are important, I also try and get out and about across North Wales as much as possible to hear from residents in person about any policing issues they have. I believe in making policing as accessible as possible for all our communities across North Wales and the tenants and residents of ClwydAlyn and other housing associations deserve to have confidence in both me and North Wales Police. I am determined to continue working hard, in partnership with Chief Constable Amanda Blakeman and other officers and staff of North Wales, to make our region the safest place possible for us all. If you would like me to visit your community, I would welcome you contacting my office to see how we can work together.

Please visit our website to learn more:  
[www.northwales-pcc.gov.uk](http://www.northwales-pcc.gov.uk)



## OUR DEVELOPMENTS – PROGRESS UPDATE

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

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

#### NEW DEVELOPMENT ON SITE: LAND AT STAD BRYN GLAS, BRYNSIENCYN, ANGLESEY

A development of 12 new energy efficient, affordable homes being built by DU Construction on behalf of ClwydAlyn and in partnership with Anglesey County Council and the Welsh Government.

### PROGRESS OF DEVELOPMENTS ON SITE:

Our developments on site are making great progress. You can find out more on our website, as each of our developments have a progress update newsletter, [www.clwydalyn.co.uk/developments](http://www.clwydalyn.co.uk/developments)

-  **Land near the Coleg Menai Penraig Campus**  
All 60 homes will be complete in Summer 2023
-  **Land at Hen Ysgol y Bont, Llangefni**  
All 52 homes will be complete in Summer 2023
-  **Valley Mill / Mart, Anglesey**  
All 54 homes will be complete in Summer 2024
-  **Land adjacent to Lon Lwyd, Pentraeth Anglesey**  
All 23 homes will be complete in Summer 2023
-  **Land at Glasdir, Ruthin**  
All 63 homes will be complete in Summer 2023
-  **Edward Henry Street, Rhyl**  
All 13 homes will be complete in Spring 2024
-  **Neuadd Maldwyn, Independent Living Scheme for older people:**  
All 66 homes will be complete in Spring 2024.



A development of 63 new energy efficient, affordable homes being built by Williams Homes on behalf of ClwydAlyn and in partnership with Denbighshire County Council and the Welsh Government.

**PROGRESS UPDATE AND LOOKING AHEAD**  
Work on site is progressing well and in October and most recently in February, and 29 residents' families moved into their new homes! The development will have 3 completion phases and phase 3 is progressing well. All 63 homes will be complete in spring 2023.

#### EMPLOYMENT OPPORTUNITIES

HMP Berwyn in Wrexham have been producing timber framed panels for our developments at Hen Ysgol y Bont, Pentraeth and Valley Mill / Mart in Anglesey, playing a key role in the development. A factory unit was set up in the prison, and now 25 men have had a chance to gain employment on the site.

**WE'VE WELCOMED 99**  
residents into their new homes recently.



# WELCOME

## TO YOUR NEW HOME!

### RESIDENTS MOVING IN:

Congratulations to our residents who moved into their new homes at Glasdir Ruthin, in Denbighshire, Ponc y Rhedyn, Anglesey and Hen Ysgol y Bont Anglesey.

### LAND AT GLASDIR, RUTHIN

In October and most recently in February, phase 2 of the development was completed and 29 residents and families moved into their new homes! Brandon loves his new home:

"I like everything about my new home. It will be just me living here with my 2 year old son, and with 2 bedrooms, I'll be able to do my own thing and not have to worry. We weren't expecting to get the house, but we did, and I'm really made up with it. The kitchen, the other rooms and the garden are beautiful, and with solar panels installed, we won't have to pay so much on electric, which is a big bonus."

**Brandon Williams**



### THE NAMING OF THE GLASDIR DEVELOPMENT!

The street names are, Stryd y Friallen, Llys Bedwen, Ffordd Llwyfen, Rhodfa Criafolen, Llys y Feillionen. These are a mixture of trees and plants that are all found locally in Ruthin and were all named on the Ecology survey that was carried out on the site before the development began.

### PONC Y RHEDYN, ANGLESEY

At the end of 2022, 27 residents and families moved into their new homes in Ponc y Rhedyn, now known as Pant y Briallu and Stryd Brithlys, Benllech. Jane has now moved into her 'forever home':



"It is the best feeling in my life to be moving in now. Having moved 3 times in the last 5 and a half years it will be my forever home and that is just amazing. They've literally thought of everything, and it will be so much more affordable. There will be less anxiety and stress for me financially, and for my 27 year old son who will be moving in with me. It couldn't have come at a better time, and I honestly don't know what we would have done without it."

**Jane Littlemore**





## LAND AT HEN YSGOL Y BONT, ANGLESEY

Early in March, 16 residents / families moved into their new homes in Llangefni, now known as Maes yr Ysgol / Bridge Street. These new energy efficient homes will help Nicole and her family save money:

*“Our new home is great and we’re excited and feel really lucky to have it. Our children have additional needs and as their school is now only a 5 minute drive away, this will save us money on petrol costs. The layout and the new shower will also help them develop their self-help skills and independence, and it all is a massive difference from our previous home. There we had LPG gas, and half a tank of fuel cost a lot – living in an energy efficient home will really save us money and will be so good for our whole family.”*

### ClwydAlyn’s aim is to tackle fuel poverty and help minimise the impact less energy efficient homes can now have on people’s health and wellbeing.

Built using greener technologies and innovative designs, these new homes are super energy efficient and benefit from:

- ✓ Air source heat pumps
- ✓ Solar electricity panels
- ✓ Solar electricity storage batteries (Hen Ysgol y Bont & Glasdir)
- ✓ Homes positioned to maximise solar gain and natural daylight
- ✓ Electric car charging facilities
- ✓ ‘Modern Methods of Construction’ using as many as natural and sustainable materials as possible
- ✓ Sourcing materials from local manufacturers and suppliers, keeping carbon footprint low.

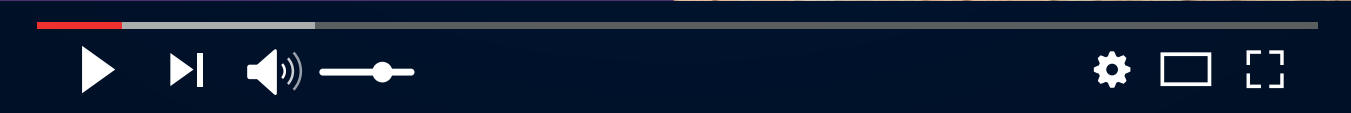
These new homes can make a big difference. They’ll help residents support the environment; save precious energy and they could save money in the long run too.

*We are also working on some exciting projects that will make some of our less energy efficient older homes greener and more efficient to run. Look out for the update in the next edition of Home Matters.*



[www.youtube.com/watch?v=FZFd9I-Dv3U&t=6s](https://www.youtube.com/watch?v=FZFd9I-Dv3U&t=6s)

## An introduction to Air Source Heat Pumps



# TAITEG

CYSYLLTU POBL GYDA  
CYFLEON TAI

CONNECTING PEOPLE WITH  
HOUSING OPPORTUNITIES

There are a large range of different tenures available through TaiTeg, some of which include owning your own home one day, for example; Shared Ownership and Rent to Own

## ARE YOU ELIGIBLE?

- You are aged 18 or over
- Have an annual gross household income between £16,000 to £45,000 (can include benefits)
- A first-time buyer or your current home is unsuitable and does not meet your family's needs
- You are unable to afford to rent on the open market and / or buy a property that suits your needs

## HOW TO REGISTER:

Register with Tai Teg by:

- Visiting [www.taiteg.org.uk](http://www.taiteg.org.uk)
- Click on 'register with Tai Teg'
- Complete the application form
- Click on 'submit application'
- Tai Teg will assess your application
- If you meet the criteria and are approved you can then apply for properties

Website: [www.taiteg.org.uk](http://www.taiteg.org.uk)  
Phone: 03456 015 605  
Email: [info@taiteg.org.uk](mailto:info@taiteg.org.uk)



## WOULD YOU LIKE TO... OWN MORE OF YOUR HOME AND REDUCE YOUR RENT?

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'.

### SOME BENEFITS OF BUYING MORE SHARES:

- Reduces the amount of rent you pay to ClwydAlyn or stops it altogether (if you buy your home outright).
- When you sell your home, the more shares you own, the more profit you will make if the value of your home has increased

For an informal chat to discuss your options and for further information on Staircasing as a Shared Owner, please contact:

**Abi Matthewman**  
on **07730 200436**

or email at

**[Abigail.Matthewman@clwydalyn.co.uk](mailto:Abigail.Matthewman@clwydalyn.co.uk)**





A social mobility charity that has been transforming the lives of young people since 2014.

We give opportunities to young people who deserve better, offering three distinct programmes: **WeDiscover**, **WeGrow** and **WeBelong**.



Our virtual WeDiscover programme is providing new opportunities to 16 – 25-year-olds in North Wales right now. Keep reading to find out how and why you should become a 'Gappie' with WeMindTheGap. By becoming a WeDiscover Gappie, you will discover more about yourself and the world beyond your front door through an interactive 10-week programme.

### WHAT DOES IT INCLUDE?

- Online sessions running Monday – Thursday, join in on group challenges, debates and discussions, meet others and have fun in the process.
- A dedicated mentor, supporting you to make steps towards the future that you want and deserve.
- 24/7 access to Discovery Village, our online platform with zones and activities, from deciding who you would hire in a mock interview, turning a bad email into a professional one, or designing your own planet.
- A Discovery box, filled with resources, crafts, and mystery envelopes to open throughout the programme. Anything we ask you to bring to a session, we'll provide.
- Meeting guest speakers, to hear inspirational stories, learn a new skill and ask the questions you've always wanted to. Upcoming guest speakers include the Welsh Mountain Zoo and MIND.
- Rewards up for grabs to those that attend 8 sessions per week.
- Experience days when you're ready to meet other Gappies in-person.



Discovery Boxes

### WHAT'S NEXT?

You can join any of the following WeDiscover programmes at any time. Get in touch with the team, and you'll hear from a Mentor in 48 hours.

#### UPCOMING WEDISCOVER PROGRAMMES:

##### NORTH WALES

January - April 2023  
May - August 2023  
October - December 2023  
January - April 2024

Following any WeMindTheGap programme, you gain access to WeBelong, an ever-growing community of Gappies to keep in touch, celebrate your achievements with and receive support when you need it.



WeDiscover Oct-Dec '22 Celebration Day

Contact one of the WeMindtheGap team on **0333 939 8818**. Or email Rebecca, WeDiscover's Programme Lead at **rebecca@wemindthegap.org.uk**

**@WeMindTheGapUK**

**@wemindthegap**

**@WeMindTheGapUK**

### HEAR WHAT YOUNG PEOPLE SAY ABOUT WEDISCOVER:

Before the programme, Sam struggled to motivate himself to leave the house and found social situations hard.

Here's what he said about WeDiscover...

*"The WeMindTheGap team are really supportive and have helped me to feel comfortable with joining virtual group sessions, and even in-person days. I feel much more relaxed around other people in general, something which I never really felt before. I have already seen so many positive changes in my life."*

Sophie joined WeDiscover in 2022, and with no routine she found that she was staying up until the early hours of the morning and waking up the following afternoon. She wasn't sure what her next steps might look like.

*"The big thing for me was having a routine, I was just waking up doing whatever. Now, I have a set time to be up. I've also found that talking to different people has been great for me. My life is easier now I've got more structure and something to do."*



Gappie Rosie joining a 'Coffee & Chat' session



# TOP TIPS DEBT AWARENESS

## DO YOU NEED FINANCIAL SUPPORT - WE ARE HERE FOR YOU!

We know that many people are finding it harder than ever to pay the bills. Debt can happen to anyone, and we know owing money can be very stressful. There are hundreds of reasons why people put off getting debt advice - some fear they'll be judged, others bury their head in the sand and hope things will improve, and many simply aren't aware that ClwydAlyn is here to offer help and advice to residents.

It is important to be open with loved ones or a support network about your struggles with debt, as it is difficult to get through it alone, and there is help out there. Money worries are often linked to mental health struggles with many people saying that it leads them to experience depression, stress, or anxiety.

The first step to getting back on track is opening up. There is nothing to be ashamed of, anyone can get into debt for a variety of reasons, all that matters if you are struggling is to seek help.

### TALK TO SOMEONE YOU TRUST.

They may be able to help you set up a budget or find out ways to increase income and reduce spending, as well as helping you to understand and deal with any letters. They can also be your supporter, so that you don't have to go through it alone.

### TELL YOUR PARTNER.

If you are in a relationship, and it is safe, it is best to make sure your partner is also aware of the debt, as they are likely to know that something is wrong anyway. Keeping it from them can create more stress and strain on your relationship. Reassure them that you are dealing with the problem, making progress, and ask that they support you in the process going forwards.

### LOOK AFTER YOURSELF.

Debt can create a huge amount of stress, so it is important to look after yourself in other ways. Make sure you take time to go on walks and do things you enjoy with the people who are there to support you. Eat well, exercise, and rest - the most important way to look after your mental health.

OUR WELFARE RIGHTS  
MONEY ADVICE OFFICER,  
JANICE PETERSON SHARES  
SOME SUPPORTIVE ADVICE.



" We are here to help you and it's important that people know that you don't have to suffer in silence. We know how quickly things can spiral out of control and the quicker you get in touch with us, the quicker we'll be able to help you. Even if you don't want to talk to anyone, there are many tools and options available to start resolving a debt problem and we've created a one stop shop that will help you manage your bills more effectively."

" We are here for you and if you are facing difficulties with paying for things like your rent, please do get in touch with either your Housing Officer, or simply call us on 0800 1835757 or email at [help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk) and we'll help you start your journey to debt free living."

There are also many ways you can help yourself. From budgeting tools to expert advice from other sources, like the Money saving expert.

**CLWYDALYN RESOURCES** - Benefits and Welfare Rights - [www.clwydalyn.co.uk/welfare-reform](http://www.clwydalyn.co.uk/welfare-reform)

## OTHER WAYS TO GET HELP

- **Step Change** have more than 25 years' experience providing practical debt solutions - [www.stepchange.org/how-we-help.aspx](http://www.stepchange.org/how-we-help.aspx)
- **Citizens Advice** (previously Citizens Advice Bureau) are an independent organisation specialising in confidential advice on subjects like debt advice or managing your bills. They have their own online budgeting tool - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- **National Energy Action** is the national charity working to end fuel poverty in England, Wales and Northern Ireland. They can provide advice and up to date information about rising energy prices - [www.nea.org.uk](http://www.nea.org.uk)
- **Money saving expert** has lots of advice and tools, as well as news and information on a range of subjects that could help your decision making - [www.moneysavingexpert.com](http://www.moneysavingexpert.com)
- **Debt advice line** is a government approved helpline for tackling your debt - [www.nationaldebtline.org/](http://www.nationaldebtline.org/)

You can also visit our **Rising cost of living page** for more tips and advice.

Scan the QR code  
<https://bit.ly/3MlkylI>





# GARDENING TIPS

Claim some FREE seeds from **#InfluenceUs**

## Our Head of Maintenance Services Carl Taylor shares his top tips on... 'Growing Potatoes in Containers'

If you don't have the room in your garden to plant potatoes or even if you have no garden at all, you can grow potatoes in buckets or containers. Here are some tips for growing potatoes in pots, grow bags, and buckets.

1. Use a large container or bucket, the larger your container, the more room your plants have to stretch out their roots and form new tubers (potatoes).
  - a. Large buckets or containers that are around 16 inches in diameter and 16 inches (41 cm) high.
  - b. You can plant 2-3 seed potatoes in this size container. I used an old recycling box!
  - c. Make sure the containers have some holes in the bottom for drainage.
2. You can buy seed potatoes from any garden centre, or you may find an old potato starts to root in the bag!
3. You can start growing anytime between Spring and Autumn.
4. If you have your own compost, then that will be great! If not, then purchased compost specifically made for containers will work. To save money you can add some soil out of the garden and make a 50/50 mix.
5. You don't need to feed the plants, but if you wish you can use an organic granular fertilizer.
6. Keep well-watered!! Plants grown out of the ground and in containers need more watering as they dry out quickly in warm weather. The plants will stop growing if they become dry or overheated! By sticking your finger in the soil, you can see if the top two inches of the soil feels dry. Water deeply until the water drains out the bottom holes so the moisture reaches the roots at the bottom of the container.
7. Make sure you keep checking for any new potatoes that become exposed to sunlight and keep covered with soil! New potatoes will develop areas of green skin when they're exposed to direct sunlight. Any green areas are toxic and should be trimmed away.
8. Potatoes flourish with at least 6-8 hour of sunlight per day. However, if there are long periods of extremely warm weather, try to place your containers in an area that receives morning sun, then is partially shaded during the afternoon.



**FREE SEEDS**

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

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

 **#InfluenceUs**

## GROWING POTATOES IN CONTAINERS

# HOW TO PLANT!!

### STEP 1

- Fill your container about halfway with your compost/soil to the bottom of each growing container, mix in fertilizer if you wish. Place your seed potatoes about 6-inches (15 cm) apart.

### STEP 2

- Cover the seed potato with soil to the top of the container and water well.

### STEP 3

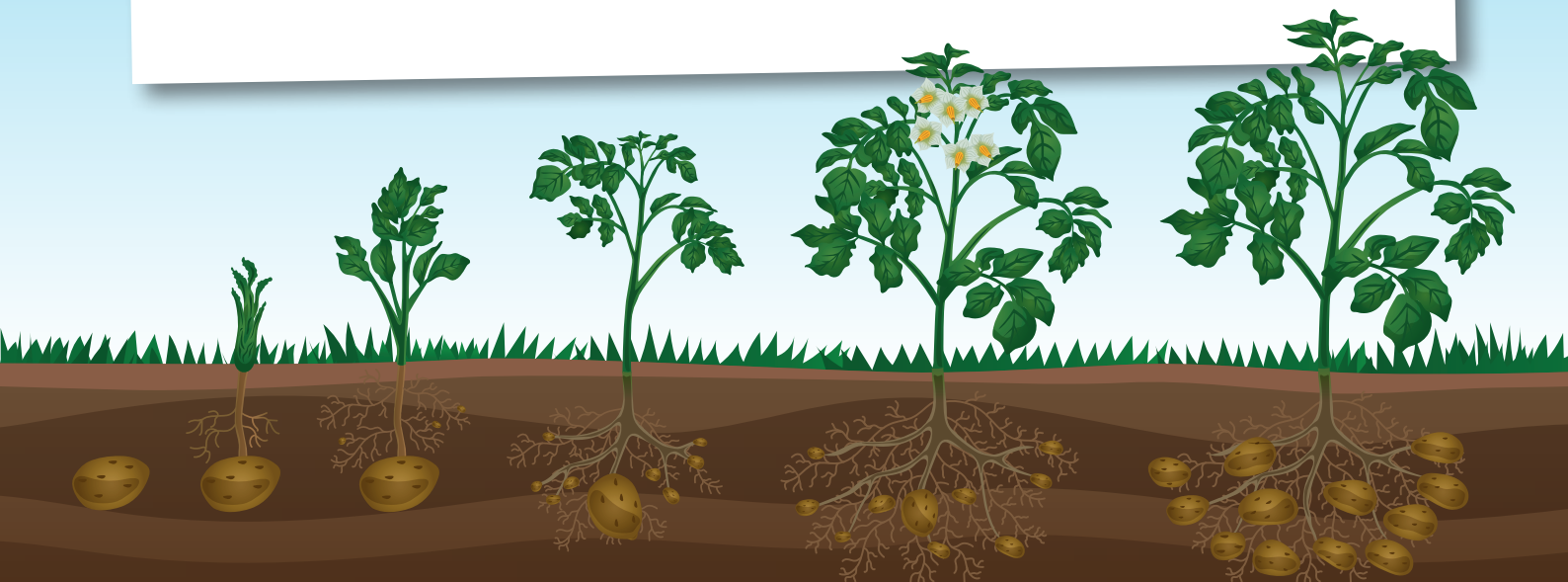
- Water regularly and don't let them dry out!

### STEP 4

- You can begin harvesting new potatoes as needed for meals after the plants flower/bloom.
- Potatoes are finished growing when their flowers begin to turn yellow. Stop watering at this point and allow the flowers to die. Dump out the container and dig through the soil for the potatoes.



## ENJOY YOUR LOVELY POTATOES!!!



## YOUR SAFETY

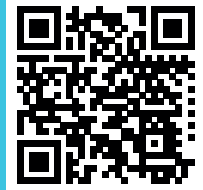
# MOULD DAMP & CONDENSATION



There are different types of dampness that may affect your home. We wanted to help you to identify them and let you know what to do next if you have a problem.

## WHAT ARE THE CAUSES IN MY HOME?

- Poor air circulation in room corners
- Trapped air behind furniture or furnishings
- Warm air condensating on cold windows or walls
- Poorly fitted loft insulation
- Cavity wall insulation slumping
- Leaks from pipes



For more information on mould, damp & condensation, check out our booklet which we created with some of our residents from the Resident Committee and #InfluenceUs. [www.clwydalyn.co.uk/keeping-you-safe/](http://www.clwydalyn.co.uk/keeping-you-safe/)

## WHAT CAN WE DO ABOUT IT?

### How can I prevent it?

Preventing Black Spot Mould is all about understanding these **3 key elements**;



### MOISTURE, VENTILATION AND TEMPERATURE

Excess moisture is the primary cause of mould as it allows the fungal growth to grow. From cooking and boiling a kettle to washing and showering, lots of day-to-day activities release moisture into your home. It is important that this moisture does not become trapped in as it can contribute to condensation and mould growth. This is why it is important to ventilate your home whenever possible. Moisture is drawn to cold surfaces and cold areas. If your home or particular parts of it are left cold, they become more susceptible to mould.

### Steps to take to reduce condensation and mould growth.

Following these steps can help to reduce the amount of condensation and mould growth in your home.

#### Produce less moisture.

Ordinary daily activities produce a lot of moisture, to reduce this:

- If you have to dry your clothes indoors, use a clothes airer in the bathroom with the door closed and the extractor fan on or a window open.
- Cover pans when cooking and turn down to a simmer when they boil. Do not leave kettles boiling (it also saves energy)!
- Run cold water for a bath before the hot.
- Do not use paraffin or liquid petroleum (bottled) gas heaters as they produce large amounts of water vapour.
- Ventilate tumble driers to the outside (never into the home).

### Remove excess moisture.

- Always wipe the windows and windowsills every morning if water has formed. This is especially important in the bedroom, bathroom and kitchen. Just opening the window is not enough as the water will evaporate and then come back.
- Open windows and turn extractor fans on before running baths and using showers. Open curtains to increase ventilation and to enable natural light and heat to enter.
- Clear windowsills of clutter.
- Leave space between the back of furniture and cold walls. Only place furniture against internal walls if possible.
- Ventilate cupboards and wardrobes and avoid overfilling them as this prevents air circulating.
- Do not completely block chimneys and flues, fit with an air vent to provide constant ventilation.

**PLEASE ENSURE YOU SEND AS MUCH DETAIL AS POSSIBLE, INCLUDING HOW TO GET IN TOUCH WITH YOU, SO WE CAN ARRANGE ACCESS TO THE PROPERTY.**

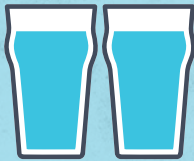
# COMMON HOUSEHOLD MOISTURE PRODUCING ACTIVITIES

OUR EVERYDAY ACTIVITIES ADD EXTRA MOISTURE TO THE AIR INSIDE OUR HOME:

Even breathing adds some moisture. One person asleep adds half a pint of water to the air overnight and an active person adds twice that rate during the day. 2 people at home for 16 hours can add 3 pints



A bath or shower can add 2 pints



Cooking and use of a kettle can add 6 pints



Washing dishes can add 2 pints



A bottled gas heater (8 hours use) can add 4 pints



Drying clothes indoors can add 9 pints



## REPORT IT!

It's important that we all take steps to minimise condensation in our homes. 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.

### REPAIRS CAN BE REPORTED BY:

Emailing the Customer Service Team at [help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk) with the type of damp you're concerned with along with photos (if possible), your address and contact details.

- Using **MyClwydAlyn** our Residents' Portal - [www.myclwydalyn.co.uk](http://www.myclwydalyn.co.uk) or through our online form - [www.clwydalyn.co.uk/formbuilder/report-repair/view/](http://www.clwydalyn.co.uk/formbuilder/report-repair/view/)
- Calling the **Customer Service Team** from **8am to 6pm Monday to Friday** on **FREEPHONE: 0800 183 5757**
- You can **request a call back** during office opening hours and we will call you back at no cost to yourself.
- Speaking to your **Housing Officer**.

# UPCYCLE & DIY TIPS

BY LAURA MCKIBBIN



**Each edition I will share an upcycle I have completed at home.** In this edition I will share how to create a towel/blanket ladder. This is a cheap way for you to add interior décor to your home.

## STEP 1

First you want to establish the size you want for your ladder.

## STEP 2

Cut to size, I made my width smaller on top increasing the size of each step down.

## STEP 3

I placed this on the ground in the final structure I wanted and then I used the rope to secure the steps to the side of the ladder.

This was quick, simple and all for under £6.



### TO COMPLETE THIS YOU WILL NEED:

- |  |       |
|--|-------|
| 1. Bamboo sticks (Wilkinson)                     | £2.50 |
| 2. Rope of your choice (Poundland)               | £1.00 |
| 3. A cutting tool, I used a small hacksaw (Asda) | £2.50 |

**Total** **£6.00**



## Competition

If you enjoy upcycling or some DIY, we would love to see it. Please send in your before and after pictures to

[InfluenceUs@clwydalyn.co.uk](mailto:InfluenceUs@clwydalyn.co.uk) or WhatsApp on 078803431004

Your entry could feature in our next magazine, and you will win **£25 worth of shopping vouchers.**

**WIN  
SHOPPING  
VOUCHERS**



### CONGRATULATIONS TO OUR UPCYCLE WINNER...

**Karen Goodwin.**

"I made these pieces from driftwood I collected from the beach and by the river. I clean, chisel, sand and spray varnish to seal, so they can be in or outdoor artifacts."

Karen won £25 worth of shopping vouchers for sharing her upcycle.

# Resident Recipe

Serves  
4

Resident recipe - We shared a social media competition for your chance to win an air fryer, slow cooker or vouchers. Congratulations to our winning two residents who shared these cheap easy recipes with us... they look delicious!

## Kirsty Edwards

Healthy recipe serves 4 for under £5 and from canned foods so also ideal for food bank parcels.

- 1 onion
- 1 garlic clove
- 1 tin chopped tomatoes
- 1 tin new potatoes
- 2 tins of chick peas
- Mild or medium curry powder
- Fresh coriander

\*\*\*Serve with rice is optional



Takes 25 mins. It's also suitable for vegans and you can freeze it too.

### LET'S COOK!

1. Put the onion and 3 tablespoons of water into a non-stick frying pan that you can put some sort of lid on. Cook on a medium to low heat, cover and cook for 3 to 4 minutes until onions soften stirring occasionally.
2. Add the garlic, curry powder and cook for 30 seconds, then stir in the chickpeas, chickpea liquid, potatoes (cut in half) and tomatoes. Bring to the boil over a high heat then reduce to a low and simmer for 15 minutes, stir now and again.
3. Stir most of the coriander through the curry and divide between bowls. Scatter coriander over the top, serve on its own or with rice and enjoy.

## Mandy Douglas

Air fryer Rhubarb pie. 4 portions of Rhubarb pie in the dual...pie setting 155 for 25 mins... ready made pastry lined baking tin and tinned rhubarb empty into pastry add pie lid...slight egg wash to shine...sugar sprinkle optional and hey presto Air fryer beep delicious.



### COMPETITION TIME

Enter our recipe competition with a chance to win one of the following; Air fryer, Slow Cooker or Shopping Vouchers. We are looking for an easy to make, delicious and cheap recipe to feature in our Autumn Winter resident magazine Home Matters.

Send your recipe and picture of the meal over to [InfluenceUs@clwydalyn.co.uk](mailto:InfluenceUs@clwydalyn.co.uk) or WhatsApp it to 07880431004, for your chance to win.

WIN  
PRIZES

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

## A warden



### **ELWYN JONES** - WARDEN AT LLYS ERW.

Elwyn Jones is the esteemed Warden at Llys Erw, a sheltered scheme in Ruthin for the over-55s. With 36 flats and 38 residents under his care, Elwyn is the go-to guy to help with all their needs, day in and day out.

When we spoke to Elwyn, he told us that he spends hours talking to residents, providing them with the support they need and keeping them company.

But that's not all! Llys Erw also boasts of a community centre, which Elwyn manages with passion. The centre hosts a variety of events like Dementia groups, art and crafts classes, and more. Plus, they provide food at these events, which saves residents money on food, gas, and electric bills... talk about being efficient!

What's more, Elwyn is a man with a plan, an environmental plan! He recently secured a grant from Keep Wales Tidy to transform Llys Erws garden into a food garden. He's also started a project to install solar panels on the community centre to reduce service charges further.

But the real magic happens when Elwyn works his charm on residents who are facing mental health and addiction challenges. Seeing people progress and turn their lives around is what makes his job truly rewarding. A Llys Erw resident shared his gratitude, calling Elwyn a wonderful guy who has helped him and others come back from despair and find a place they can call home.

Llys Erw resident.

**"Elwyn does wonderful work, and he has helped people like me and others to come back from despair to give us a wonderful home, care and love and to feel we are loved by ClwydAllyn. Thank you ClwydAllyn and thank you for giving us Elwyn. What a guy! I fought in Vietnam, and I believe Elwyn was an Noncomissioned Officer (NCO). Thank you Elwyn from a good mate and thanks for everything."**

#### **EXPERIENCE REQUIRED:**

Evidence of understanding the needs of the older persons and hold knowledge of Social Care, Welfare Benefits, ideally with background in nursing of support work but not essential as we are looking for a person who is able to demonstrate a caring nature with a wish to further their knowledge in this area

#### **CAREER PROGRESSION:**

Could include a number of routes such as a move into other roles in Housing, Extra Care, Supported Living and Care homes where your personable caring skills and knowledge of housing will be valued.

If you would like to work with us, head over to our recruitment page on our website [www.clwydalyn.co.uk/work-for-us/](http://www.clwydalyn.co.uk/work-for-us/)

**BENEFIT PACKAGE**

## **CLWYDALYN BENEFITS PACKAGE**

We offer a benefits package including membership of a pension scheme with employer matched contributions up to 8%, cycle to work scheme, eye care vouchers, a financial wellbeing package, 25 days holiday plus Bank Holidays leading up to 30 days, flexibility to buy and sell leave, enhanced sickness pay, enhanced maternity package, flexible working opportunities, health and Wellbeing support, life assurance, EAP programme and a comprehensive training package, all in a values-based organisation with a great culture!

# Mailbag

Your questions answered



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

## Question

### Resident

Am I able to do my own repairs if I want to?



## Answer

### ClwydAlyn - Carl Taylor, Head of Maintenance Services

The simple answer is yes but this would depend on the type of repair needed and ensuring resident safety. For example, we would not permit a resident to carry out any electrical or gas related jobs.

Last year we ran a pilot scheme that allowed members from #InfluenceUs to complete their own minor repairs such as fixing holes in walls radiators, door handles, gates and fencing etc in their own homes.

As part of this trail, residents who joined in were given the opportunity to carry out basic tasks themselves and ClwydAlyn provided them with the materials when required. This gave those trialling the pilot the opportunity to beat the queue and avoid the waiting times to sort out those small jobs at their own convenience. With great feedback we decided to launch the service to all residents.

Gemma Minards (resident committee member) was one of the residents that took part in the pilot and carried out a repair to her own fence and gate.

She said:

**“ This was a great experience for me, and I was happy to take part in the pilot. I was impressed with how quickly the maintenance team responded to my initial self-repair request and I’m proud of what I’ve achieved on my own, and I really think this will give people the confidence to carry out more of their own small repairs in their homes. ”**

Since the start of this initiative in April 2022 until March 2023, 159 residents have carried out their own repairs, and for those who did, were entered into a draw each month. Over the past year we have seen 12 residents receive a £20 voucher.

By completing your own minor repairs, you can reduce the time you wait for a repair to be carried out and you can carry out the repair at your own convenience. In some cases, this might reduce the need for you to take time off work to allow the repairs team access.



Thank You

If you are interested in completing your own self repair, please get in touch with ClwydAlyn’s Contact Centre on **0800 1835757** where a member of the team will talk you through the process or Email [help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk)

# Your Competition

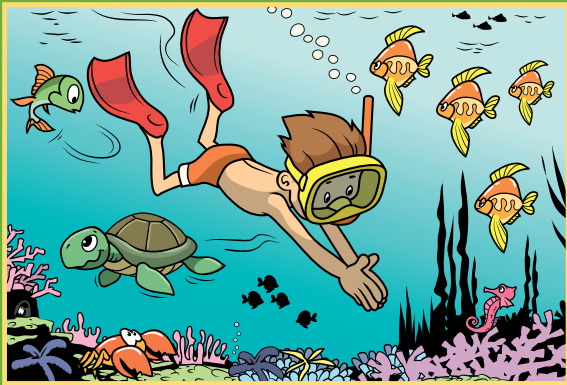
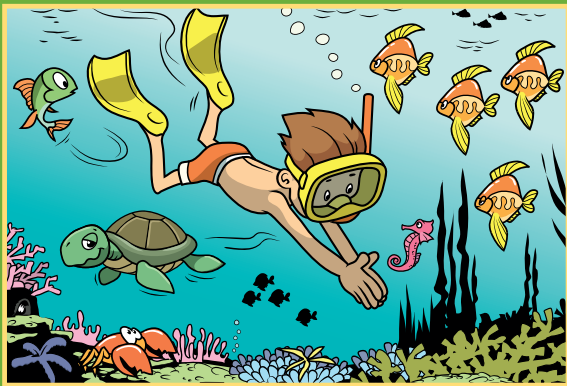
A chance for you to win £25 in Shopping vouchers  
**Enter our Spring / Summer competition**



Enter our Spring Summer competition - to be in with a chance of winning £25 worth of shopping vouchers. All you have to do is send in a picture of something that makes you smile as the seasons change into Spring Summer, this can be flowers blooming, a pretty sunrise or sunset, a blue sky, a nice scenic walk, a fun day out somewhere... it can be anything.

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

## Spot the difference



Closing date for all competition entries is  
**7TH JULY 2023**

NAME
TELEPHONE
EMAIL ADDRESS
ADDRESS

## Colouring in



To enter our spot the difference or colouring competition, send you entries with your full name, telephone number, email address and address.

**Send it via one of the following -**

**Postal address:**

72 Ffordd William Morgan, St Asaph Business Park,  
St Asaph, Denbighshire LL17 0JD

**Text:** 07880 431004

**Email:** [InfluenceUs@clwydalyn.co.uk](mailto:InfluenceUs@clwydalyn.co.uk)

