

AUTUMN / WINTER 2023



HOME MATTERS

YOUR CLWYDALYN RESIDENT MAGAZINE



A CHANCE TO WIN shopping vouchers with some fun competitions

TOP Tips

- Saving money 
- Safety tips 



WE'VE WELCOMED

71

new residents into their new homes



UPCYCLE & DIY TIPS

BY LAURA MCKIBBIN

GARDEN TIPS

Claim FREE seeds from

#InfluenceUs

FREE SEEDS

Contents:

YOUR WELCOME

- 03 Editors welcome - Laura Mckibbin
- 03 InfluenceUs

YOUR NEWS

- 04 Meet your new Resident Committee members
- 06 The Good Neighbour Awards

YOUR COMMUNITY

- 07 Community round-up
- 09 Food bank donations
- 12 Summer community events
- 14 Development
- 16 Tai teg

YOUR HOME

- 17 DIY Repair Process
- 18 Upcycle and DIY tips by Laura
- 19 Gardening tips

YOUR SAFETY

- 20 Modern Slavery
- 22 Mould and damp
- 24 Battery safety
- 25 Getting to know you
- 26 Pets at ClwydAlyn
- 28 Winter safety tips

YOUR LOOK INTO...

- 29 Recipe
- 32 A day in the life of Lois Ward, Grant Funding and Social Value Coordinator

YOUR OPINION

- 34 Mailbag - Your questions answered.

YOUR COMPETITION

- 36 A chance for you to win shopping vouchers

Your Editors Welcome

LAURA MCKIBBIN

Hello all and welcome

to your Autumn & Winter edition of Home Matters.



I love the coziness of this time of year, where a nice hot drink and a homely hearty meal really warms you up inside. I love to get all wrapped up for a brisk walk, but equally enjoy getting home to the darker evenings sat on the sofa wrapped up in blankets with my woolly socks on and movie. We know staying warm at winter can be hard while the cost of living has increased, we have included a few tips inside to help you stay warm this winter

We have had another extremely busy year here at ClwydAlyn, and I would like to share just a snippet of what our incredible staff and residents have been up to. I've also included in this edition our fun competitions; our home top tips and ways to save money, safety tips and financial support.

I hope you enjoy reading your magazine, the next magazine will be our Spring Summer edition.

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 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 or you can sign up here www.clwydalyn.co.uk/influence-us

MEET YOUR New Resident Committee m

ANDREW O'BRIAN

What made you want to join the Resident Committee?

I wanted to become more active within my community and be a voice for the residents of ClwydAlyn help others who are in need and give support through knowledge and learning where I can.

Have you sat on any other Board or Committee before?

I was on a Promotions Board for 8 years interviewing prospective candidates for a role within the Armed forces.

Which aspects of the role do you enjoy the most?

I am fairly new to the role; however I am enjoying learning about the housing sector with the opportunity to educate myself about it, meeting new people and making new friends, also being able to have a voice for the residents.

Was there anything that surprised you?

I did not realise how interesting and in depth the housing sector is and how much there is to learn also what ClwydAlyn offers in support to its residents and the community

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

The most important thing to me as a ClwydAlyn resident is security in my tenancy, a good community environment with open policies for all residents to have a voice and know that there is help and support if needed.

What are your hopes and ambitions for ClwydAlyn?

To become a valued member of the community along with learning new skills and being able to put them into practice and to give support where possible.



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

I would advise anyone who is considering joining the Resident Committee to come with an open mind as there is a lot to learn and discover about the housing sector most importantly remember the residents are ClwydAlyn.

Resident Committee have had a busy 12 months, here are just a few of the services they have worked on. If you have any questions for our committee members you can email ResidentCommittee@clwydalyn.co.uk

members

ASHLEY KNIGHT

What made you want to join the Resident Committee?

The reason I wanted to join the resident committee was to learn more about what ClwydAlyn has to offer and to have an insight into being a member of a committee, to push myself into doing something new and out of my comfort zone, and to try and better myself by giving myself the experience of this different job role.

Have you sat on any other Board or Committee before?

I have never had experience of sitting on a board or becoming a member of a committee before so this is a new and exciting challenge which I hope I will fulfil to the best of my ability.

Which aspects of the role do you enjoy the most?

I am just starting to be enrolled within my new position on the committee, so I have not had much experience.

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

I'm not only a resident but also a ClwydAlyn employee. The most important thing for me is equal opportunities, to make and help the residents voice be heard and to bring my own experiences forward.

What are your hopes and ambitions for ClwydAlyn?

I hope going forward and in the future, I am able to support and help ClwydAlyn the best way I can and to help the company become the best of the best and to bring forward new ideas.



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

My advice for anyone looking at joining this committee is just go for it, it's a great opportunity to get to learn more of a different side to the company and to also meet new people.

- ✓ Resident Concern Policy (anti social behaviour to residents)
- ✓ Our Promise
- ✓ Rent Setting Policy
- ✓ Chargeable Cost Policy
- ✓ Pet Policy

- ✓ Service Charges
- ✓ Empty homes and how long until relet
- ✓ Resident Fund (increased to 100k)
- ✓ Repair service and how long it takes to do a repair



THE GOOD NEIGHBOUR AWARDS

Congratulations to all our residents who won a good neighbour award, we received some heart-warming nominations. These awards celebrate those who go the extra mile and make a significant difference to the lives of their neighbours or the local community.



ANGLESEY

1st Aylwin Shaw
2nd Dyfrig Morris Williams
3rd Kirsty Edwards



CONWY

1st John Kelly
2nd Graham Fantom
JOINT 3rd Catherine Watkins / Gladys Hughes



FLINTSHIRE

1st Susan Peers
2nd All Nant Mawr Court Residents
3rd Ava Davies



GWYNEDD

1st Mr Wladyslaw Solek
2nd Pauline Merchant



WREXHAM

1st Eluned Plack
2nd Anthony Williams and Sara Douglas
3rd David Perkins

The awards celebrate people who give their time to help improve our communities across North Wales by making them inclusive and welcoming.

Winners were presented with vouchers worth up to £100 (2nd £75 and 3rd £50) to thank them for being such good neighbours and going that extra mile.

Thank you to all those who took their time to nominate their neighbour, we truly have some incredible people within our communities.

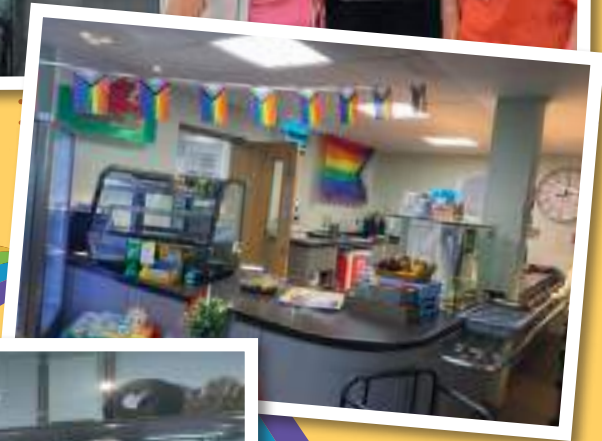
COMMUNITY

ROUND UP

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

WE CELEBRATED PRIDE ACROSS OUR DIFFERENT SCHEMES

Our staff and residents enjoyed cake and bringing some colour to their schemes. Everyone had a wonderful time. At ClwydAlyn, we're determined to provide an environment where everyone can be themselves or bring their authentic self to work.



CHIRK RAINBOWS

SUCH A DELIGHTFUL DAY AT CHIRK COURT!

Our residents were thrilled to be visited by the Chirk Rainbows, doing activities and sharing wonderful moments together.



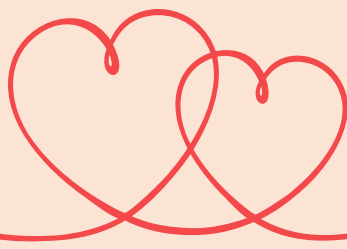
SPONSORED WALK

We recently completed a sponsored 20 mile walk for Homeless Charity, Shelter Cymru!

We set a target to raise £1000 but from all the kind donations we raised an amazing £2,527.

Well done to all involved and thank you so much for all the donations.

WELL DONE TO ALL



£2,527 RAISED





WARM WALES
CYMRU GYNNES



TPAS CYMRU AWARDS

In our partnership with Warm Wales we've been recognised at the TPAS Cymru Good Practice Awards 2023 as runner-up in the 'Resident Support/Advice Programme' category.

The Healthy Homes, People, Lives and Community (HHPLC) project's aim is to support energy consumers across North Wales.

www.clwydalyn.co.uk/clwydalyn-and-warm-wales-partnership-runner-up-in-national-awards/



FOOD BANK

Thank you to staff, residents and contractors who generously contributed to our Summer Holidays Foodbank Collection to support local families in need. The campaign ran in July to donate items across North Wales at the beginning of August.

Special thanks to our Extra Care & Care Home's for hosting the collection boxes. Together, we can help make a difference in our communities.



CONNIE AND LUCY WALK 100KM

Connie Cooper Richards, aged 12 and a resident of Flintshire has raised an impressive £100 for Dementia Charity by walking a total of 100km throughout October. Accompanied by her dog Lucy, this is an amazing achievement for them both with all money raised going to the charity.

Well done Connie and Lucy!



YSGOL Y FALI

We received a lovely update and pictures from Valley Community School after receiving a donation of equipment back in April from Williams Homes Bala. The children have enjoyed spending time outside and using the donated tools to create a garden they are extremely proud of.



PHOTO COMPETITION

You may have remembered we held a photo competition on our social media asking residents to send in their favourite pictures of summer.

We have our winners!

Congratulations to Nicole who won first prize with her stunning sunflowers

2nd prize goes to Toni who sent in two adorable pictures.

3rd prize was joint between Kirsty, Susan & Amy.

Thank you for taking part.

We hope you enjoyed spending your shopping voucher prize!

Head over to page 36 to enter our next photo competition.



SUMMER COMMUNITY EVENTS

This summer we held community events across our counties here in North Wales.

These events were a great opportunity for a free fun day out but also gave our residents a chance to get information on any housing and support needs. We had our staff from across the organisation available to offer support along with external organisations such as Warm Wales, Cambria Credit Union, We Mind the Gap, North Wales Police and Fire Service.





CONGRATULATIONS to our raffle winners!

All residents that attended our resident community days were entered into a raffle prize draw to win an iPad. We selected one winner from each county. Thank you to our partners Williams Homes, DU construction and Wall Lag for donating the iPads.

OUR DEVELOPMENTS

PROGRESS UPDATE

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



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

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

COMPLETED SCHEMES

- **Land at Hen Ysgol y Bont, Llangefni**
All 52 homes are now complete
- **Land at Glasdir, Ruthin**
All 63 homes are now complete.

HOMES COMPLETE BY SPRING 2024

- **Land adjacent to Lon Lwyd, Pentraeth Anglesey**
All 23 homes will be complete in Winter 2024.
- **Land at Stad Bryn Glas, Anglesey**
All 12 homes will be complete in Spring 2024.
- **Edward Henry Street, Rhyl**
All 13 homes will be complete in Spring 2024
- **Princess Avenue, Garages Site, Flintshire**
All 12 homes will be complete in Winter 2024.
- **Neuadd Maldwyn, Independent living scheme for older people:**
All 66 homes will be complete in Spring 2024.
- **Land near the Coleg Menai Pencraig Campus**
All 60 homes to be complete in Winter 2024.



You can find out about all our developments in construction on our website
clwydalyn.co.uk/our-developments

RESIDENTS MOVING IN

Congratulations to our residents who moved into their new homes at Glasdir Ruthin, in Denbighshire, Hen Ysgol y Bont in Anglesey, Coleg Menai Pencraig Campus in Anglesey.



HEN YSGOL Y BONT, LLANGFN, ANGLESEY

Annest, moved in with her family in May.

“ It’s a massive relief to be moving in if I’m honest. I’m a mum to 2 children – my eldest is 2 years old and I have a 9-month-old baby. Living here will give them a chance to have their own room; before we were struggling at my parents’ house in their living room, and I was having to sleep on the sofa. We all now have our own space, and with the school up the road, it is even more convenient. I’m looking forward to seeing how much I save on bills in an energy efficient home, and now that I will be able to create a routine, I will be able to look for part time work in the local area.”



COLEG MENAI PENCRAIG CAMPUS, ANGLESEY

Sue moved in with her family in August.

“ I can’t believe we’re actually moving in today. This is going to make such an amazing difference to us! We’ve been staying with my mum for some time now, myself, 3 children, dog and my mum all in a 3-bed house so this is going to be so different! I am really looking forward to us all being able to be in the kitchen together at a table..... The house is lovely, energy efficient which is the way forward now isn’t it, I’m sure it will help us not only financially but with our health and wellbeing too. We love it and are so looking forward to making this our home! ”



COLEG MENAI PENCRAIG CAMPUS, ANGLESEY

Patricia and Abdulsalam moved in their new home in July.

“ We’re very excited to move into our new home, with our new baby arriving, it couldn’t come at a better time. We can now settle down and have somewhere where we can be together and not have to worry. Having an energy efficiency home will be very helpful, as a young married couple with a newborn, any savings we can make will make a difference.”



INTERESTED IN A CAREER IN CONSTRUCTION?

ClwydAlyn and our contractors work together to support people living in the community into employment, training and apprenticeships. If you are interested in work experience, training placements or employment / apprenticeships in a wide variety of construction trades, please contact our current contractors:

- DU Construction who are working on two of our sites in Anglesey. info@duconstructionltd.co.uk
- Williams Homes who are working on two of our sites in Anglesey. info@williams-homes.co.uk
- GMC Construction who are working on our sites in Flintshire and Wrexham. neilgoode@gmc-group.com



NEUADD MALDWYN INDEPENDENT LIVING FOR OLDER PEOPLE

Our show apartment at Neuadd Maldwyn is now available for viewings (by appointment only). The first viewings took place at the beginning of October. Viewings were initially for anyone who had expressed an interest in the scheme or completed an application form. Now the show apartment is open for everyone to view!

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

To apply to live at this amazing new scheme, please visit:

clwydalyn.co.uk/neuadd-maldwyn

or visit the show apartment call:

0800 183 5757

TAITEG

CYSYLLTU POBL GYDA
CYFLEON TAI

CONNECTING PEOPLE WITH
HOUSING OPPORTUNITIES

ARE YOU ELIGIBLE?

- You are aged 18 or over
- In employment and 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
- 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

Phone: **03456 015 605**

Email: info@taiteg.org.uk

DIY REPAIR PROCESS

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

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



We will ask you

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



No

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



Yes

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



Materials arrived

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



Your materials will be ordered

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

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



Get repairing

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

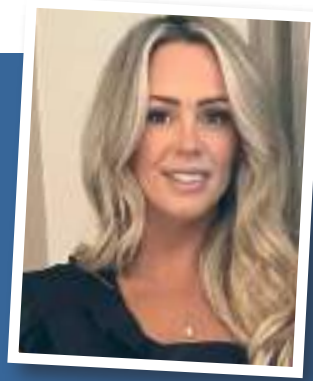


Congratulations!

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

UPCYCLE & DIY TIPS

BY LAURA MCKIBBIN



In each edition of the magazine, I like to include a little upcycle, just to show that one person's junk is another's treasure.

In this edition I feel I found a golden find. I found these two red stools on top of a skip from a house clearance in my street, I asked before taking and my neighbours were pleased for me to take them off their hands. Please read instructions below to see how I transformed these bar stools.



STEP 1

Clean down furniture you are choosing to upcycle, for these stools, I firstly cleaned them with antiseptic and then gave them a good scrub down with sugar soap.

STEP 2

I used Furniture spray as I wanted a nice soft finish, there was a lot of grooves on the structure of the stool so felt this would be easy and quick to do.

STEP 3

I ensured the furniture is prepped ready to paint, I did this by filling any cracks with wood filler, sanding down the surface to ensure these are smooth and ready to paint. (Preparation is key to a nice finish)

STEP 4

Once the paint was dry, I added these to my kitchen island, and I absolutely love them

IF YOU ENJOY UPCYCLING AS MUCH AS I DO, I WOULD LOVE TO SEE YOUR PROJECTS.

Send them over to me Laura.Mckibbin@ClwydAllyn.co.uk or WhatsApp your image on 07880431004.

YOU COULD WIN £30 HOME SHOPPING VOUCHERS OF YOUR CHOICE!

WIN
SHOPPING
VOUCHERS





GROWING YOUR GARDEN

for a better tomorrow

Did you know that you can still plant and grow vegetables and plants during the Autumn and Winter months.

A few vegetables which can handle the colder weather are; radishes, potatoes, garlic, salads, onions, lettuce, spinach, carrots and peas.

Plants and flowers that will still bloom through the winter months are; Coronilla, Pansies, Hellebores, Camellia and Sarcococca. These plants and flowers will all bring colour and brighten up your garden through the winter months.

Our residents at Nant Mawr Court were lucky to be awarded a Keep Wales Tidy garden pack.

The residents had so much fun working on the garden. They are all looking forward to seeing everything grow, these vegetables will be available to use by the residents and staff next year. We would like to thank Wendy from Keep Wales Tidy for her help.

If you would like to know more about Keep Wales Tidy head over to their website

keepwalestidy.cymru



cadwch keep
gymru'n wales
daclus tidy

FREE SEEDS

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

Email your request to InfluenceUs@clwydAllyn.co.uk or call 07880431004

 **#InfluenceUs**

MODERN SLAVERY

is a hidden crime, anyone can be a targeted, but some people can be at more risk.



Modern Slavery includes

- **Human Trafficking** - victims are taken between countries or around a country so they can be exploited.
- **Forced Labour** - recent case of a man living outside the UK who applied for a job and was brought to South Wales and forced to work and handover his wages and passport.
- **County Lines** - Growing, distributing or selling drugs. County Lines is a criminal activity moving illegal drugs into one or more areas within the UK, they are likely to use young and vulnerable people to carry, store, and sell the drugs.
- **Work exploitation** - recent press reports on Indian students exploited in North Wales Care Homes forced to live in awful conditions, with concerns being raised by the work colleagues.
- **Sexual Exploitation** - court cases convicting grooming gangs an example of this would be the Rochdale and Telford cases of young girls being sexually exploited.

Signs of Modern Slavery

Behaviour - withdrawn, scared, not willing to talk.

Appearance - unkempt, malnourished, few possessions, health concerns.

Work - inappropriate clothing for job, long hours, little or no pay.

Fear of authorities - doesn't want to speak to police or authorities.

Debt bondage - in debt to, or dependent on someone else.

Accommodation - overcrowded, poorly maintained, blacked-out windows.

Lack of control - no ID, no access to bank account, work transport provided.

Lack of freedom - unable to move freely, unwilling or scared to leave.

Children - alone, not related to adult carer, inappropriate clothing/behaviour.

What are our responsibilities?

Our Housing and Supported Living Teams will work with the Police and Local Authority Safeguarding Teams when cases arise in our homes.

We provide an annual Safeguarding update to the Board which provides an overview of the type of Modern Day Slavery and County Lines issues we have responded to in the year.

We also have to:

- produce a statement each year which is held on our website
- set out the steps we are taking to ensure Modern Day Slavery is not taking place in our workforce or our supply chain, ensuring staff understand what to look out for.



What are your responsibilities?

If you have any concerns, you must report them, there are a variety of ways you can get support to report your concerns.

Speak to your Housing Officer, Senior Project Officer, Warden, Extra Care Manager or call our contact centre on 0800 1835757

Contact the Welsh Government Helpline
(also provides support for Domestic Abuse)

Live Fear Free Helpline

0808 80 10 800

call • text • live chat • email

Further Information: [Slavery | GOV.WALES](#)
Modern slavery and human trafficking - [National Crime Agency](#)

 **unseen** www.unseenuk.org

In Wales during 2021- 479 referrals of potential victims of slavery were reported.
This represents a 25% increase from 2020.

YOUR SAFETY

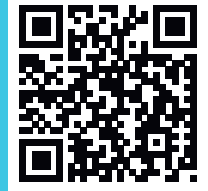
MOULD DAMP & CONDENSATION



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/damp-and-mould/

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.

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 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 or through our online form - 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**.



YOU CAN STOP THE BLOCK

Did you know that wet wipes are the biggest cause of blockages?

We need your help to! Please do what's right and throw all wipes, cotton buds, sanitary products, and anything other than toilet roll away in the bin.

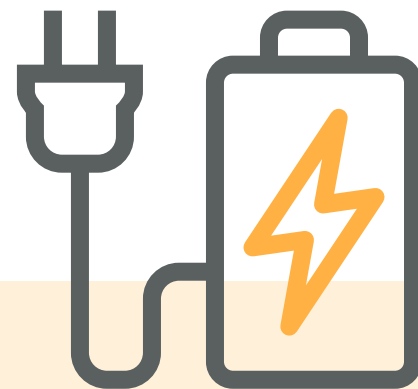
You can also help by remembering to dispose of all fat, oil, and grease responsibly in the bin instead of pouring it down the sink.

If you have trouble with a blockage, Welsh Water have lots of awareness and advice on their website www.dwrcymru.com/en/stop-the-block If you cannot resolve this issue yourself, you can call our contact centre team on **0800 1835757** or register your repair on the Resident Portal www.myclwydalyn.co.uk



FIRE RISKS

LITHIUM-ION BATTERIES



Our staff and resident safety are a top priority for us here at ClwydAlyn, and we want to ensure we build awareness on home safety risks. The fire risk associated with lithium batteries is serious, these can cause injury or death along with homes being destroyed by fire – people are particularly vulnerable if these batteries are charged overnight whilst they are asleep.

Lithium-ion batteries are found in all types of domestic electrical equipment including e-cigarettes, mobile phones, tablets, laptops, power banks, e-scooters, mobility scooters and electric bikes. By following some simple tips, you can reduce the risk of this happening to you.

SAFETY TIPS FOR HOUSEHOLDERS

✓ DO

- Only use electrical products that have the UKCA or CE mark.
- Use the correct charger designed for the device/ battery.
- Regularly check the device, charger plugs and cables for signs of damage and overheating.
- Dispose of charger plugs and cables immediately if found to be damaged in any way or there is change in colour or appearance.
- Charge devices in a well-ventilated area, free of materials that could easily catch fire e.g. a kitchen work surface with no cupboards above.
- Charge devices during the day when there is the opportunity to spot faults early.
- Charge in an area where there is automatic smoke detection on the ceiling.
- If you find a device or battery starting to overheat, move it to a safe location outdoors.
- To extinguish a lithium battery if it starts smoking, rapidly cool it using water. For example, drop a small battery in a cup of water.
- Regularly check batteries for bulgers, cracks or changes in shape. If found on the battery, please discard.

Getting to know you

Very soon we will be asking all of our residents to complete or update their details on our 'Getting To Know You' form for the variety of reasons outlined below. It is very important to us that we know our communities well so that we can provide the very best services to everyone.



Forward planning

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

Get services right

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

Know our communities

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

Fairness

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

More inclusive

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

Confidential

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

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



Pets

at ClwydAlyn



Responsible dog ownership in ClwydAlyn (pets policy)

At ClwydAlyn, we are committed to fostering a safe, welcoming, and harmonious living environment for all our residents, including those with pets, especially dogs. With this in mind, we would like to remind you of our pet ownership guidelines and the importance of responsible dog ownership.

How many pets can I have?

ClwydAlyn allows residents to keep pets, including dogs, in their homes. However, to ensure the comfort and safety of all residents, we kindly request that each household limit their pet ownership to one dog. In some of our property's pets are not allowed as the accommodation is not suitable, please ask your Housing Officer if you are not sure whether pet ownership is permitted at your property, this should be detailed in your tenancy agreement. If you wish to have more than one pet, you must have written permission from ClwydAlyn to do so.

Letting ClwydAlyn know:

Before bringing a new pet into your home or if you already have more than one dog, please inform your Housing Officer without delay. A simple short-form notification must be completed to provide essential information about your pet(s). This step helps us keep an accurate record of the types and number of pets in our properties, allowing us to better assist you and uphold our pet policy. It also allows us to add this information to your property file to remind our staff to ask residents to put them in a secure area when visiting.



Staff visiting your property:

Prior to ClwydAlyn staff's arrival, please secure your dog in a safe and designated area in your home. This minimises the risk of your dog escaping, interfering with our staff's work, or experiencing unnecessary stress.

Responsible dog ownership:

We strongly encourage all dog owners to practice responsible pet ownership. This means providing proper care, training, and socialisation. Ensure that your dog(s) are chipped and vaccinated with pet insurance in place and take precautions to prevent damage or disturbances to your neighbours.

Dog fouling:

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

Reporting incidents:

In the event of any dog-related incidents within ClwydAlyn, such as dog bites or dogs behaving aggressively or out of control, we urge you to report them immediately to your Housing Officer. Prompt reporting enables us to address concerns swiftly and maintain a secure living environment for all residents.

Respect your neighbours:

It's important to remember that not all residents may be pet owners or may have different comfort levels around animals. Be respectful of your neighbours by keeping your dog on a lead in communal areas and minimising noise problems.

By following these guidelines, you create an enjoyable living environment for everyone. Responsible dog ownership not only benefits your own household but also the entire community.

If you have any questions or require additional information regarding our Pets Policy, please do not hesitate to reach out to your Housing Officer. We are here to assist you in any way we can.

THE BENEFITS OF HAVING A PET

- increasing your physical activity
- providing companionship
- reducing anxiety
- add routine to your day
- help to meet new people
- build confidence



Tips for Home Safety this Christmas

1.

Carefully inspect Christmas lights each year, discard any with frayed cables or loose connections.

2.

Check your electrical decorations meet the British Standard.

3.

Always turn off Christmas lights when you leave the house unattended and when going to bed.

4.

Never overload electrical sockets.

5.

Never plug an extension lead into another extension lead.

6.

When hanging outdoor lights use insulated tape or plastic clips instead of nails or tacks to hold them in place.

7.

Using a ladder or steps when putting up lights? Choose the correct ladder for the job and have someone foot the ladder when in use.

8.

Test your smoke alarms monthly to check they work correctly.

9.

All candles should be placed on something heat proof. Keep candles out of reach of children and pets.

Don't forget to blow out candles when you leave the room or go to sleep.

10.

Never leave cooking unattended.

11.

Take time to check on elderly relatives & neighbours this Christmas to make sure they are safe.

**HAVE A SAFE & HAPPY CHRISTMAS
FROM ALL AT CLWYDALYN**



Serves
4

Toad in the hole

Toad in the hole - a recipe we've all heard of but most of us never make. Put your fears of faffing aside, as we have made this recipe as simple as possible. One that the kids are guaranteed to love.

INGREDIENTS:

- 6-8 sausages
- 1 tbsp sunflower oil
- 140g plain flour
- 2 eggs
- 175ml semi skimmed milk
- Salt

EQUIPMENT

- Measuring jug
- Set of scales
- Whisk
- Roasting tin
- Mixing bowl

LET'S COOK!

1. Preheat the oven to 180°C
2. Weigh out the flour and measure the milk.
3. Get your roasting tin at the ready and throw in all of your sausages. Drizzle over the oil and shake the tin, making sure the sausages are well coated.
4. Place into the centre of the oven and cook for 15 minutes or until the sausages have turned a golden brown. To ensure they are browned all over, shake the tray a few times throughout cooking to turn the sausages, ensuring they cook evenly.
5. Whilst the sausages cook, it's time to make the batter. Tip the weighed flour into a mixing bowl with a pinch of salt. Make a well in the centre of the flour mound with your fingers and carefully crack both eggs into the well, being careful not to drop any shell in. Combine the eggs and flour using a whisk into a thick batter
6. Slowly add the milk bit by bit whilst continuing to whisk until the mixture is well combined and leave to stand whilst the sausages finish browning.
7. Once the sausages have browned remove from the oven. Carefully pour the batter over the sausages, making sure each one is covered in the mixture
8. Return the roasting tin to the oven on the top shelf and bake for 20-25 minutes or until the mixture is well risen and golden.

Send in your recipes and pictures and you could win £30 shopping vouchers. Send them over to Influenceus@clwydalyn.co.uk or text them to 07880431004. Closing date is January 12th 2024



MONEY ADVICE & SUPPORT

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-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs



CHECK WITH YOUR SUPPLIER TO SEE WHAT SOCIAL TARIFFS THEY OFFER, YOU COULD SAVE A LOT OF MONEY FROM ONE QUICK PHONE CALL.

Struggling with your water bills?

We're here to help keep your head above water.

We 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 your back on track
- Debt support schemes
- Water efficiency advice to reduce your bills

Find out more at dwrcymru.com/helpwithbills

or call us on **0800 052 0145**



Hafren Dyfrdwy can also help support those who live in Wrexham with concerns on paying water bills.

Check out their page to see if they can help you: hdcymru.co.uk

The Trussell Trust support a nationwide network of food banks and together provide emergency food and support to people who may be financially struggling.

Find a food bank near you: trusselltrust.org



RESIDENT FUND



We have developed a fund which will assist our residents in need, this fund can support things 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/benefits-and-money-advice/
- apply directly by completing our application form:



You may be able to get up to 5 payments to help with the cost of living if you're getting certain benefits or tax credits. These payments are not taxable and will not affect the benefits or tax credits you get. To be eligible for the for the cost of living payment you will need to be receiving one of the following benefits:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit

To know more, head over to the governments website here: gov.uk/guidance/cost-of-living-payment



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: turn2us.org.uk

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



If you need further advice, please contact us and one of the team will get back to you. Call: **0800 1835757** Email: help@clwydalyn.co.uk

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

Lois Ward

GRANT FUNDING AND SOCIAL
VALUE COORDINATOR



My ClwydAlyn Work Development Journey

I began working for ClwydAlyn in 2016 as a Catering Assistant in Llys Eleanor one of our extra care schemes in Shotton. I enjoyed working there; it was great to interact face to face with the residents and the team were great to work with. After 2 years of working at Llys Eleanor my manager at the time Ellen told me about an apprenticeship Business Administration Apprentice in our head office. This is where I started my next role as Business Administration Apprentice where I gained experience in Finance, Governance, Comms & Marketing and HR and gained a Level 2 Business Admin qualification. I applied for this role because I wanted to gain experience in different departments to give me an idea of what I might like to do in the future. I enjoyed the apprenticeship as it gave me the chance to complete a qualification whilst gaining hands on experience. It was good to spend a couple of months in each department because it gave me the opportunity to be involved in different work. During my time in Comms & Marketing I assisted with organising the Residents Fun Day from the initial point of ideas to volunteering on both days.

On completion of my apprenticeship, I applied for a role in Maintenance and became the Maintenance Coordinator for the Responsive and Voids team for 3 years. I saw the role advertised just as my apprenticeship was about to come to an end and I was interested in going into some sort of coordinating work so thought this was perfect. I enjoyed working as part of the maintenance team.

I have recently started my new role as Grant Funding and Social Value Co Ordinator. I applied for this when I saw it as it is a completely new role to ClwydAlyn so thought I could kind of make it my own. I also thought I could bring some skills from my previous coordinating role to it. My role involves leading on all grant coordination, measurement of impact across the organisation working with Senior managers and staff to identify opportunities for grant funding and supporting them with measurement of funding impact and outcomes. I will be leading the measurement of social value and collation of all information for annual reporting, managing a team of social value champions to support annual social value team plans and embed good practice in the organisation. I have recently been involved in the social value report for 2023/24 and worked on part of the employability section.

I think it is an exciting time to be involved with Social Value and it is great to see the accomplishments ClwydAlyn achieve across the company to benefit wellbeing. Working across the different roles at ClwydAlyn has given me different opportunities and gained qualifications which has helped me secure my new role.

If you would like to know more about social value at ClwydAlyn, head over to our website here
www.clwydalyn.co.uk/social-value

BENEFIT 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!



Apprenticeship and career opportunity

We love to see our staff grow and develop and to be the best they can be in their roles and chosen careers. We have supported 67 staff who have been promoted since Oct 2022 and currently have 36 apprenticeships, trainees, or pathways in place, including catering, roofing, groundworker, painting & decorating.

We also support staff with career coaching conversations. This is where we offer CV and interview support and career guidance for those staff who want to develop and may not know how.

If you also are wanting any support with work experience, CV writing, interview skills then please get in touch via peopleteam@clwydalyn.co.uk we would love to hear from you!



We're Recruiting... Resident Committee Member

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

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

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

Are you interested?

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

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

Closing date Monday 15th January 2024

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

Question

Resident

What do I do if my boiler doesn't work?

Answer

ClwydAlyn

The winter months are fast approaching us, and we know how important a good working boiler is. When you turn your heating on, if you find that the boiler is not working, you can call our Customer Service Team (from 8:00 pm to 6:00 pm - Monday to Friday) on our freephone: 08800 1835757 to report the fault, following which a works order will be placed and where appropriate an appointment arranged. Once one of our Operatives has been out to do any checks or carry out repairs, if new parts are needed and are not readily available there are occasions when you may have to wait a bit longer before your boiler is fully up and running. On these occasions, we will do our best to provide you with electric heaters to help keep your home warm until we are able to fully repair your boiler.

Did you know?

If you have to wait additional time for your boiler to be fully repaired, once we have visited you and provided electric heaters, it is our policy to provide on these occasions compensation for the inconvenience and additional costs you may incur for using electric alternatives to heat your water and home.

We have two different rates:

- £9.00 per day. This is awarded during the colder months (October - March) and takes into account both the hot water and heating you will need.
- £4.50 per day. This is awarded during the warmer months (April - September), recognising that for most cases you will not need to put your heating on or require electric heaters.

Thank You

Contact us...

If you find that your boiler cannot be fixed by one of our Operatives and you have to wait additional time for your boiler to be fully repaired (and have to use alternative methods to heat your water and/or home) but are unsure if you qualify for compensation, please get in touch.

We will check with the Heating Team and can let you know if you are eligible to claim and at what rate.

Email Complaints@clwydalyn.co.uk Phone **01745 536800**

Write **Complaints Team, 72 Ffordd William Morgan, St Asaph, LL17 0JD**

HEATING TOP TIPS: CHECK THE PRESSURE

If your heating is taking longer to come on or your water is taking longer to heat up, this could be a sign that there is a pressure issue.

Check the pressure gauge, inspect pipes for leaks. If you do not find any leaks, use the **lever valves** on your system to increase the pressure. Remember to switch off your boiler before. If unresolved call an engineer.

Regular Heating Checks

If you haven't turned your heating system on since last winter, you may want to test it out today. The last thing you want to do is turn it on a freezing cold evening, only to find out it is not working properly. It's a good idea to turn your heating on a few times a month throughout the year to ensure everything is working correctly.

Check your thermostats

A faulty thermostat can cause your room to be too hot or too cold. Check your thermostat is working properly to correctly heat your home.

Check battery on digital thermostats

If the battery fails on your thermostat you will be left without heating. Most thermostats will present a flashing battery symbol when the battery is running low-if you are unsure how to change the battery call an engineer.



FILLING LOOP
WITH LEVER
VALVES



HEATING TOP TIPS: STAY WARM FOR LESS

- Turn down heating by 1 degree
- Wear an extra layer
- Set different temperatures in each room
- Programme your heating
- Don't block your radiators
- Block any drafts & shut your doors
- Open curtains to let sun light in & close them at night to keep the cold out



Your Competition

A chance for you to win shopping vouchers

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

Send in your festive pictures...

It can be anything that makes you happy around this time of year. That's all you have to do! You have to be in it to win it, and this is what you can win...

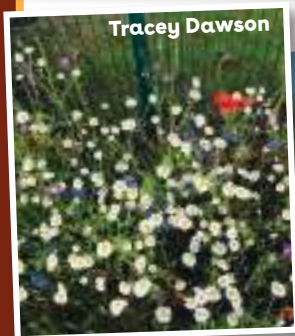
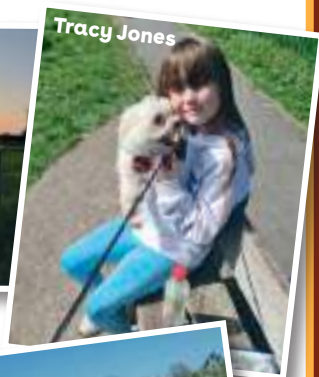
1st prize **£50** voucher

2nd prize **£25** voucher

3rd prize **£15** voucher

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

Congratulations to our summer competition winners!



Closing date for entries is Wednesday 18th December

NAME

TELEPHONE

EMAIL ADDRESS

ADDRESS

You can also enter by colouring our Autumn / Winter picture and sending it over to our head office, or again take a picture of your colouring work and send it over by email or WhatsApp.



To be in with a chance of winning; write your full name, telephone number, email address and address.

Send in to our Head office address -

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

Text to: **07880 431004**

or email InfluenceUs@clwydalyn.co.uk

