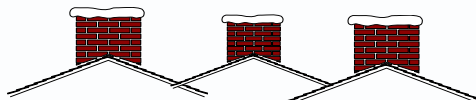




MERRY CHRISTMAS TO ALL OUR READERS



The staff, Board Members and the Tenant Representative Council would like to wish you all a Merry Christmas and a Happy New Year and we hope that you enjoy your Christmas holiday.

Cardiff Community offices will be closed from lunch-time on Friday 22nd December 2006 and will re-open at 9.00 am on Tuesday 2nd January 2007. Over the holiday period you will be able to pay your rent at anytime (see the inside panel for further information. If you prefer to pay rent in the office however please pay in advance on Monday 18th December 2006 for weeks beginning 25th December 2006 and 1st January 2007.

**WHERE TO PAY
RENT AND
REPORT REPAIRS**

See page 3

EMERGENCY REPAIRS

If you require this service over the holiday please telephone 01633 214222 and help will be immediately available. For more details on how to use this service, please see page 24 of your Tenants Handbook.

Please remember that this service should only be used in an emergency only!

INSIDE

- **COMMUNITY SOLUTIONS** – Update report
Page 2
- **COMMUNITY SOLUTIONS FURTHER SUCCESS** – Page 2
- **ADVICE SURGERIES** – Review results
Page 7
- **COED Y GORES** – Prize draw result
Page 8
- **TRC AGM** – Report update
Page 8

COMMUNITY SOLUTIONS – MORE SUCCESS!

In our summer CHAT we told you about the success that our Community Solutions Unit has had with our first demoted tenancy. Since this time we have secured a second demotion and was successful in evicting a tenant who was making Adamsdown's community life miserable. We wish to thank all the local residents who helped bring this matter to a satisfactory conclusion. **Well done to those of you who supported us.**

Dealing with anti-social behaviour is a resource intensive process. During the first half of the year

our Anti-social Behaviour Unit has been very busy and we have not been able to respond to some issues as quickly as we would have liked. We therefore wish to thank those of you who have been affected for bearing with us; sorry for any inconvenience caused.



CCHA ANTI SOCIAL BEHAVIOUR PROJECT

The work of the Project is coming to an end but the good news is that we intend to continue to develop this service. There are three areas of work necessary in order to bring the Project to a conclusion:

- complete the computerisation of the anti social behaviour functions
- finalise procedures for usage of CCTV as a tool for managing anti-social behaviour
- evaluate the use of probationary tenancies in this area of work
- finalise an Evaluation in relation to the Project.

We aim to finish this by 31st March 2007.

BEST VALUE REVIEW PLAN AND PERFORMANCE MANAGEMENT 2006

Best Value is an initiative aimed at improving performance of organisations and CCHA. has just published its Best Value Review Report for 2006. As an association, CCHA is committed to improving our services. A copy of this year's Plan as well as the Performance Management Report is enclosed with your CHAT magazine and we hope you will read the contents, and find it both likeable and interesting.



If you have any questions or just want to give us feedback, please contact **Nicky Condon, our Tenant Involvement Officer** on 029 2046 8416 or by email at Involvement@ccha.org.uk or by calling at our offices at 50 Meteor Street.

CADWYN WIN RACE ACTION NET AWARD – VICTIM SUPPORT PROJECT

We are pleased to report that Cadwyn Housing Association has been successful at the recent Race Action Net Awards. This was in relation to providing a



The Steering Group with the award

service offering support to witnesses whilst the Association tackles alleged offenders of anti social behaviour. Well done to the Team at Cadwyn for winning the award. We also want to pay tribute to the contribution made by CCHA's Tenants' Forum on Anti-social Behaviour who implemented the initial idea for this service. The Witness Support Project has already supported CCHA witnesses.

This scheme is part funded by the Welsh Assembly Government. However, CCHA make a substantial contribution to the Project's cost and also play an active role in developing this service. We are able to achieve this through active participation by both CCHA staff and tenants being present on the Steering Group.

Over the coming twelve months, we will look at how this framework can be extended to create a network of volunteers predominantly tenants who can support victims of anti social behaviour. The aim will be to train volunteers in the skills of Victim and Witness Support. We hope that a number of volunteers will come from CCHA tenants together with Taff and Cadwyn tenants who have indicated that they are prepared to play an active role in this area of work.

Easy ways to pay your rent

Don't forget, we offer a large range of payment services so that you can pay your rent seven days a week:



- **PayPoint** – pay your rent, gas, phone or electricity bill, while buying your paper, food or petrol. PayPoint is available at many local shops and garages and is a convenient, quick and easy way to pay. Just give your CCHA swipe card to the counter assistant, tell them how much you want to pay and that's your rent sorted for the week.



- **Payzone** – same idea as PayPoint, but will be found in different shops and petrol stations. Just look for the signs and you're in.

If you want a list of outlets where you can pay please ask one of our Customer Advisors who will provide you with one.



- **Direct Debit** – pay your rent by way of twelve monthly payments direct from your bank or building society. We offer a choice of payment dates and you are fully protected by the Direct Debit Guarantee

operated by all Banks and Building Societies. **Just give us a call on (029) 2046 8402**, and ask to speak to our **Customer Assistant, Heidi Rosser**. She will be able to send you a form to complete, letting us know when you want the rental payment taken from your account.

- **Telephone** – 24 hours a day, **7 days a week by calling 0870 243 6040**. To use this service you will need your 19-digit payment number found on your CCHA plastic rent swipe card as well as your debit or credit card to make your payment. This free service is provided by our partner's allpay.net who currently handle your payments through the Post Office, Paypoint and Payzone.
- **Internet** – to pay on-line please go to CCHA's web site (www.ccha.org.uk). The links will take you to our partner's allpay.net's secure pay site. Follow the easy to use on-line instructions and have your CCHA swipe card and credit or debit card ready to make your payment.
- **By credit or debit card** – at CCHA's Callaghan House office. You are now able to pay your rent by debit or credit card at our Splott Road offices as well as at Callaghan House.

Translation service – Do you want this information translated into a community language?

If you want any information explained or translated, please let us know. If you would find it easier for us to talk to you in your own language, we can arrange for an interpreter to be present.

Os hoffech gael esboniad neu gyfiethiad o unrhyw wybodaeth rhochw wybod i ni. Os byddai'n well gennych siarad â ni yn eich mamiaith gallwn drefnu i gyfiethydd fod yn bresennol.

إذا كنت ترغب في أن يتم شرح أو ترجمة أي معلومات لك، الرجاء إخطارنا بذلك.

إذا كنت تراه بأنه ربما سيكون من الأسهل لك أن نتحدث إذا بلغك الأصلية، فإنه بإمكاننا جعل المترجم الحاضر معكم لهذا الغرض.

اگر آپ کسی معلومات کی وضاحت یا ترجمہ چاہتے ہیں تو براہ کرم ہمیں بتائیں۔

اگر آپ کیلئے یا آسان ہو کر ہم آپ سے آپ کی اپنی زبان میں بات کریں تو ہم اس بات کا انتظام کر سکتے ہیں کہ ترجمان (اگرچہ ہرگز) موجود ہے۔

Haddii aad u baahantahay in lagu macneeyo amasi lauguu turjumo wixii ah, nala soo socodsii. haddii aad ka jeclaanlahay in af kaagii hoyo lagugulahadlo waxaanu ku diyaarin karna qof ku turjuma inu joogo.

আপনি যদি কোনো কথা বাবাহা বা অনুবাদ করানো চান, তাহলে অনুগ্রহ করে আমাদেরকে জানান।

আপনি যদি আপনার নিজস্ব ভাষায় আমাদের সাথে আলোচনা-আলোচনা করতে সহজতর মনে করেন, তাহলে একজন গোষ্ঠী (ইন্টারপ্রিটার) উপস্থিত থাকার জন্য আমরা বাবস্থা করতে পারবো।

What about those repairs?

You can now contact our Maintenance Team direct on **(029) 2046 8490** between 9.00am and 5.00pm or by e mail on repairs@ccha.org.uk

If you missed a heating or plumbing appointment contact our contractors, Westward Energy Services on 0845 7023820

Visit us on the Web at: www.ccha.org.uk

On-line you can:

- Pay your rent
- Report your repairs
- Apply for jobs.
- Contact CCHA.

And lots more...

And if you want to come and see us, we are at:-

- Callaghan House: 9.00am to 4.30pm
Five days a week from the 17th
November 2006

CCHA Office No.

029 2046 2142

Emergency Repair No.

01633 214222

For those of you who have difficulty with your eye sight we can make these articles available for you in bigger print.

If you want any further help contact Marian Mohammed within our Customer Services Team who will be pleased to help you?

Welsh Housing Quality Standards Work to commence 2007/08



As 2006 draws quickly to a close we're getting ready for April 2007 and starting work on the Welsh Housing Quality Standard (WHQS). The Assembly requires all housing associations and councils to meet the standard by 2012; we must ensure that all our homes are good quality and:

- in a good state of repair
- safe and secure
- adequately heated, fuel efficient and well insulated
- contain up-to-date kitchens and bathrooms
- well managed
- located in attractive and safe environments
- as far as possible suit the specific requirements of the household (e.g. specific disabilities)

Keeping You in the Picture

Throughout 2006 we've tried to keep you up to date with what's going on with WHQS through CHAT, by asking the views of all our tenants in a questionnaire and by briefing the Tenant Representative Council. Our most recent survey work shows that among those who responded:

- 31% of tenants had concerns about their doors and windows
- 25% commented on their bathrooms
- whilst, only 1% expressed concerns about the way their home was managed by CCHA

Our Survey Says!

Throughout 2006 we've carried out hundreds of surveys to determine what we need to do to meet WHQS. The Assembly require us to complete our survey work by the end of 2006; it's been a major task – but we're going to get there. So far we've completed over 1,800 surveys and by the time you read this we'll be virtually finished (in November we had only 94 home visits left to do).

What the Survey's Telling Us

A clear picture is emerging from our survey-work and the views you've expressed in the WHQS questionnaire. Repairs and improvements required to tenants' homes range from no works needed, to very minor works or improvements, right through to large scale works e.g. 28 of our properties require major repairs of the type we've been carrying out in Adamsdown and Splott over the last ten years i.e. demolition of the properties and complete rebuilding.

We currently estimate that we will have to spend £5,000,000 to meet WHQS: that's on top of the existing maintenance work we do every year – we currently spend around £2,000,000 a year on your homes.

To give you some examples of where the money needs to be spent, we estimate that to meet WHQS we will:

- install over 300 new kitchens at an estimated cost of £1 million
- install over 358 showers, costing an estimated £200,000
- install over 300 new window, costing an estimated £470,000
- carry out energy improvement works to over 600 homes

Getting Going

Work will start on the programme next year i.e. from 1st April 2007. During 2007 we will advise those tenants whose homes will be in the first year of this five-year programme. We propose to prioritise the works packages by doing the following improvements first:

1. **Health & Safety** is our first priority – e.g. works to bathrooms and kitchens
2. **Security** – e.g. windows, doors and boundary fencing
3. **Energy Efficiency** – e.g. upgrading heating systems and controls, and improving insulation and double glazing
4. **General Improvement works**

Please note this does not mean, for instance, that your home is currently unsafe or insecure. It means that some of our homes are likely to need work to keep them safe and secure as standards improve and components come to the end of their useful life. For instance, ten years ago we didn't put showers above baths in new homes; now we do it as standard. We won't be taking out perfectly good bathrooms to fit showers, if the bathroom has a useful life beyond 2012; but, next time your home needs a new bathroom, and you don't currently have a shower, we'll replace the bath and put in a shower as well!

Getting the Money

By the 31st March 2007, we must tell the Assembly how we will pay for the works required to meet WHQS and they must be satisfied that our plans make sense. We will pay for the works by using reserves we've kept for this purpose, spending money we receive in rents, and by borrowing it from a bank or building society, if necessary. We are confident that CCHA has the resources to meet WHQS.

What Will you be doing to My Home?

We will be producing Property Plans for every home. Before we start work on your home we will give you a copy of the Plan for your home and ask you to comment. The Property Plans for the homes to be upgraded to WHQS in 2007/08 will be issued during 2007.

Does All This Mean My Home is Not in Good Condition?

No – there's always work to be done on property, and standards are always improving. Many of our homes will have no problem meeting WHQS and lots of them already meet the Standard – CCHA's properties are generally good homes to live in. We've always been required meet quality standards set by the Assembly - and we always have: but the Standard just got higher and so there's work to be done!

What Next?

Over the last year, we've tried to keep you up to date with WHQS and have asked your views. This will continue in the New Year. We would like to meet with the Tenant Representative Council in January to discuss our proposals; and we'd also like your views.

If you would like more information, or want to comment on WHQS please contact our Building Surveyor by:

Telephone: 029 2046 8455

Email: Peter.Jones@ccha.org.uk

Letter: 2 Ocean Way, Ocean Park, Cardiff, CF24 5TG

THE HEARING LOOP SYSTEM AT METEOR STREET IS READY FOR USE

We have told you about changes we have made at Meteor Street including making sure that access to our Reception Area improve for those who are disabled.

This work continues; Mr Simon Blackmore who is a member of DAG (Disabled Action Group) was the first person to try out the Induction Loop at Meteor Street. The system helps those who use a hearing aid to hear in noisy places.

Microphones are placed at the payment desk, the inquiries desk and in one of the interview rooms. If you have a hearing aid with a 'T' setting, you simply need to switch it to 'T'. Look out for the blue loop system symbol placed at eye level in reception.

If you are unclear what to do please ask a customer advisor for help.



WELL DONE DAG WHO HELD SUCCESSFUL TABLE TOP SALE IN SPLOTT



The Disability Action Group, DAG is a group of tenants providing feedback on the services we provide for disabled people. They held a successful Table Top Sale at the Splott Methodist Church in late November.

Visitors were able to buy festive Christmas cards

and other gifts. On display were unusual African crafts and other collectables. The Group will use the proceeds to help fund their social activities in 2007. CCHA continues to support DAG as a group who are looking to attract new members to get involved in tenant participation.

If you want to know more about DAG's work please get in contact Nicky Condon our Tenant Involvement Officer on 029 2046 8416 or by email at Involvement@ccha.org.uk or by calling at our offices at 50 Meteor Street.



CCHA ATTENDS THE 18TH ANNUAL TPAS CYMRU & WELSH TENANTS' FEDERATION JOINT CONFERENCE...

Nicky Condon our Tenant Involvement Officer, Sue Anscombe our Community Development Co-ordinator together with two tenants attended the three-day conference in Llandrindod Wells. We would particularly like to thank those tenants, Curtis Borja and Gerry Stevens who gave up their valuable time to support CCHA.

The event offered a wealth of information with key information being provided on a range of subjects including, Best Value, the Resident and Tenant Participation Strategy and how tenants can be involved in the management of their homes. The Conference is well known for its warm and friendly atmosphere not only enabling tenants to make new friends but also to allow them to learn.



ADVICE SURGERIES REVIEWED – MIXED IN TERMS OF SUCCESS

There's more to our Housing Offices than information on housing matters as many of you are aware. At our Meteor Street Offices we operate a number of surgeries together with Key Partners, including:

- **A weekly Housing Benefit surgery** – This is well attended by tenants and continues to operate successfully from Meteor Street on a Wednesday morning. An officer of the Local Authority is on hand to help any of you with any queries in relation to your housing benefit claim.
- **Housing Benefit queries** – If you need help with your claim CCHA is also able to verify your claim from our offices. Please contact Anne-marie Magee on a Monday, Tuesday or a Wednesday, or contact your Housing Officer at other times if you need help.
- **Cardiff Law Centre** – The Law Centre operates a fortnightly surgery at Meteor Street, which is well publicised in reception. They offer independent advice and assistance if you require information on dealing with debt, or have any need for independent legal advice in relation to your tenancy.
- **Partnership with Race Equality First** – Race Equality First operated a surgery for some time for tenants experiencing problems with racial harassment. Due to low demand this service has stopped. We are looking at other ways of working with Race Equality First to address the problem of racial harassment. We will let you know through this newsletter how this partnership develops.

If you want more advice or information please contact one of our customer advisors at our offices at Meteor Street. We have the following advice leaflets available:

- **Housing Benefit – A Tenant's Guide** – If you are claiming housing benefit this guide gives you clear information to ensure your claim is dealt with effectively and minimising the possibility of you unnecessarily falling into arrears with your rent.



- **Debt Problems – Dealing with Debt** – If you are having difficulties in budgeting then this leaflet gives you some good tips how you can tackle the problem. There is also a Free budget planner available with this leaflet which will help you to tackle your problem.



- **Racial Harassment** – Please read this in conjunction with our leaflet on tackling neighbour nuisance if you are experiencing difficulties with harassment that you perceive is racially motivated.



SIXTH ANNUAL GENERAL MEETING OF THE TENANT REPRESENTATIVE COUNCIL (TRC)

At the end of November the Association was delighted to attend the TRC's AGM. Vice Chairperson, Gerry Stevens chaired the meeting in the absence of Joan Lewis the Chair, who is not very well at the moment. We wish her a speedy recovery.

The meeting received Joan the Chairperson's Report, in which she thanked the Officers of the TRC for their ongoing support. In her report she prepared the members of the TRC for the year ahead stating that, *"This Tenant Representative Council, over the past year, has committed it's self, to taking more responsibility in the work it does... We are now preparing the way forward to take on more responsibility by ensuring firmer accountability. We are seeking to become engaged in a balanced partnership with CCHA, our Landlord."*

At the meeting, the following posts received nominations and the following were elected:

Chairperson: Joan Lewis

Joint Vice Chairperson: Gerry Stevens

Joint Vice Chairperson: David Ali

Secretary: Christine Holdham

Treasurer: Post vacant

The tenant members elected to the Council are June Johnston, Curtis Borja, Jo Ali, Mavis Williams and David Evans.

The TRC through CHAT want to wish all our readers a happy Christmas and look forward to meeting members old and new in the new year.

If you as a tenant want to contact the TRC with your concerns or you want to know more about the TRC's work, contact Nicky Condon our Tenant Involvement Officer on 029 2046 8416 or by email at Involvement@ccha.org.uk or by calling at our offices at 50 Meteor Street.

COED YR GORES LLANEDYRN – TENANT FEEDBACK

Thanks to those residents who responded to the recent questionnaire in relation to services at Coed yr Gores. The feedback received has been invaluable. Pictured right is Mrs Young receiving her prize for returning the questionnaire on time.



TALKING YOUR LANGUAGE – PRIZE DRAW

Thanks to all of you who responded positively to the consultation in the Autumn CHAT. We will be giving you a more detailed feedback in the next edition of CHAT as well as the prize draw result.