



Useful Reminders

Your Rent

If you can't make it to the office to pay your rent we now offer a range of convenient services to help you pay your rent seven days a week:

PayPoint – pay your rent, or your 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 different shops and petrol stations. Just look for the signs and you're in.



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 the banks and building societies. Just give us a call and we'll do the rest.



That Repair You Need Doing

Contact our Maintenance Team direct on 029 2046 8490 between 9.00AM and 5.00PM or by e mail on repairs@ccha.org.uk or,

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:

- Contact CCHA.
- Report Your Repairs.
- Apply for jobs.

And lots more...

Call at Our Offices

Callaghan House: 9.00AM – 4.30PM
Splott Road: 9.00AM to 1.00PM

Sorry, we are closed on Friday afternoons at Callaghan House.

Birthday Bash for Marjorie!



CCHA's Tenants Board and Officers of CCHA marked Marjorie Powditch's 80th Birthday with a special birthday tea at Ocean Way Office in May. Marjorie has been actively involved in tenant participation for almost a decade, supporting her fellow tenants on Holmview Court Tenants

Association, Tenants Board and the Tenants Forum on Anti-Social Behaviour & Neighbour Nuisance. 'Her efforts have been remarkable' said Sue Anscombe, the Community Development Officer, Kevin Protheroe CCHA's Chief Executive said, 'We are very pleased to mark this special occasion and at the same time to say thank you to Marjorie for her valued participation over the years'.

Gerry Celestine-Stevens, Chairperson of the Tenants Board congratulated Marjorie and commented 'Marjorie is truly an inspiration to us all, her work and dedication should be recognised and praised'.



AUGUST BANK HOLIDAY ARRANGEMENTS

Our offices will be closed on Monday 30th August 2004 and re-open at 9.00AM on Tuesday 31st August 2004. Over the holiday period you can pay your rent at anytime (see the panel opposite). We hope you have a good break.

Emergency Repairs - if you need 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 18 of your Tenants Handbook. Please remember that this service should only be used in an emergency.

**READ BY 89% OF ALL CCHA TENANTS AND
52% SAY IT'S GOT MUCH BETTER IN THE LAST TWELVE MONTHS!**

Have you booked your service yet for your central heating?



Every year we service all the heating systems in our properties and carry out gas safety checks to make sure there are no carbon monoxide leaks. By law, all landlords must have certificates showing that their gas boilers have been checked by a registered CORGI engineer every year. Already we've completed this years servicing to most of our 2000 or so homes. We've also called at least once to every tenant.

So, if you haven't had your heating serviced in the last year, that's because you haven't let us in and boy do you need to!

Think about this - carbon monoxide is known as the "invisible killer":

- Every year around 40 people in Britain die of carbon monoxide poisoning. You can't see it - you can't smell it!
- Carbon Monoxide poisoning can make you feel very ill producing flu like symptoms, tiredness and headaches.

Yet every year we come across tenants who break appointments with our service engineers or simply will not let them in. This mindless minority is putting themselves, their families, and perhaps most shocking of all their neighbours at grave risk.



Protect yourself and Your Neighbours

Protect yourself and those around you from danger by helping us to complete our safety work efficiently and on time. Make sure you keep appointments with our engineers. If the appointment proposed is not convenient just let us know and we'll arrange another one. Remember, this is not a free service - you're paying for it in your rent. So get what you're paying for!

You must let us in! If you refuse, we will have no choice but to take you to court.

So, do the right thing and do it now! Call at any of our offices or ring Paul Ezard direct on 2046 8490 to arrange an appointment - there's no charge.

Home contents insurance Are you covered?

Have you ever thought about the unthinkable happening? What if you are burgled, suffer a burst water main or even a fire? What you may not realise is that CCHA is not responsible for your personal belongings. If those need replacing, it is down to you to pay for them.

CCHA does not run an insurance scheme itself but it is able to refer you to a Home Contents Insurance Plan specifically designed for tenants and leaseholders.

If you would like more information please ask our Reception either at Splott Road or Meteor Street for a leaflet.



How we allocate our properties

You will remember that last summer you were consulted on changes we made in the running of the register for people who applied to us for housing or to transfer to other properties within our existing housing stock. From March 2004 those changes have been implemented.

The impact the changes have had are very much in the early stages, however, signs are good. Our staff operating the new scheme find it easier to explain the service to customers, while applicants on the list seem to find it easier to understand their position on the list relative to others on the waiting list.

If you are unhappy with the service please contact us and let us know. Only by telling us where you think we can improve things can we review this and make things more effectively.

Repairs Survey Prize Draw

Congratulations to the latest lucky winners in the Repair Survey Prize Draw:

PRIZES	MARCH DRAW	APRIL DRAW	MAY DRAW
1st Prize of £50.00	Mrs G Collins	Mrs E S Scott	Mrs D Sullivan
2nd Prize of £25.00	Mrs P M Williams	Mrs M Powditch	Mrs Burnell
3rd Prize of £10.00	Mr J Fahey	Mr & Mrs Ward	Mrs R L Murphy



It takes five minutes to fill in the form and your views are of great help to us. So, come on fill in the form, and take a punt

Staff Departures

We have had to say good-bye to two long standing members of staff.

Keith Morgan,

the Warden at Holmview Court for the last nine years has retired. The Association staff gathered before he left to present him with a watch to mark the occasion.



Brian Clarke,

left CCHA in May, to take up a new job. He was the Caretaker at Pengam Green in Tremorfa for eight years.



Both Keith and Brian were valued members of the team and will be missed by tenants and their colleagues alike. We would like wish them every success in the future.

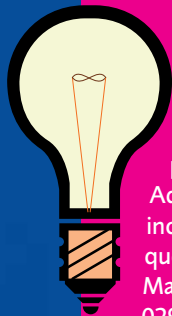
Help scheme British Gas

We are running a 'HELP' Energy Saving Up-grade, in conjunction with British Gas, for up-grades of insulation and safety measures to a selection of our properties.

The Rumney, Tremorfa, Butetown, Adamsdown and Splott areas have been targeted for this scheme. If you were one of the selected properties, you should have received a letter from British Gas informing you of a surveyor calling in the first instance to undertake a survey of your property. If successful, British Gas installers would then agree a suitable date/time for the works to be programmed.

Additional services offered as part of the scheme include a benefits and health check. If you have any queries about the scheme, please contact Richard Mann, Development Department. Telephone: 029 2046 8473.

Now the scheme is running, British Gas have provided the Association with energy saving light bulbs. These are available in the Meteor Street or Splott Road offices from July 2004. A limit of three light bulbs per household will be imposed. To pick up your light bulbs, please provide a copy of your rent card to the Receptionist, who will record your address before issue.



Computer Suite at Trowbridge Hall progresses!

CCHA Tenants living on Trowbridge Mawr estate are currently being offered free training on a number of computer courses due to start soon. This even includes a course to build a computer from scratch! CCHA are working in partnership with the SWITCH Project of the Scarman Trust to be able to offer the range of opportunities to local residents. 'We are really excited about the new opportunities on offer to CCHA residents in Trowbridge' said SOMEONE 'The computer classes will predominantly have a qualified tutor supervising and the range of courses are impressive'. Also available are free Learn Direct courses.

Residents need to act quickly as the closing date for Learn Direct Courses is the 1st August. If any CCHA Tenant in Trowbridge Mawr Estate would like to receive further information, contact Sue Anscombe Community Development Officer on 029 20468417.



St Phillips Hall Tremorfa

CCHA have taken over responsibility for the management of St Phillips Hall in Tweedsmuir Road, Tremorfa. CCHA Officers will work closely with the existing Management Committee to develop a planned programme that seeks to widen the use and activities of the Hall for the benefit of all local residents. Residents in this area will be consulted soon regarding their thoughts and suggestions as to the future usage of the Hall.



The Hall already hosts many differing activities ranging from tae kwando and dance classes to residents meetings. It will be to the benefit of all if a greater number of activities are on offer. The existing management committee, comprising of local volunteers, have worked tirelessly to keep St Phillip's Hall going and should be commended on their efforts.

Arch-Bishop Opens Memorial Garden in Adamsdown



Arch-Bishop, Barry Morgan officially opened the St German's Memorial Garden in July. Father Roy Doxey has overseen the project which commenced several years ago and involved the work of volunteers and church-goers from Adamsdown and the generous donations from individuals.

The Adamsdown Forum's Environmental Group have supported the

project from the outset and have been guided by Environmental Project Worker, Chaela Carrell from BTCV Cymru and supported by CCHA's Community Development Officer. 'This has been a really enjoyable project to work on' said Sue Anscombe CCHA's Community Development Officer, 'over the two year period the Memorial Garden has really taken shape and will be such a benefit to local people.' 'So many people have been involved over the time, from young children upwards, it has been great!'



The Butetown/Grangetown Healthy Living Programme is a 5 year project which commenced in October 2002. It is funded by the National Lottery's New Opportunities Fund, and has been developed in consultation with the community and in

partnership with representatives from 14 local voluntary and public sector organisations which include Cardiff Community Housing Association. The aim of the Programme is to deliver a wide variety of projects and activities which promote good health and wellbeing for people of all ages in Butetown and Grangetown. The activities are centred around physical activity, food and health, emotional health and well-being, youth health and helping people access health information and services.

Some of the activities the Programme has currently set up include: aerobics classes for women in Channel View and Grangetown, EXTEND which is an exercise class for 60+ yrs and Basketball for girls in Butetown Youth Pavilion. Partnerships have also been formed with local schools promoting football and squash to young people. Food and health sessions have been organised for young people at Channel View, The Buzz in Grangetown and for the Summer Play Scheme in Butetown, working in partnership with Cardiff County Council. Nutrition and information sessions on healthy eating are held with

adults at different venues across the community and plans are in progress to start a number of Cookery Clubs in the area for adults and older people. Relaxation classes are held at Butetown Community Centre and various health days have been held at different venues across the community, promoting good health.

We recently had a stall for the second year running at the Grangetown Carnival in June with activities for young people and families which included: fruit tasting, massage, football, creating art out of junk and a feeling good about yourself session involving hair braiding and nail painting. The day was extremely enjoyable and a huge success with over 600 people taking part in our activities. Another initiative that we have just set up is a Community Health and Well-Being Grant Scheme, which involved grants of up to £300 available for projects involving residents of Butetown and Grangetown. The grants could be used for setting up health activities, delivering training sessions, or helping to purchase equipment. The closing date for applications was 16th July and an event will be held in September to announce those projects that have been successful.

If you would like to know more about the activities of the Butetown/Grangetown Healthy Living Programme or if you have any ideas for future activities you would like to see being set up, please ring the Healthy Living Programme Team on: 029 20444410

Racial Harassment Policy - Keeping you informed!

Here we summarise our policy for dealing with racial harassment. At CCHA we take harassment of any kind very seriously. When it is motivated because of someone is from a different race or culture we have specific actions we can take to deal with this, they are: -

- We will support the victims of harassment

We hope you will never be the victim of harassment, but if you ever encounter such a problem and need help, please contact us straight away and ask to speak to one of our housing staff. These staff members are not professionally trained in dealing with victims of harassment, but they will listen to your problem, advise you appropriately, and ensure that the necessary actions are taken. They will also ensure that your report is kept strictly confidential. If our staff members do not feel that they are able to advise you, you will be put in contact with the appropriate representatives or supporting organisations.

- We will enforce the terms of your tenancy agreement

If you an assured tenant, section 3(5) of your tenancy agreement states that you must not to commit, or allow members of your household or invited visitors to commit any form of harassment on the grounds of race, colour, religion, sex, sexual orientation or disability which may interfere with the peace and comfort of, or cause offence to, any other tenant, member of your household, visitors or neighbours.

Similarly, section 1(n) of your secure tenancy agreement states that, "the tenant, members of his/her household, other residents of the premises and visitors must ensure that persistent nuisance or annoyance is not caused to neighbours".

So any tenant who racially harasses a neighbour, or allows their family or visitors to do so, is in clear breach of their tenancy agreement. If an incident of harassment takes place, we have very clear authority to take action to ensure that future incidents do not occur.

For example, with the consent of the harassment victim, we could start action to take possession of the offender's home, or we could report the incident to an appropriate organisation such as the South Wales Police Minorities Unit or Race Equality First.

Clearly, for us to take possession action the incident would need to be fully investigated and the events confirmed. However, if we did decide on this course of action, the tenant who committed (or whose family or visitors committed) the racist act could lose their home!

- We will transfer the victims of racial harassment

If one of our tenants is the victim of racial harassment or a racial attack, and a move to alternative accommodation would prevent a future incident, we will transfer that tenant to another property - provided they wished to move.

We would also be prepared to try and arrange a move to another area of the city or the country, by contacting other public sector landlords who may be able to help.

- Reporting graffiti or attacks

If your home is ever the subject of racial graffiti or a racial attack, contact us straight away. We will ensure that the graffiti is removed and any necessary repairs completed within 24 hours.

If you are a victim please contact us as soon as you can your case will be considered in confidence and sympathetically. An information leaflet is available at either of our offices on request. Please contact our customer advisors at our receptions at Meteor Street or Splott Road and they will happy to provide you with a copy.

New Tenant Guarantee

Recently the Welsh Assembly Government has published a new version of the Tenant's Guarantee. The document outlines the expectations they have of Housing Associations and Councils in Wales if they are to provide housing and services for those in housing need. We are issuing copies to all our tenants; a copy is enclosed with this newsletter. If you have any queries or points you want to raise please contact your Housing Officer.



CCHA is part of the Splott & Tremorfa Partnership - Communities First

Communities First is a project supported by the Welsh Assembly Government. It has funding for ten years and there are three geographical areas, which are eligible for that funding in Cardiff, which are: -

- Splott and Tremorfa.
- Ely and Caerau.
- Butetown.

In addition Cardiff has a unique citywide project for Black and Ethnic Minority Communities. Communities First aims to work in partnership with all agencies in these areas focusing on projects dealing with: -

- The physical environment.
- Health and Social Well-being.
- Community Safety.
- Education and Training.
- Young people and the Elderly.

Cardiff County Council leads the project, and CCHA has been actively involved in helping them get off the ground in Splott and Tremorfa. The Council have employed two Communities First Co-ordinators in Splott and Tremorfa, Nigel Davies who specialises in community safety, and Wendy James who specialises in education and training. It has been confirmed only this month that CCHA has been elected to the Partnership Board for Splott and Tremorfa, whose responsibility it is to steer the projects and make things happen in these areas.

If you are a resident living in Splott or Tremorfa and hear of anything happening in your area, get involved and have your say.

Would you like to become a CCHA shareholder?

Most of our shareholders are tenants and if you would like to join them it costs £1.00. As a shareholder you can:

- Attend the Annual General Meeting.
- Receive information on the work of CCHA.
- Take part in our regular shareholder surveys.
- Become a member of our Board, if elected. Five of the fifteen places on our Board are reserved for CCHA tenants.

For more information or an application form, please contact any of CCHA's offices.

DAG are looking for new members!

Disability Action Group (DAG) is a recognised charitable group, committed to deal with issues and concerns for people living in the community with disability.

Benefits of membership are:

- Social activities trips
- Access to information
- Access to training opportunities
- Involvement in forum groups to discuss Disability concerns.

Disability concerns.

- Minutes of DAG meetings
- Invitation to the Annual General Meeting (AGM)

If you would like to find out more about DAG and how to get involved please complete the form below.

Name.....

Address.....

Contact number

RACE - Is looking for new members!

Recognising all cultures equally (RACE) is a newly found group committed to help develop a community that is inclusive of all people whatever race religion or colour. RACE will work with people from ethnic minorities to help deal with any issues or concerns they may have.

If you would like to find out more about RACE and how to get involved please complete the form below.

Name.....

Address.....

Contact number