

AQUILA FULLY LET NEW APARTMENTS OFFICIALLY OPENED BY EDWINA HART – THE MINISTER FOR SOCIAL JUSTICE AND REGENERATION



Edwina Hart and Sarah Bickerton open Aquila

Aquila in the Bay was officially opened on 22nd March 2007, by Edwina Hart AM, MBE the Minister for Social Justice and Regeneration, who praised the innovative partnership working to make this scheme a reality; the first scheme of its type within Cardiff Bay. We were delighted Mrs Hart was able to take time out of her busy schedule to open the scheme.

We are very proud of Aquila, which brings much-needed affordable good quality accommodation to Cardiff Bay.

It comprises of 151 homes offering one bedroom and two bedroom apartments to people from the Council Waiting List, people who are on low incomes and provided much needed accommodation for those wanting to get their foot on the homeownership ladder.

We were pleased with the number of residents who came along. Owners and tenants alike were very positive about their new homes and delighted with the scheme.



Tenants at opening

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MAY BANK HOLIDAY INFORMATION

Our offices will be closed on Monday 7th May and Monday 28th May 2007 which are both Bank Holidays. You can pay your rent at anytime (see the panel on Page 8 for more information).

EMERGENCY REPAIRS

If you need this service when the Office is closed you can 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.

CCHA COMPLAINTS' PROCEDURE-RELAUNCH

Our aim is to provide high-quality services and we hope you will always find CCHA fair and reasonable to deal with. Sometimes you may feel dissatisfied with the service you have received and therefore we want to make it easy for you to tell us when you are unhappy. This will help us know when we should improve our services or put things right.

Enclosed with this edition of CHAT is a copy of our revised Complaint Procedure. Following our review we have decided to improve the procedure by:

- informing you clearly on how we will deal with expressions of dissatisfaction of service, before making a formal complaint.
- reducing the maximum number of stages when dealing with a formal complaint from five to two, the aim being to provide you with an earlier resolution to your complaint.
- We think this will help deliver improved services and more importantly 'when we get things wrong we will put them right'.



You should note that this procedure replaces the one outlined on page 38 of your Tenants Handbook. We recommend you keep it with your handbook for future reference.

REVIEW OF RECENT COMPLAINTS – WHAT WAS SAID AND DONE

Over the most recent period of time we have received 210 complaints. Over 80% of those complaints were concerning nuisance and anti-social behaviour.

A full list of all the complaints we received are outlined in the table below:-

Complaint	No Received
Staff	6
Repairs	25
Rehousing	1
Rent	3
Total	35

A full list of all the Nuisance Complaints we received are summarised in the table below:-

Complaint	No Received
General harassment	69
Noise	53
Criminal damage	2
Environmental	9
Drugs	7
Animals	7
General nuisance	8
Other criminal activities	8
Racial harassment	12
Total	175

The nuisance complaints received range from small, but obviously frustrating things to serious anti-social behaviour and criminal activity. It is worth remembering that despite the misery caused, most CCHA tenants are decent law-abiding members of their communities. Some cause problems, as do some private tenants, council tenants and owner-occupiers. When you think we have over 2450 homes these numbers are small. Not all nuisance complaints are about CCHA tenants. For instance youth annoyance is a big problem in many areas, producing a lot of complaints to CCHA – but often the youths are not the children of CCHA tenants.

The complaints we have received about contractors totals 25. Any complaint about our service is obviously a disappointment to us. Nobody likes receiving complaints or getting things wrong but when complaints are received we do take them seriously and investigate them properly. Our aim is to improve our services. We will report further complaints we have dealt with in the Summer Edition of CHAT.

WE PLEDGE TO ANSWER YOUR EMAILS OR FAXES WITHIN 10 WORKING DAYS

A pledge is a strong promise, and we always try and keep our promises. What should you do if you do not receive a reply within 10 workings (that is a fortnight)? Write to Kevin Protheroe and he will make sure he looks in to why you have not been answered and that you hear from us quickly. You will have a reply and he will then know where we are having difficulties keeping our promise.

WRITE TO KEVIN: By doing so you will be helping us improve our service to all our tenants.

Kevin Protheroe, Chief Executive, CCHA,
Freepost CF3706, Cardiff, CF24 OGY
Email: Kevin.Protheroe@ccha.org.uk

ADAMSDOWN RESOURCE CENTRE

- COMMUNITY GARDEN FLOURISHES INTO LIFE!

The Adamsdown Resource Centre Garden has been transformed over the last year with the help of various grants and the assistance of BTCV (British Trust Conservation Volunteers). The Adamsdown Community Projects Environmental Action Group, kicked started the Project last year when Community Representatives asked that the rear of the Resource Centre could be used as a Community Garden. Well, look at it now!! After much hard work from volunteers and local school children, the Garden has taken shape. We have a pond



The Garden Under Construction



with fountain, raised boarders, ramps and paving to accommodate everyone, a willow covered area and soon to arrive wooden tables and seating. As well as seasonal produce, plants & flowers.

The garden will be used by local school children undertaking Environmental and Science Projects and will be an ideal meeting place for the many groups who use the Resource Centre for meetings. It will also provide an area for events and activities that the Adamsdown Community Project hold. Look out for its official opening coming soon...

For further information contact Sue Anscombe, Community Development Coordinator on 029 20468417 or Bethan Gamble, Project Worker on 029 20460899.



DAG opens disabled ramps in Community Garden

CHANNEL VIEW LEISURE CENTRE ROCKS TO CCHA'S BEAT!!

On Saturday 24th March CCHA's Tenants gathered at Channel View to have a go at drumming and other family activities. CCHA invited many Ethnic Minority Tenants along to find out how CCHA is doing in involving Tenants in helping us shape Housing Services.

Also to promote the work of CCHA's Recognising All Cultures Equally (RACE) Group. 'It was a great event' said Sue Anscombe,

Community Development Coordinator, 'It was lovely to see so many new faces and find out more about what people would like to get involved with'. 'Those who attended really enjoyed themselves, as did we. With their support, we're already planning the next event, so look out for further details'.

Anyone wishing to find out more about how to become more involved in how CCHA operates or how to access free training, please contact:

Sue Anscombe on 029 20468417 or email Support@ccha.org.uk



CCHA TENANT REPRESENTATIVES SUCCESSFUL VISIT TO BRISTOL TENANTS RESOURCE CENTRE

A group of CCHA Tenant Representatives and CCHA staff travelled to Bristol to meet Bristol City Council Tenants and have a tour of their Tenants Resource Centre. It was a productive trip and much was learned by all; Bristol Tenants made us very welcome and gave an informative talk.

CCHA Tenant Representatives have returned with plans to reinvigorate our own Tenant & Community Resource Centre. This begins with a team of workers from the Welsh Assembly Government painting the centre in April 2007!!

New furniture will accompany the newly decorated Resource Centre & with the development of the Garden, the Resource Centre will be a vibrant place in the heart of the Community.

Look out for forthcoming training events and activities...

Contact Sue Anscombe, Community Development Coordinator for more information on 029 20468417 or email Support@ccha.org.uk



Tenants visiting the Resource Centre in Bristol

COURT GRANTS CCHA AN INJUNCTION WITH POWER OF ARREST

The Community Solutions Team has successfully brought another serious nuisance case to a satisfactory conclusion. We were recently granted an injunction with power of arrest; well done to the Team!

Remember, we can only take action if local people are prepared to stand up and be counted! Thanks to those of you who are prepared to come forward, your help is greatly appreciated.



WALES AUDIT OFFICE INSPECTION: THE VERDICT



CARDIFF COMMUNITY PROVIDING “MAINLY 'GOOD' HOUSING SERVICES”



After a wait of over a year, our Wales Audit Office (WAO) Inspection report was finally published on 23rd January 2007.

Readers of CHAT or our website (www.ccha.org.uk) will know that CCHA was the subject of an inspection by the WAO during two weeks in January 2006. The Inspection, which covered every aspect of our housing, maintenance and community development services, was completed on the 1st February 2006.

On publishing the report, Jeremy Coleman, the Auditor General for Wales said:

“My report shows that overall Cardiff Community Housing Association is providing a good service to its tenants and with continued development of the areas I have highlighted, such as routinely evaluating performance, the Association should be able to further improve the quality of its services. I have also identified a number of examples of good practice, which should be of interest and relevance to other public housing organisations in Wales.”

The WAO say that CCHA is providing mainly good services to its tenants, and is rated excellent in the provision of housing. It also says our approach to securing continuous improvement is raising the level of service delivery for tenants.

A summary of their Judgments is as follows:

Judgements	
Clear Strategic Direction and Objectives	Yes
Relationship with residents	Good
Providing Housing	Excellent
Rents and Arrears	Good
Lettings	Satisfactory
Housing Management	Good
Maintaining Housing	Good
Supported Housing	Good
Equal Opportunities	Satisfactory
Raising Standards	Yes

GOOD PRACTICE PRAISED

The report includes examples of good practice at CCHA, which can be used across the Welsh housing sector. These include the work we have done with tenants to produce a “Welcome Home Pack” which provides attractive, user friendly information on how to get involved in the work of the Association. Other examples of good practice include our approach to dealing with anti-social behaviour, our management of statutory servicing and involving residents in developing the programme of work to achieve the Welsh Housing Quality Standard.

Room for improvement

The report contains recommendations on areas for further development, including:

- providing information and advice in an appropriate range of formats and languages and ensuring that all residents have the same opportunities to express their views through Association surveys
- making it easier for residents to access and make use of our service standards and customer pledge
- evaluating the impact and effectiveness of our debt prevention services and ensuring that our tenants are kept aware of the availability of services
- developing a robust system to ensure that vulnerable residents are identified; and ensuring that our work is routinely evaluated.

Our view

We think the report is a fair and accurate representation of CCHA. It shows that we have many strengths and, in many ways, is a good landlord that respects its customers.

Prior to the Inspection we already had plans in place to address many of the issues highlighted by the Inspectors and we readily accepted the report's recommendations. We have actually already completed several of the recommendations made by the Inspectors. You will have noticed some of the changes, or been consulted about them, already. For example:

- we have now completed our work on our Welsh Language policy and asked you your views
- we consulted you on our revised Communication Strategy – particularly our approach to community languages and have started to put the policy into practice
- we have introduced a system to ensure that the identification of vulnerable tenants when they contact CCHA is improved.

YOUR COPY WITH CHAT

Included with CHAT is your copy of the WAO's Summary Report. We are happy to provide you with a copy of the summary so that you can form your own opinions on CCHA from it. We are required to provide you with the report in this form by the WAO. If you would like a copy of the full report it is available now on the WAO's website (www.wao.gov.uk) or CCHA's website. If you do not have internet access, but would like a copy of the full report, please let us know and we'll happily provide one.



Action stations

As part of the inspection process we must produce an Action Plan with the WAO showing how we will make the improvements they recommend. Our plan has now been approved by the WAO and is included, in full, with your copy of CHAT. It tells you:

- what we must do
- how we will do it, and
- by when.

We have presented the Action Plan to the Tenant Representative Council and asked them to comment upon it. If you, would like to comment, please do – all our contact details are in the newsletter. Please ask to speak to Bill Vaughan or email Bill on bill.vaughan@ccha.org.uk

Thank you

A number of tenants took part in the WAO Inspection in January 2006, as part of focus groups, telephone surveys and so on. We'd like to thank all the tenants who gave up their time to take part. We welcome your views and thank you for your contribution.

Enclosed in CHAT is a summary of our Action Plan a comments sheet as well as a Business Reply Envelope for your convenience.

**Please return your comments to Nicky Condon – Tenant Involvement Officer@
50 Meteor Street Adamsdown Cardiff CF24 0HE**

CUSTOMER SERVICES TEAM - THE FUTURE

Over the coming year we are planning some changes in relation to our Customer Services Team. Currently the Team is spread across a number of service areas (e.g. housing, maintenance and lettings). If you are a tenant or applicant of CCHA, with more than one query, potentially you could get passed on from one staff member to another. We don't think this is right and want to improve things.

We know that the majority of you contact us by telephone; yet our office-reception service still remains popular. We think we can organise ourselves more effectively to deal with those queries in one place. We intend to create one team not only to deal with housing queries but also to take repairs requests. Common functions will include, processing applications, processing repairs, and working on reception. The Team will be supervised by Housing's Customer Services Coordinator.

There may be an issue of resources in the short term but we aim to make these changes without it affecting the service to you. If we do not get it right first time then we will apologise but please tell us first so that we have an opportunity to put things right.



If you have any queries in the first instance report them to your Tenant Involvement Officer, Nicky Condon, who will pass that information on to the relevant person to respond to you.

TRANSLATION SERVICE IN SOMALI AND ARABIC

Do you need the help of an interpreter? For:

- Housing Applications
- Housing Benefit
- Rent Arrears
- Repairs

or any other housing related issues. You can telephone the office from Monday to Friday between the hours of 9.00am to 4.30pm, on 02920 462142

Email: housing@ccha.org.uk

ADEEG TURJIBAAN SOMALI IYO ARABI

oo ku saabsan Arji Aqal Benefid Aqal Ares Kiro Shaqo ka qabad aqal ama wixi kale oo aqalada ku saabsan waxaad la soo xidhidha xafiskan isnintailaa jimcah q inta u dhexaysa 9.00-4.30

Tilifoonka lambarkiisu yahay 02920 462142

Emailka lambarkiisu yahay Housing@ccha.org.uk

Speaking your language - Prize Draw

Following consultation in the Autumn CHAT about communication. We are pleased to announce our winner was: **Mrs M Littlefield of Holmview Court.**

PAYING YOUR RENT- ADVICE UPDATE FROM THE CUSTOMER SERVICES TEAM

Paying Your Rent With £50 notes!!!!

Do you pay your rent in cash? We're really sorry but we can't accept £50 notes as our policy is to minimise the risk to the Association of taking counterfeit money. All other notes are fine!!

Paying Your Rent in Other Ways

Why not take a look at all the other ways you can pay your rent on page 8 You may find some of them more convenient for you.

Swipe Cards

Have you lost your swipe card or do you just not use it?

Using your swipe card is a

really good way of making sure

that your payment reaches your account accurately whether you pay by cash, card or cheque at the office or through Payzone and Paypoints which are available at many local shops and garages. Just look for the sign. If you would like a replacement card give

Heidi a call on 029 2046 8425



FREE COMPUTER CLASSES AT TREMORFA HALL HAVE PROVED A SUCCESS!

Come along to Tremorfa Community Hall, Tweedsmuir Road, Tremorfa on Tuesdays between 10-2.30pm and find out how you could learn how to use computer technologies. Our Tutor will be assisting individuals to develop their own skills, learn from new, or find out how to research interests, email or shop online to save money!



'I can't wait for Tuesday mornings to come' said Eileen Thorne 'Its opened up so many interesting doors, its great'.

All classes are free and sessions are held between 10-12pm and 12.30 - 2.30pm. Places will be limited, but these sessions will continue until March 2008 in ten week sessions - so come along, or contact **Sue Anscombe, Community Development Coordinator on 029 20468417** to find out more. The sessions are informal, learning at your own pace and refreshments are provided in our friendly and secure Community Hall.

We currently have a very enthusiastic class that have been surfing the internet, exploring Google Earth and learning how to email as well as other activities.

Come along and learn something new today, who knows where it may take you...!!

CCHA GARDENING COMPETITION

Following the fantastic response last year, to those of you who entered our Gardening Competition we are now looking to launch this years competition.

If you want to enter this year please fill in the tear off form and return it by the end of **May 2007**.

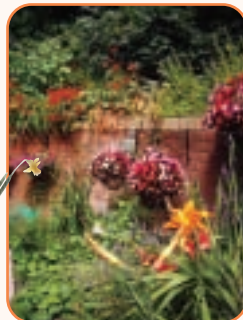
There are prizes for all the winners, but with this kind of competition it is taking part that counts. Gardening is a major pastime and it does not take much to get things going.

Why not give It a go? You could enter as a group or an individual. We particularly want to see our younger tenants have a go!

Get your thinking caps on and your gloves out.

The categories to enter as as follows:

- Best small garden
- Best estate garden
- Best courtyard garden
- Best hanging basket
- Best pots and container garden
- Best fruit and veg garden.



ENTRY FORM

Name

Address

Tel

Email

I/We want to enter the category

**Please return all entries to Nicky Condon – Tenant Involvement Officer @ 50 Meteor Street Adamsdown Cardiff
A prepaid envelope is provided**

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 8425**, and ask to speak to our **Housing Finance Officer, 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.

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 اصطورتنا بذلك. إذا كنت تراه بأنه ربما سيكون من الأسهل لك أن نتحدث إليها بلغتك الأصلية، فانه بإمكاننا عمل الترتيبات اللازمة لظهور مترجم لهذا الغرض.

اگر آپ کسی معلومات کی وضاحت یا ترجمہ چاہتے ہیں تو براہ کرم ہمیں بتائیں۔
اگر آپ کو کچھ ایسا سامان ہو کہ ہم آپ سے آپ کی اپنی زبان میں بات کریں تو ہم اس بات کا انتظام کر سکتے ہیں کہ ترجمان (اگرچہ ہر)۔
— ۲۰۲۰

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

আপনি যদি কোনো কথা বাখা বা অনুবাদ করানো চান, তাহলে অনুগ্রহ করে আমাদেরকে জানান।
আপনি যদি আপনার নিজস্ব ভাষায় আমাদের সঙ্গে আলোচনা-আলোচনা করতে সহজতর মনে করেন, তাহলে
একজন গোষ্ঠী (ইন্টারপ্রিটার) উপস্থিত থাকার জন্য আমরা ব্যবস্থা 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

CCHA Office No.

029 2046 2142

Emergency Repair No.

01633 214222

We can make these articles available for you in bigger print.

If you want any further help contact our Customer Services Team who will be pleased to help you.