



A NIGHT AT THE MUSEUM



CCHA's 2007 AGM WITH A TWIST



This year we aim to get more tenants involved with CCHA and its work.

Our AGM will be held on 12th September 2007.

An exhibition will be provided by the Museum and not CCHA i.e. the 'Evolution of Wales', a

walk-through exhibition which is an amazing journey through time and space. Also, there is a opportunity to view the new exhibition 'Industry to Impressionism – What two sisters did for Wales'. The Museum has one of the most important impressionist collections in the world. Did you know that two unmarried sisters who lived most of their lives in the Welsh countryside donated most of the collection? Well here is your chance to come and see.

We think this is an opportunity to open up the event to include tenants who are not just share holders of CCHA. So, as well as viewing some of the marvellous exhibits in the Museum it will also be an opportunity for you to learn more about our work.

Our guest speakers this year are Linda Whitticker of the Welsh Assembly Government and Joan Lewis who is the Chair of the Association's Tenant Representative Council. Representatives of the Tenant Representative Council will be on hand, to explain how the Tenant Representative Council links to the business of CCHA.



There is a buffet available after the event.

Places are limited so if you want to come along complete the reply card enclosed in CHAT and return it to Nicky Condon at 50 Meteor Street Adamsdown CARDIFF, or email Nicky at involvement@ccha.org.uk if you are interested in attending.

PLEASE DO SO BY FRIDAY 27th AUGUST 2007 at the latest.

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AUGUST BANK HOLIDAY – WE ARE CLOSED

Our offices will be closed on Monday 27th August 2007 for a Bank Holiday. You can pay your rent at anytime (see the panel on the back page for more information).

EMERGENCY REPAIRS

if you need this service when the Office is closed you can telephone

01633 214222 and help with 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.

COMMUNITY DEVELOPMENT AND TENANT INVOLVEMENT UPDATE REPORTS –

READ ALL ABOUT IT!

Two papers are available to any tenant who would like to read about the work of the Community Development and Tenant Involvement Department at CCHA. The papers, approved by the Tenant Representative Council and Board of Management this month, look at what has been achieved in the last year and what we want to do over the coming period.

Much of this work will be based around the Welsh Assembly Government's 'National Resident Participation Strategy', which it recently published. The document sets out the Assembly Government's expectations of social landlords and their regard for resident participation. Tenant Representative Council are working with CCHA to develop a Local Tenant Participation Strategy. We will be drawing upon the National Resident Participation Strategy document for guidance. We want the Local Strategy to be in place by April 2008.

REVIEW OF COMMUNITY DEVELOPMENT STRATEGY	
BOARD MEETING 25th JULY 2007 AGENDA ITEM REF: B53.07/08	
SUMMARY:	The following report sets out to review how the Community Development Strategy has progressed since it was presented to Board in July 2006. The scope of this review includes:
	<ul style="list-style-type: none">a review of the aims and objectives set out in the original Strategy, specifically focusing on achievements to dateconfirmation of the actions required in order to meet the remainder of the Strategy's objectives by March 2008
CORPORATE AND OPERATIONAL PLANS OBJECTIVES:	CP Objective 3.1: back our communities by developing, either directly or indirectly, services, facilities and opportunities that enhance community cohesion and vitality and bring local people together
	CP Objective 3.2: contribute to the delivery of the Assembly's key cross-cutting strategies of helping more people into work, creating better jobs and skills, and strong and safe communities
	CP Objective 3.3: support Cardiff County Council in delivering their strategic housing and community priorities
	CP Objective 3.4: have membership, community development and involvement policies that secure maximum accountability for our activities in those communities we seek to serve
	CP Objective 3.5: take our fair share of responsibility for the physical and human environment in which our homes are located
	CP Objective 3.6: support Cardiff County Council in delivering their strategic housing and community priorities
RISK ANALYSIS AND ACTION:	High expectations of some active tenants; low response rate from tenants as a whole; WAG strategy and WAO expectations; Tenant Involvement is not mainstreamed within CCHA; focus often down to 1 or 2 staff members
RESOURCES AND PRINCIPAL FINANCE OFFICER'S STATEMENT:	The budget for 2007/2008 is attached in Appendix 3 of this report. No other comment is necessary
CONSULTATION UNDERTAKEN AND FEEDBACK RESULTS:	This document has been presented to the Tenant Representative Council (TRC)
EQUALITIES IMPACTS:	There are equalities impacts with Tenant Involvement relating to groups such as Black and Ethnic Minorities, Disabled Groups and Gay and Lesbian Groups
ENVIRONMENTAL IMPACTS:	N/A
RECOMMENDATIONS:	to approve CCHA's Tenant Involvement Strategy for 2007 to 2009 to carry out an interim review in July 2008
RESPONSIBLE OFFICER(S):	Matthew Thomas, Housing Director, Sue Anscombe, Community Development Co-ordinator

REVIEW OF TENANT INVOLVEMENT STRATEGY 2007/2009	
BOARD MEETING 25th July 2007 AGENDA ITEM REF: B52.07/08	
SUMMARY:	This report reviews progress with the Tenant Involvement Strategy since it was presented to Board in July 2006. The scope of this review includes:
	<ul style="list-style-type: none">a review of the aims and objectives set out in the original Strategy; focusing on achievements to datea review of the actions needed to meet the remainder of the Strategy's objectives by March 2009.
CORPORATE AND OPERATIONAL PLANS OBJECTIVES:	CP Objective 3.1: back our communities by developing, either directly or indirectly, services, facilities and opportunities that enhance community cohesion and vitality and bring local people together
	CP Objective 3.3: implement the Assembly's housing or housing related strategies, particularly the National Housing Strategy 'Better Homes' and the BME Housing Strategy
	CP Objective 3.4: have membership, community development and involvement policies that secure maximum accountability for our activities in those communities we seek to serve
	CP Objective 3.5: take our fair share of responsibility for the physical and human environment in which our homes are located
	CP Objective 3.6: support Cardiff County Council in delivering their strategic housing and community priorities
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RESPONSIBLE OFFICER(S):	Matthew Thomas, Housing Director, Sue Anscombe, Community Development Co-ordinator

If you would like to become involved with CCHA and Tenant Representatives in developing this strategy, please contact Nicky Condon on 029 20468416 or email Nicky.Condon@ccha.org.uk or Sue Anscombe on 029 2046 8417 or email Susan.Anscombe@ccha.org.uk

If you would like a copy of the National Tenant Participation Strategy please contact us as above or view the National Resident Participation Strategy online at <http://new.wales.gov.uk/about/strategy/strategypublications/strategypubs/1370859/?lang=en>

JOIN US FOR MORNING COFFEE IN THE PICTUREQUES MUMBLES AND AN AFTERNOON STROLL AROUND MCARTHUR GLEN!

The Tenant Representative Council would like to invite our over 50's tenants and those from CCHA's Elderly Person accommodation to join us on a **FREE** Coach Trip to **Verdi's Tea Rooms in the glorious Mumbles**, followed by a shopping spree, or a wander on the seafront or maybe even a visit to Bingo Hall in Swansea.

Leaving from the rear of CCHA's Ocean Park Office, 2 Ocean Way, Cardiff at 9am on Monday 17th September 2007; we'll be returning at around 6pm that evening.

Offered on a first come first served basis, anyone not successful on this occasion will be first on the list for the next trip later in the year!

Please note: you will have to be able to get to Ocean Way at your own expense to join the coach and to return home from there later that evening. CCHA staff will be on hand to order taxi's and will ensure everyone obtains transport home. Very limited parking is available on the road side.



Please contact Nicky Condon on 029 2046 8416 or email Nicky.Condon@ccha.org.uk or Sue Anscombe on 029 20468417 or email Susan.Anscombe@ccha.org.uk to book your space!!

WELL BEING AT WORK INITIATIVE JUDGED A SUCCESS

To promote the Association's well being at work initiative a Fruit Sculpture Competition was judged a success.

CCHA's staff recently held a fruit and veg sculpture contest as part of our Wellness at Work Initiative.

The judges were extremely impressed with the entries, and after a very difficult decision two winners were chosen:

Sharon Barkley from our IT Team with a composition called "Penguins on Ice"

Heidi Rosser's from our Housing Team with her "Moby Dick"

Well done both of them; there were 5 runners- who were the lucky winners of a Green and Black's organic easter egg.

Kevin Protheroe the Chief Executive thanked everyone for their efforts in taking part.



CCHA AND CARE AND REPAIR STAFF WALK PEN-Y-FAN



On a warm Saturday morning in June staff and friends of Care and Repair Cardiff and CCHA walked Pen-y-Fan which is South Wales' highest mountain in aid of the Agency's Hardship Fund and as part of CCHA's Wellness at Work Campaign.

The Wellness at Work Campaign encourages staff to feel fitter and better in the workplace. Popular initiatives undertaken to improve staff health and wellbeing include the weekly provision of fresh fruit, free pedometers, usage of blood pressure monitors, stress awareness training, health awareness promotion linked to national events, free complementary therapy sessions, free Easter Eggs (dark chocolate with all its health benefits, of course!) and much more.

CCHA hosts Care and Repair Cardiff in partnership with The Welsh Assembly Government and Care and Repair Cymru. Care and Repair Cardiff recognise that many older people who are owner occupiers in Cardiff require financial assistance to pay for essential basic property repairs. Where there are no other practical or appropriate funding options available, clients of Care & Repair Cardiff may apply to the Agency's Hardship Fund for assistance.

Over the last twelve months the Agency has utilised its Hardship Fund to assist their clients with works such as repaired staircase, provided external



The team getting ready to climb Pen-y-Fan

lighting system, repaired front door lock, replaced Clos-o-mat Seat, replaced gate, provided free fan heaters, repaired boiler, repaired roof flashings, repaired hot water system, supplied and fitted numerous handrails, etc.

Well done to those who took part in the walk. The event was also used to promote CCHA's wellness at work campaign. To date £110.00 has been raised in sponsorship towards the fund.



WE PLEDGE TO ANSWER YOUR LETTERS 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 have a reply within 10 working days (That is a fortnight).



Well please let me know by writing to me:

Kevin Protheroe
Chief Executive
CCHA Freepost CF3706
CARDIFF CF24 0GY
Email: kevin.protheroe@ccha.org.uk



I will make sure why we have not answered you and that you hear from us quickly. You will have a reply AND I will know where we are having difficulties in keeping our promise.

You will be helping us improve our service to all tenants.

**Kevin Protheroe
CHIEF EXECUTIVE**

REORGANISATION OF CUSTOMER SERVICES – PROGRESS REPORT

In the Spring Edition of CHAT we told you about some of the changes we were planning to our Customer Services Team. Well the Team came together on 2nd July 2007 and we are currently starting the process of training the new team.

As we told you last time our intention is to create one team to deal with housing queries and 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 well be teething problems in the short term but our aim is to make these changes run as smoothly as possible. If we do not succeed first time we apologise but please let us know so that we have an opportunity to address any problems.

The final stage of moving staff across will take place in August when the Community Support Team move across from Splott Road to Callaghan House.



Callaghan House – Customer Services

The Community Support Team is responsible for dealing with serious anti-social behaviour cases as well as services for older people. We will keep you posted of progress made over the coming months through updates in CHAT!!

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. You can contact Nicky at our office at 50, Meteor Street Adamsdown or by email at involvement@ccha.org.uk

EXCITING TIMES AHEAD FOR ADAMSDOWN!



The Adamsdown Community Project has been in discussions with Cardiff Council and the Welsh Assembly Government over plans for areas within Adamsdown to benefit from Communities First status.



Resource Centre – Community Garden

Communities First is the Welsh Assembly Government's programme designed for particular areas throughout Wales. Until recently, Adamsdown did not qualify to become a Communities First area. This has now changed following new information being taken into account from the 2005 Census. Complex factors such as housing conditions, environments, and employment rates; are looked at in order to determine whether areas require additional support. Adamsdown now qualifies for that support and has become 'Super Output Area'.

The Adamsdown Community Project have successfully bid to carry out consultations with local people, businesses and service providers to find out what is already provided in the area and also what the

community consider the local priorities to improve Adamsdown; making it an even better place to live. After this work has been carried out; a report will be submitted to the Welsh Assembly Government detailing our findings. We hope this will lead to a Partnership Group forming, where the Community, Statutory Bodies; Voluntary Sector and Businesses join together to address local issues and work together to find local solutions.

What happens now is a series of consultations with local people and service providers. So **look out** for events, activities, invitations to sit on a focus group – looking at a particular issue such as Health provision, services for Youths or the Environment and questionnaires coming your way over the next three months.

Anyone wanting to find out more, or would like to offer to become involved with this exciting development; please contact Beth Gamble, Project Worker on 029 20460899 Bethan.gamble@thescarmantrust.org.uk or Sue Anscombe, CCHA, Community Development Coordinator on 029 2046 8417, Susan.Anscombe@ccha.org.uk



Bethan Gamble – Project Co-ordinator

EARLY WARNING MESSAGE CONCERNING PAYPOINT SWIPE CARDS!

From **March 2008** you will no longer be able to use Paypoint outlets to pay your rent!! Paypoint and our contractor Allpay, who looks after our automated payment service have gone their separate ways. We want to start telling you as early as possible so that you are aware of these changes. Other ways to pay your rent can be found on Page 8 of CHAT.



In the first instance if you have any queries contact Heidi Rosser on (029) 20468402 or email Heidi at Heidi.Rosser@ccha.org.uk

CCHA TENANT RIPS UP L-PLATES... AT 79

Thelma Day who lives in one of our sheltered housing schemes can finally rip up her L-plates after passing her driving test at the age of 79. Thelma applied for her provisional licence three years ago when her husband became unwell.

Through CHAT the Association wants to congratulate Thelma on her success and say well done Thelma; keep on driving!!

NEW KITCHEN & BABY CARE FACILITIES FOR TREMORFA COMMUNITY HALL!

CCHA have successfully applied for funding from the 'Better Buildings for Communities' Grant and as a result a much needed new kitchen will be fitted during the summer/autumn. Along with Baby Changing Facilities.

Tremorfa Community Hall on Tweedsmuir Road is well used by lots of different groups and organisations from Parent & Toddler Groups, Dance, Beavers, Brownies, Tae Kwando, Tenant and Resident Meetings, Communities First Meetings, Bingo sessions and Coffee Mornings. As well as FREE computer classes which are held on a Tuesday Morning and afternoon.

The new kitchen will enhance the look of the Community Hall and hopefully be well used by existing groups and new ones to come.



Tremorfa Hall

Whilst the Hall is used each day of the week, we do have slots open on a Wednesday & Friday Evening plus Friday Daytimes. If anyone is interested in booking the Hall for regular sessions during these times; please contact Sue Anscombe, Community Development Coordinator on 029 20468417 or email Susan.Anscombe@ccha.org.uk for further details.

HAVE YOU WON YET? THEY HAVE!

Congratulations to the following winners in our monthly repair survey prize draw; it has been a while since we last published the results but here they are!

	March 2007	April 2007	May 2007	June 2007
1st Prize of £50	Mrs Morris of Rumney	Mrs Littlefield of Rumney	Mrs Jones of Splott	Miss Evans of Adamsdown
2nd Prize of £25	Mrs Egeh of Adamsdown	Mrs Smith of Splott	Mrs Williams of Adamsdown	Ms Cooper of Tremorfa
3rd Prize of £10	Miss Hopkins of Splott	Mr Reid of Adamsdown	Mr Passley of Splott	Ms Abbots of Splott

WE NEED YOUR HELP!

To enter the draw all you need to do is send back your repairs service 'tenant satisfaction form' next time you get a repair done. Your views are of great help to us in monitoring the quality of our repair service. And you never know – you could win a prize.

PLEASE COMPLETE THE QUESTIONNAIRE; HELP US TO DO THINGS BETTER BY KEEPING US INFORMED OF WHAT YOU THINK ABOUT OUR REPAIRS SERVICE.

PAINT BRUSHES AT THE READY!!

Freshened up Resource Center here we come

Employees from the Welsh Assembly Government picked up their paint brushes and gave a lick of paint to the Adamsdown Community & Tenant Resource Centre. Following on from their efforts, members of the Tenants Representative Council finished the job. Many thanks to ALL involved and in particular David Ali (pictured), Joan Lewis, Lesley Attwater & David Evans.



The Resource Centre



Dave Ali paints the Resource Centre

The Resource Centre looks fabulous inside to match our 'Award Winning' Community Garden! With new furniture and a revamped look we're hoping to further increase the usage of the Centre to provide services, training and events to the local community.

Look out for **exciting FREE Computer Classes** at the Adamsdown Community & Tenant Resource Centre which (successful funding permitted) will commence later this year.

A warm welcome to **The Ahmadiyya Muslim Community** who have recently become users of the centre.

For further information regarding the Community & Tenants Resource Centre please contact Sue Anscombe, Community Development Coordinator on 029 2046 8417 or email Susan.Anscombe@ccha.org.uk or alternatively contact Bethan Gamble, Adamsdown Project Worker on 029 2046 0899.

WOULD YOU LIKE TO BECOME A CCHA SHAREHOLDER?

We want to encourage tenants to be involved in our work; in fact most of our shareholders are tenants of CCHA. If you would like to apply for share membership why not do so? It only costs you a £1.00. Being a shareholder does not mean that you have shares in CCHA, but as a shareholder you can:

- attend our Annual General Meeting and vote
- receive information about the work we do
- become a member of our Board, if elected; five of the fifteen places on our Board are reserved for CCHA tenants.

Come on, think about it; if you have any questions or would like to apply for share membership, please contact **Sue Anscombe**, our **Community Development Co-ordinator** on **029 2046 8417** or by email at **involvement@ccha.org.uk** or by calling at our offices at **Callaghan House, 50 Meteor Street.**



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.

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 rhwch 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 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 کیلئے یہ آسان ہو کہ ہم آپ سے آپ کی اپنی زبان میں بات کریں تو ہم اس بات کا انتظام کر سکتے ہیں کہ ترجمان (اگرچہ ہمارے پاس)۔

Haddii aad u baahantahay in lagu macneeyo amasi lauguu turjumo wixii ah, nala soo socodsii. haddii aad ka jeclaanlahayd 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 Monday to Friday

Daytime telephone 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 our Cutomer Advisor who will be pleased to help you.