

Through the KEYHOLE

Official NEWSLETTER of CYNON TÂF COMMUNITY HOUSING GROUP

GWLADYS CELEBRATES!!

Gwladys with her birthday card from the Queen



Gwladys enjoyed a party at Llandewi Court and celebrated with her family and friends. Some family members travelled from France to wish Gwladys a happy birthday.

Gwladys received many gifts and flowers as well as a birthday card from the Queen, which she was very proud to receive.

Gwladys received flowers from David Lewis Chief Executive



Gwladys celebrated her 100th birthday in July! We are very proud that she has been our tenant at Llandewi

Court for nearly 20 years. Gladys was one of the first tenants to move into the complex.

REFURBISHING PEN LLEW COURT

We are in the process of carrying out large scale improvement works at our sheltered complex in Trecynon.


We are replacing the electric heating system, rewiring, installing new kitchens, updating bathrooms and replacing baths with walk in showers.

The new design kitchens and bathrooms meet the RNIB specifications for people with visual impairments. We are the first Welsh Housing Association to incorporate these standards into an improvement programme. The tenants are all very pleased with these improvements.

New RNIB specified kitchen



FEEDBACK FROM TENANTS



Thanks to everybody who answered the question regarding the development of our Tenant Participation Strategy. The majority (97%) stated they were happy with the aims of the strategy. Mr Bevan from Penrhiwceiber won the £10 Argos Voucher.



SOME OF YOUR COMMENTS

“Keep up the good work”

“We always receive excellent customer service from our housing administrator”

MYSTERY CUSTOMER REPORT

Did you know? We have 111 mystery customers (which represents 6% of our tenants) who report on all aspects of the service they receive.

Our mystery customers are interviewed on a regular basis concerning the service they have received and provide us with valuable information about how well we are doing, and how we can improve these services.

32 of our Mystery Customers were visited between January and March 2008. The majority of our mystery customers had rung us to report repairs and were happy with both the response and standard of repairs carried out. 90% were happy with overall service received and any issues raised have been resolved. Other reasons for contacting us included - Rent issues, neighbour nuisance, service charge queries and rechargeable works queries. We would like to thank all our mystery customers for their continuing involvement.

If you would like to become a Mystery Customer please contact Ann Costanza on 01443 743204



HELP US TO HELP YOU

DANGER!

Carbon monoxide is a colourless odourless gas. In low doses it can cause flu-like symptoms, such as headaches, dizziness and nausea; at higher levels it can be more serious.

The gas is produced when carbon based fuels such as natural gas, do not combust completely. A blocked boiler

fuel, for example can prevent fresh oxygen being drawn into a room to replace that burned by the boiler flame. When oxygen levels fall beyond a certain point, the fuel only partially combusts and carbon monoxide begins to seep into the room instead.

To ensure you and your family are safe we employ Carillion Planned Maintenance to service the gas appliances in

your home. **Please ensure that you allow them access to do this work. This helps us to help you keep safe.**

Every quarter all tenants along with other Devco consortium tenants who allow access for a gas service on the first appointment will be entered into a draw for £25 of Tesco vouchers.

The first two prize winners are from Merthyr and Gabalfa

STAFF NEWS



Rachel Dent—Housing Officer
Older Persons / Support Services

We'd like to welcome a new member of staff to Cynon

Member of staff to Cynon Taf Community Housing Group. Rachel Dent is the new Housing Officer for Older Persons / Support Services.

Rachel previously worked for Newydd Housing Association as a Lettings Officer and has a great deal of experience in a wide range of housing issues.

We would also like to wish Nia O'Neill good luck as she is leaving us for a year to work at Care & Repair RCT. Rosalyn Mills is the new Housing Administrator for the Abercwmboi, Cwmaman, Cwmbach and Trecynon areas until Nia returns.

Also welcome to Zak Drew, Assistant Surveyor who is with us until March 2009.

Congratulations! You will all be very pleased to hear that our Housing Manager, Siân Tennick, recently gave birth to a baby girl. Mother and baby are doing very well.



EXPERT PATIENTS PROGRAMME WALES

The Expert Patients Programme (EPP) is for anyone over the age of 18 who has been living with a long-term health condition, or is the carer of someone with a long-term condition.

The course provides an op-

portunity to explore and learn additional skills to help make positive changes and better manage things on a day-to-day basis.

Courses take place throughout Rhondda Cynon Taff and are free of charge for all who

attend. EPP groups meet over six weekly sessions for 2½ hours per week.

To find out more please contact the EPP Co-ordinator, either by calling 01443 485337 or sending an e-mail to info@interlinkrct.org.uk



TENANTS' FORUM NEWS

COMMUNITY SAFETY



At the last Tenants Forum meeting representatives from the RCT Community Safety Team gave a presentation concerning their work and the difference they are making to crime levels in the area.

They provided valuable infor-

mation about how to keep safe and a range of preventative measures to take to avoid crime. They also distributed a range of items and leaflets to promote personal safety. The group found the presentation very interesting and informative.

We encourage all tenants to be involved with the Association. We realise your time is valuable and any time you are able to spare will be much appreciated.

The next meeting of the Tenants' Forum will be held at our office at Abercynon on **Wednesday 5th November 2008 at 11.00am**. They will be reviewing Tenant Participation options.

If you would like further information about becoming involved please ring Ann Costanza on 01443 743204.



CYNON TÂF COMMUNITY HOUSING GROUP ANNUAL GENERAL MEETING

All tenants are invited to
THE ANNUAL MEETING
on Tuesday, 16th September, 2008
at 6.30 pm at Ty Newydd Country Hotel, Hirwaun

Presentation - Our Services for Older People

Refreshments and free prize draw