

Through the KEYHOLE

Official NEWSLETTER of CYNON-TÂF COMMUNITY HOUSING GROUP

CHOOSING THE BEST



The Review Panel hard at work

As you are aware the Association is a member of the DevCo Consortium, which is a group of housing associations working collaboratively to organise new developments, improve services to our tenants and ensure the services we provide are cost effective.

Together with our partners in DevCo, we have reviewed our gas contract in order to enhance the service, both to the Association and to tenants. The Group's Ten-

ant's Forum was involved in the review process. We then invited several contractors to submit tenders for the work.

Interviews with potential contractors took place at our office in November 2007. A review panel was set up which included tenants and staff from each housing association. The panel took part in the interview and selection process. We are very grateful to Alwyn Jenkins, who did a great

job of representing tenants' views during this process.

The new contract will start on 1st April 2008. The whole process of reporting faults with your heating systems will change when the new contract begins. We will send you all the information on the new arrangements, including the new contractors name and the new telephone number closer to the date.

Remember to keep this information safe.

YOUR COMMENTS.....



We are always interested in what you think about the service we provide. Here are some of your recent comments ..

"I've always found the staff helpful and polite. I can't fault the Housing Group they do a good job and always get the repairs done on time"

"Paying rent through the All-pay website is very quick and easy"



"Your service in all departments is second to none.— Thanks very much"

Thanks to all of you who answered the question regarding how satisfied you are about the ease of contacting us and getting hold of the right person to deal with your query. The majority (87.5%) found it easy to get hold of the right person. 83.9% felt that person could deal with their query. Congratulations to Mr Drew of Trallwn who won the £10 Argos Voucher.



MYSTERY CUSTOMER REPORT

Did you know? We have 94 mystery customers (which represents 5.1% of our tenants) who report on all aspects of the service they receive.

34 of our mystery customers were visited during October and November 2007. The majority of our mystery customers had rung to report repairs and they were happy with both the response and the standard of the repairs carried out.

One of our Mystery Customers raised concerns about a re-charge letter being sent out for a replacement lock when the original lock had been faulty. A review of the re-charging process has been undertaken and as a result, we will be asking for more information from the contractor before deciding whether a re-charge letter should be sent.

If you would like to become a Mystery Customer and report on all aspects of the service you receive please contact Ann Costanza on 01443 743204.



NATIONAL TENANT PARTICIPATION STRATEGY

The National Tenant Participation Strategy states that we are required to produce a Local Tenant Strategy by working with our tenants to agree:

- How their homes and local environment should be managed
- What services and service improvements are needed

- How to decide priorities
- How to work together to achieve these

Local Strategies must provide a framework to develop participation activities around development of services, review and performance of housing services, or to respond to failure of services.

We want to ensure our strategy is developed with full involvement of our tenants. We would like to involve as many tenants as possible. If you would like to be involved by taking part in telephone surveys, postal surveys, focus groups or in any other way please contact Ann Costanza on 01443 743204.

When you are Shopping —

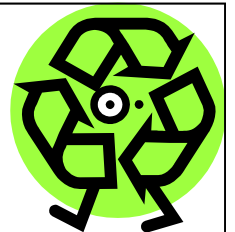
Did you know? - Shoppers in the UK use around **10 billion** plastic carrier bags every year -



Take your own bags

Re-use carrier bags or buy fabric ones which will last

Buy products with the least amount of packaging



TENANTS' FORUM NEWS

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.

At the last Tenants' Forum meeting the budget for the next financial year was discussed which included funding for training and for delegates to

attend the annual TPAS conference.

The Chief Executive also announced the results of the election for a fourth tenant member to the Group's Board of Management. Shirley Hill who is the Treasurer of the Tenants Forum was elected.

Why don't you come along and be part of the Tenants' Forum? The

next meeting will be held at **11.00 o'clock on Wednesday 5th March 2008** at Cynon Tâf Community Housing Group office at Abercynon.



Shirley Hill our new Board Member

INFORMATION UPDATE

Since we moved to Abercynon, the Association has provided outreach surgeries in Aberdare (on two half days a week) and in Pontypridd (on half a day per week).

A recent review has shown that there are very few tenants or applicants using these facilities and housing staff are concerned that their time could be better used in providing the service that you want, being available to answer phones and callers to the main

office in Abercynon, or to call on you at your own home.

The services at Pontypridd and Aberdare have not been operating for a the past few weeks and we have not had any adverse comments. We are therefore proposing that we stop providing staff in Pontypridd and Aberdare: however, if you would like to give your opinion please complete the enclosed questionnaire and return it to us using the address on the

form. It is a 'Freepost' service so there is no need for a stamp.

Don't forget that the Association provides a visiting service and we will call to see you in your home if you have a query or problem. You can ask your Housing Officer to come to you to discuss any matter, including transferring, exchanging homes, repairs, neighbour problems, rent and benefit issues or anything to do with your home or tenancy.



HOLIDAY ARRANGEMENTS

**The Office will be CLOSED from
4.00pm on Thursday 20th March 2008
Until
9.00 am on Wednesday 26th March 2008**

**Monday 5th May 2008
Monday 26th May 2008
and
Tuesday 27th May 2008**

**IN AN EMERGENCY RING
0845 2602633**

