



Through the KEYHOLE

Official NEWSLETTER of CYNON-TÂF COMMUNITY HOUSING GROUP

ADVICE ON BENEFIT ENTITLEMENT

Thousands of people, especially older people, are not claiming all the money that they are entitled to. We have all heard about the 'Credit Crunch' and have experience of our weekly shop and regular bills costing more.

Lynne Southway, our Benefit & Debt Support Officer, has helped many tenants access extra money over the last 12 months.

Lynne's successes so far include:

- £14,500 of back-dated Housing Benefit obtained for tenants
- 3 tenants receiving full Housing Benefit, who were previously paying their own rent
- 5 tenants receiving partial Housing Benefit when previously they were paying all their own rent



- 1 tenant received Disability Living Allowance (DLA) of £45 per week
- 5 tenants received an increase in DLA from £17 to £67 per week
- 10 tenants receiving Attendance Allowance of £67 per week

An award of Attendance Allowance often means an increase in Pension Credit of approximately £50 per week. Pension Credit is the largest

category of unclaimed benefit.

Lynne can visit you in your home and in about 15 minutes will be able to calculate whether you would qualify for any benefit and whether it will be worth making a claim. She would assist you with making the claim.

If you would like Lynne to visit you at home, would just like to chat or wish to make an appointment please contact her on 0345 2602633.

COMPLAINTS

Every six months we give tenants a summary of the complaints that we have received and any action taken. These are the complaints received between 1st April and 30th September 2008.

Complaint	Number	Outcomes
Various issues around the administration of the rent and service charge increases	1	PARTIALLY UPHELD Improved procedures introduced for next year
Repairs	4	1 UPHELD 1 NOT UPHELD 1 PARTIALLY UPHELD 1 INCONCLUSIVE

As well as the formal complaints reported above, we also collate all service feedback reported by customers. These consisted of 73 expressions of dissatisfaction with repairs, which were later resolved, and 18 regarding the administration of the gas servicing. We received 4 service improvement suggestions as well as 28 compliments about our services. Thank you to all tenants who provided us with this valuable information.

'FEEDBACK FROM TENANTS'



SOME OF YOUR COMMENTS

“Moving with Cynon Tâf Community Housing Group has been a very good experience”

“Cynon Tâf Community Housing Group has been very helpful.”

Thanks to all the tenants who answered the question regarding the ways you would prefer us to contact you. The majority (79.2%) preferred to be contacted by letter. Many of those who replied wanted to be contacted in a range of ways. We will now update our records with all the information provided.

Mr K J Davies of Trallwn won the £20 Argos Voucher.