

# Cadwyn

## New website and app

Coming soon!

More on page 04

## Fun Day and AGM

Find out how you can  
get involved.

More on page 14

## CanDo Contractors

See what we've achieved  
over the past 12 months.

Everything you need  
to know on page 08

Prepare for  
Universal Credit  
changes

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# Welcome

## Welcome to our summer newsletter 2016!

It's now summer time and there are lots of things going on at Cadwyn.

We will be running a joint **Tenant Fun day** and **Annual General Meeting** on **21st July (pages 14-15)**.

We've had a letter from a tenant to help explain how **Universal Credit** will affect you (**page 10**) and we are also starting a **Rent Savings Club** to help you avoid being in debt (**page 11**).

Turn to **page 3** to see how two of our hostel support workers delivered and saved the life of a baby girl at our **Nightingale House** hostel.

We're also celebrating the success that **CanDo Contractors** have had over the past year (**pages 8-9**).

See how a **Get Into Construction course** helped two local youths find employment on **page 7**.

If you would like to provide any feedback on this newsletter you can contact **Michael Doucas – Communications Officer** on **029 2043 4478** or email **Michael.Doucas@Cadwyn.co.uk**

I hope you enjoy reading this newsletter and that you have a fantastic summer.

**Martin Ford**  
Assistant CanDo Contractors  
Manager

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# Hostel support workers deliver and save life of baby girl

Two support workers from our Nightingale House hostel in Cardiff have been hailed as heroes by a new mum after they delivered and saved the life of her newborn daughter.

Support Workers Luke Molino and Sian Tyrrell immediately called for an ambulance when resident, Jennifer suddenly went into labour. But it seemed that baby Jessica couldn't wait for the ambulance to arrive before making her appearance into the world.

"It quickly became apparent that the baby was coming and we were going to have to deliver her ourselves," said Luke. "The 999 operator was brilliant and talked us through what to do, but I think even she was surprised by what happened next."

Baby Jessica was born still inside her amniotic sac – a rare situation occurring in only 1 in 80,000 births.

Luke explained: "After delivering the baby and then freeing her from her amniotic sac, we discovered that she wasn't breathing. With guidance from the 999 operator, I had to perform mouth-to-mouth resuscitation on Jessica and after about five minutes I managed to get her breathing."

Mother and baby were immediately taken to hospital where they were checked over and given a clean bill of health by medical experts.

Back at the hostel, new mum Jennifer was full of praise for Luke and Sian. "They were amazing" she said. "They reacted straight away and without them I don't know if my daughter would be alive. Luke has given Jessica her first breath and I cannot thank them both enough – they are heroes."

Chris O'Meara, Chief Executive of Cadwyn Housing Association said: "We are all totally in awe of what Luke and Sian achieved in delivering a healthy baby in difficult circumstances. It certainly isn't in their job description! Our congratulations go to them, the parents and baby Jessica from all at Cadwyn."



# Our new website has launched!

Following on from the report in our last newsletter, our new website is now live. Gareth our Web Officer has been working with all of the departments at Cadwyn and we've gathered feedback from tenant groups to help us build our new and improved website.

You may have already visited it at [www.cadwyn.co.uk](http://www.cadwyn.co.uk) and noticed the new look and functions.

Our main goals were to make everything easy to find and to improve the look of the website on mobile and tablet devices.

You will notice it now looks different if you visit it on a desktop, tablet or mobile as its changes to allow easier navigation on different sized screens.

At Cadwyn we are always working with new technology to better improve our services and communications for tenants and hope that you are finding our new website helps.

If you have any comments, suggestions or feedback please get in touch with Gareth our Web Officer 029 2044 8898 or email [gareth.evans@cadwyn.co.uk](mailto:gareth.evans@cadwyn.co.uk)

## The sections on it are:

- **Our Organisation** – Information about us and our departments, the people that make up Cadwyn and our performance.
- **Our Tenants** – Information and services relating to your home, rent, repairs and tenancy.
- **Get Involved** – Find out about all the events, groups, classes, training and support in Cadwyn and the community.
- **Work With Us** – Details of any current vacancies, volunteer and apprenticeship opportunities.
- **Latest News** – What's going on in and around Cadwyn.
- **My Cadwyn Login** – Here you can login to your tenant account and pay your rent, report a repair, view your account statement and much more.

## 'My Cadwyn' app



As part of improving our digital services we are launching a brand new app.

The new 'My Cadwyn' app is available on Apple and Android devices on the App and Google Play stores - just search for Cadwyn!

This app allows you to do a number of tasks to manage your housing tenancy with Cadwyn including:

- Paying your bill directly and securely.
- Viewing your account statement and past payments.
- Report any repair requirements.
- Report any anti-social behaviour issues.
- Give us feedback.

It will also allow you quick and easy access to your tenancy account, a number of useful tasks and a direct link back to us here at Cadwyn.

This is an upgrade on our previous app – if you still have the 'old' Cadwyn app installed on your device it will no longer function so please delete it and download our new one from the App Store if you have an Apple phone or if you use an Android phone it is available from the Play Store.

If you have any questions or feedback about this please contact our Web Officer Gareth on 029 2044 8898 or email [gareth.evans@cadwyn.co.uk](mailto:gareth.evans@cadwyn.co.uk)



# Architect Visits Albany Primary School

Year 6 children at Albany Primary School were treated to a visit by Wah Wah, the architect of Cadwyn's Albany Road Development.

Wah Wah took the children on a whirlwind tour of the history of construction design and answered their many questions. They also had the chance to find out about choosing architecture as a career option.

Finally, the children had the chance to put their own skills into action, as Wah Wah helped them to create perspective drawings of a bedroom using the vanishing point technique.



Albany Primary  
School

# Employment Success for Local Youths

Two young people who took part in our Get into Construction course have gained jobs as labourers. This course aims to help those aged 16-25 get a job in the construction industry.

The group of 8 learned about health and safety, first aid and they also gained a CSCS license which proves to employers you can work safely on a construction site. They then went on to redevelop a piece of land outside of the Old Library in Splott.

Dayle who gained employment said: "I would like to say a massive thank you to the team for all their help. My life has changed because of this and I can't wait to start working".

Michelle Davis, Targeted Recruitment and Training Officer said: "It's important to us that we work with those who are furthest away from the job market. I'm absolutely delighted that two young people have been able to find jobs after completing this course".

Partners involved in setting up this course included Capita, Dawnus Ferrovia Agroman, HSBC, Jehu Project Services Ltd and the Prince's Trust.



The group who were awarded certificates after completing the course are seen here with Mark Bowden from Jehu Project Services Ltd who managed the redevelopment of the site outside of the Old Library.

# CanDo Contractors

Since September 2014 CanDo Contractors have carried out maintenance and repairs on Cadwyn and Calon Properties.

## Over the past 12 months

they have completed an impressive **5,000 jobs** in addition to installing **66 kitchens, 93 bathrooms** and **19 boilers**. They've also received a **99% satisfaction** rate on their work.



## Martin Ford Assistant CanDo Contractors Manager said:

Following our move in April 2014 we've continued to improve our service and have achieved excellent satisfaction results from our customers.

Soon after their launch they moved to their new premises in Cardiff Docks which involved a complete renovation of the building.

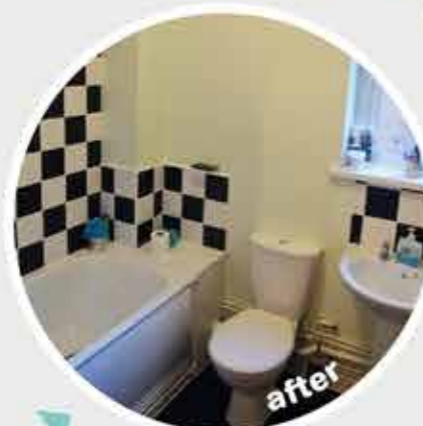
**Our staff have coped extremely well with the amount of change we've had** - including the new types of work we're doing and the move to our current office. We're excited to see what we can achieve over the next 12 months.

## They now employ over 30 workers

and will be looking to expand into other areas including the private sector over the next 12 months.

## One tenant, Miss Warmeant said:

The guys did a brilliant job and were no trouble. I haven't got a bad word to say. I'm glad I had the work done and I'm really happy with how my new bathroom looks.



To contact CanDo Contractors  
please call us on  
**029 2043 4445**



# A letter to Cadwyn tenants, from a Cadwyn tenant

Dear Cadwyn tenants,

By writing this letter I hope people sit up, listen and prepare for the Universal Credit changes that are coming.

I happened to come across a story about someone having to wait 7 weeks for their money, whilst waiting for the new benefit Universal Credit. To my horror this could be a common waiting time. This means that people like me may not receive money at all for up to 6 - 7 weeks. Why is this happening? How will I survive? How will I pay my bills? How will I manage during this time?

### Why is this happening?

The Government believes I should receive all my benefits in 1 monthly payment, including my rent. When the time comes for all tenants to be transferred onto the new benefit system, called Universal Credit, it may take 6 - 7 weeks to transfer from my current benefits onto this single monthly payment. Meaning my last fortnightly payment may have to last 6 weeks.

### My main concern

Many people, like me, will struggle to make ends meet under Universal Credit. Do people realise how hard this is going to be? My home means everything to me and the thought of losing it terrifies me. I can go without gas, electricity and even water but I cannot go without a home. This worries me!

What if people spend their rent money because they have no other money and lose their home?  
I don't want to be in arrears.

### How will I manage with no money when I go onto Universal Credit?

I have decided to start saving some extra money onto my rent account. I have set-up a small weekly direct debit to build a credit on my account, so hopefully when Universal Credit comes in I won't be in arrears and won't fear losing my home.

I would advise anyone in my situation to start doing something now. Get a plan together now. Speak to Cadwyn about a savings plan now - something you can afford, little and regular payments - surely it will help when the time comes to go onto Universal Credit.

I have spoken with Cadwyn staff who have reassured me and have explained what is likely to happen. Cadwyn staff are at hand to help - let them!

Yours sincerely,

Faye.

(Cadwyn tenant)



## How to make sure you're ready...

### How will I manage with no money for up to 6-7 weeks?

You can ask for a 'short term advance' payment of universal credit to help you get by while waiting for your first payment. Remember you will have to repay any 'short term' advance within 6 months.

Your rent account won't receive any money when you first go onto Universal Credit, meaning your rent account will be in arrears.

### Worrying about how you will pay your rent? Don't want to be in rent arrears? Join our Universal Credit Rent saving Club.

You can save as little or as much as you like. The money will be held as a credit on your rent account, so that when you go onto Universal Credit you won't have the worry of owing Cadwyn money.

Remember, you may face eviction if you don't pay your rent.

#### For example:

- £3 weekly for 1 year = £156 credit on your rent account
- £5 weekly for 6 months = £130 rent credit
- £5 weekly for 1 year = £260 rent credit

If you are interested in the **Universal Credit Rent Savings Club**, or have any questions about Universal Credit please call our rents team on 029 2044 8894 or our Welfare Reform Officer on 029 2043 4479.

### How much rent will I have to pay and how can I prepare for it?

You will be expected to pay your rent every month out of your Universal Credit payment.

For example, your monthly rent amount is calculated by:

Weekly rent x 52 weeks in a year ÷ 12 months.  
If your weekly rent is £100, on average it will work out as £433.00 per month.

£100 weekly rent x 52 weeks in a year ÷ 12 months = £433.33 is your monthly rent

#### Ways to prepare include:

- Budget - work out your current income and expenses
- Save
- Shop around for cheap offers

# Get Involved

## You can make a difference!

### Training Opportunities

We have had a busy 2016 so far with lots of courses at Cadwyn for tenants including:

- Steps to Excellence – confidence building and goal setting
- First Aid
- Business Skills
- Equality and Diversity
- Cake Decorating
- Introduction to Childcare
- Becoming a Teaching Assistant
- Teamworking
- Committee Skills
- IT Skills

We work closely with local colleges, universities and community organisations to provide a variety of opportunities for tenants. Courses that we arrange are open to all tenants and are usually free. If you need help with childcare or carer costs to be able to take part we will do our best to help. Let us know if you're interested in getting involved in any of these courses or would like to try something different.



### Get Involved Volunteering Event

We hold a Get Involved event for tenants twice a year. It's a chance for you to find out more about volunteering, training courses and our Realise your Potential scheme. Our next event will be in October. If you'd like us to send you an invite closer to the time, please contact us.

### Cadwyn's Service Improvement Panel

We need tenants to work with us to look closely at our services and make recommendations to improve them. Our Service Improvement Panel gives tenants real power to challenge and make positive changes to housing services.

No formal qualifications are required to become a member of the team. We can offer you accredited training courses that will enhance your skills and CV and enable you to make the most out of your involvement.

There are a range of different ways you can take part, including:

- Reading documents
- Attending meetings
- Analysing data
- Mystery shopping Cadwyn's services

If you are passionate about tenants having a voice and want to help develop better services for tenants then get in touch with us.



### Walking Football

We have recently teamed up with Cardiff City FC Community Foundation to offer tenants aged 45 plus a Walking Football taster session. The Foundation already run weekly sessions on a Monday and Thursday which are open to everyone.

### Food Coop – Earn Time Credits!

Cadwyn's weekly Food Co-op is run by tenant volunteers from our Head Office on Newport Road.

Bags of **fresh fruit, salad and vegetables** are available to buy from us every Wednesday morning for only £3 each. It's a great way to buy good quality, affordable fruit and veg. You will need to place your order the week before. So, when you pick up your first bag just place your order for the next week – simple!

Our volunteers receive the delivery and sort out everyone's orders. They also prepare tasty fruit salad pots and print recipe ideas and run our delivery service.



### Together We Can Funding

Each year Cadwyn invites tenants to apply to our Together We Can fund. This year the fund offers up to £150 for a group or individual to get a project off the ground, or hold a community event. We will be launching our 2016 round at our Fun Day on **Thursday 21st July**. Please come along and find out more about making an application. Staff will be on hand to listen to your ideas and talk you through the application process.

### Want the most up to date details of our courses, groups and events?

Visit us online on Facebook or our website [www.cadwyn.co.uk](http://www.cadwyn.co.uk).

We can add you to our mailing list for updates in the post or via email. Simply get in touch with Community Engagement Officer, **Kath Williams** on 029 2043 4416 / [kathryn.williams@cadwyn.co.uk](mailto:kathryn.williams@cadwyn.co.uk) or **Delyth Teifi** from Realise your Potential on 029 2043 4470 / [delyth.teifi@cadwyn.co.uk](mailto:delyth.teifi@cadwyn.co.uk)

If you would like any more information on any of these groups please contact us on 029 2049 8898 or email [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk).

# Cadwyn's Big Event

## Be Part of our Community Fun Day

We are excited to be holding this year's tenant event at Cardiff City Stadium on Thursday 21st July, 2-5pm. It promises to be a fun-filled afternoon with something for everyone – and it's not too late to tell us you'd like to come!

### What's going on?

#### FREE STADIUM TOURS



We will be running two stadium tours during the afternoon. The tour will take you behind the scenes of the stadium and you'll get the chance for a pitch-side photo! Places are limited so you will need to pre-book.

#### Craft Workshops with NU

Our furniture recycling project NuLife will be showing you how you can revive old furniture and create personal, unique pieces on a budget. They'll also have craft activities for children where you can make your own wooden toy car.

#### DIGITAL ZONE

Visit our Digital Zone to see our new website, tweet your Fun Day photo, get connected and find out how you can increase your digital skills. House Swap Wales will also be on hand for you to find out more if you're looking for a home exchange.

#### FOUNDATION SPORTS ACTIVITIES

Cardiff City Community Foundation is running an hour-long sports session for kids at the House of Sport (next door to the stadium). Activities will be suitable for all ages and there'll be a chance to find out about all the different sports the Foundation run over the summer. Places are limited so you will need to pre-book.

#### HOME REPAIRS TRAINING & ADVICE

Our CanDo team will be showing how you can do some basic home repairs. Whether it's putting up simple shelves, unblocking the sink or repairing a wobbly kitchen cupboard door their expert operatives will be giving you step-by-step practical advice on a range of household maintenance jobs.

#### Kids Zone

Lots of fun for the little ones with facepainting and a range of children's characters on hand to entertain.

SOFTLY

#### FACE PAINTING

#### smoothie bike

#### Realise Your Potential – Learning and Volunteering Zone

Get the latest news on our upcoming training courses and involvement opportunities. Find out how you can get involved to enhance your CV or to help improve Cadwyn's services to tenants... or just to have a bit of fun!

#### Cadwyn's AGM

Our Annual General Meeting will follow the fun day. It starts at 5pm and will finish around 7pm. It's your chance to hear how we are doing and what our plans are for the future. If you stay for the AGM we will arrange a free taxi to take you home afterwards if you need one.

#### How to Book a Place

To book a place at this Community Fun Day please contact **Kath Williams** on **029 2043 4416** or text us for free on **07860 063479** with your name and contact details and we'll get in touch with you.

If you would like to come to our AGM please email **agm2016@cadwyn.co.uk** or call **Leynie** on **029 2049 8898**.

#### TENANT & VOLUNTEER AWARDS

Each year we love to celebrate the achievements of our tenants and volunteers. Our awards will start at 4pm, and draw the Fun Day to a close. This year's award categories include:

- Interior Design award – for inspiring and lovely homes
- Gardening award – for communal or individual gardens
- Community Contributor – awarded to tenants who volunteer in their community
- Good Neighbour award
- Award for Learners of the Year (nominations selected from RyP members)
- Project Volunteer awards – recognising those who have given their time on specific projects and worked together to achieve success. (nominations selected from active Cadwyn volunteer projects)

If you have any last-minute nominations for any of the above categories then contact us straight away.

#### How to Get There

Cardiff City Stadium is easily accessible via public transport. We will have a special prize draw for everyone who makes their own way to and from the event.

##### By bus:

Route 95, 95a, 95b (Heath Hospital, Cathays, City Centre, Leckwith Retail Park to Barry).

Route 12 (Drope, Ely, Canton, Leckwith Retail Park).

Route 1 and 2 (City Circle – stops Sloper Road Depot).

##### By train:

Nearest station is Ninian Park. Regular direct trains from Cardiff Central and Queen Street or on Radyr line via Danescourt and Fairwater.

We are also putting on a Cadwyn Big Event Bus which will pick up from Cadwyn's head office, North Road, Western Avenue and then onto the stadium. Places are limited and cost £1 per seat. If you'd like to book or have any questions about transport please get in touch. The bus will leave Cadwyn at 1pm with return journey at 5.45pm.

Also featuring: Princes Trust, Cardiff City FC Community Foundation Strikers, Cardiff Met and much much more!

Of course, there'll also be refreshments, snacks, healthy fruit pots and a buffet to keep you going for the fun day and beyond!







## **My name is Jennifer Pierce and I'm the new Tenant Support Officer for Cadwyn.**

My role involves providing support to tenants that are struggling to cope with their homes. I do this by helping them to maximise their income, organise bills and reduce debt or rent arrears. I also help tenants to find additional services and opportunities that may help them to have a better future.

In addition to this I help my clients set goals to work towards to improve their situation. I've already seen some fantastic results during my short time at Cadwyn, my clients are a pleasure to work with and I'm really enjoying supporting them.

I started with Cadwyn in April 2016 and so far I've been spending my time getting to know my colleagues and getting out into the community as much as possible.



## **Your Opinion of Cadwyn's Services**

We carried out a tenant survey last month with you about "Your opinion of Cadwyn's services".

We'd like to say a big thank you to everyone who responded. We picked out 10 lucky winners in our prize draw and they were sent tickets to the Cardiff City V Birmingham football match that took place on 7th May.

We had over 150 responses and have used these to compare with previous survey results. We are also looking at the comments made to see how we can improve our services. Any comments given about dissatisfaction have been passed on to the relevant manager.

