

Cadwyn

Universal Credit

We share with you the information
you need to know!

Find out more on page 10

Could NU Life help you?

Pre-loved furniture -
upcycle and pass on.

Find out more on page 4

Digital Inclusion

Do you know your wifi from
your hifi? We can help.

Find everything you need
to know on page 8

Brave
the
Shave!

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Welcome

Welcome to our winter newsletter and final newsletter of 2015!

It's been another busy year for Cadwyn and inside you'll find out about some of the things we've been doing over the last few months.

Three of our staff have been fundraising for **Macmillan Cancer Support** by shaving their heads! Find out more on **page 13**.

Universal Credit is something that we've already been preparing our tenants for. Now it's happening.

Universal Credit will be introduced in Cardiff from November 2015. This means how you receive your benefits could be changing. You can find more information on **pages 10 & 11**. You can also call me or another member of our Rents Team for advice on **029 2049 8898**.

As we celebrate the completion of two of our developments, Home Farm Village and Beechley Drive, we welcome the start of another! Work has now started on 24 flats and a commercial unit on **Albany Road**.

Turn to **page 14** to find out what Site Manager, Dorian has to say about it.

And finally, with Christmas just around the corner, some of our staff have put together 10 tips to help you enjoy a **stress-free Christmas**. You can find them on the back page. We hope they help!

Wishing you all a very merry Christmas and a happy New Year!

Sandra Diment
Rent Management Officer

*Please note that our offices will close for Christmas at 12.30pm on Thursday 24th December. We will re-open at 9.00am on Monday 4th January 2016. If you need to contact us during this time, please call **029 2045 4010**.*

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Have you been a victim of anti-social behaviour?

We want to hear from you!

In our recent Tenant Survey some of you said that you are not happy with how we have dealt with anti-social behavior (ASB) in your community.

We want to get better! So we've decided to do a full review of our ASB Service to make it better for tenants and ensure we have a victim-led service.

Over the next few months we are going to be contacting a number of victims, perpetrators and any other tenants who would like to be involved, to try and **understand how we can improve**. We want to know what we have done well and what we could have done better. Some people will receive a survey/questionnaire and others will be contacted by telephone. If you are contacted, please do take the opportunity to get involved.



If you are interested in being part of the feedback and helping us to improve, please contact your Neighbourhood Officer on 029 2049 8898 or email asb@cadwyn.co.uk

Sunny Street



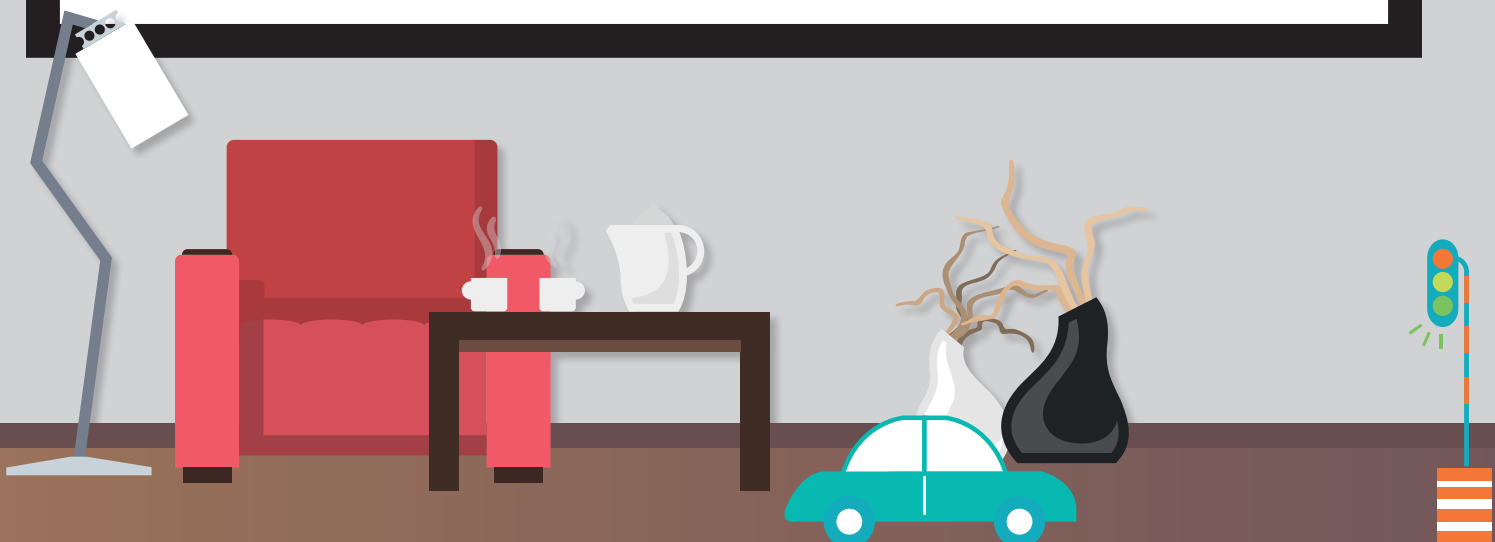
Could NU Life help you?

NU Life Furniture opened its doors in 2014.

NU Life Furniture opened its doors in 2014. Their aim is to help people on low incomes make a comfortable home by providing up-cycled furniture. They rely on the public to donate unwanted furniture and white goods, which they can then up-cycle and pass on to people in need.

NU Life also offers a range of volunteering opportunities from IT/social media tasks to getting stuck in with the carpentry and painting work. This is a great way for the local community to improve their skills or learn new ones.

If you need help purchasing furniture or would like to find out more about volunteering, then please get in touch by calling 029 2034 2695 or emailing admin@nulifefurniture.co.uk.



Cadwyn sponsor local football team

Cadwyn Housing Association are proud to sponsor newly-formed local football team, **Caerau Albion FC**.

The team were in desperate need for a new kit and approached Cadwyn to see if we could help.

Sarah Cole, Director of Finance and IT at Cadwyn said: "Caerau Albion FC is a local football team based in an area where a large number of our tenants live. We are always looking for ways to benefit the communities we work in and this seemed like a perfect fit".

Caerau Albion FC play in the Cardiff Combination League Division 2 and are always looking for new players. Cadwyn tenants are welcome to come along and take part in training sessions.

Training is every Wednesday at Heath Park, 6.30pm – 8.00pm with games every Saturday starting at 2.00pm.

Craig Cherrie, Team Manager said: "It's truly an honour to have the Cadwyn sponsorship and logo on our kits. From everyone at Caerau Albion we would like to say a big thank you to everybody at Cadwyn".

For more information on Caerau Albion FC, contact Craig on **07581 019 017**.



Photo: Sarah Cole hands the new kit over to Team Manager, Craig Cherrie.

Caerau Albion FC play in the Cardiff Combination League Division 2 **and are always looking for new players.**



Community Engagement

We've had a busy Summer and there's lots more to come!
Here's what we've been up to...

Summer Festivals

We enjoyed a fantastic day at the **Ely and Caerau Festival** and also took part in the **Pride Parade** through Cardiff. We are one of the first Housing Associations in Wales to do so!

It was really important to be a part of Cardiff Pride to underline our commitment to supporting our LGBT tenants. We will be continuing this support by starting a group for **LGBT** tenants soon.



Estate Events

We held a number of estate events for tenants with a whole range of free attractions for all the family, including clay modelling, gardening, free bike repairs, face painting, bouncy castles and much more! We also held a **Tea Party** for our residents at Princes Court. If you would like us to run a similar event in your area, please let us know!



Tenants Sharing Talents

If you have an interest or hobby that you want to share with other people, please get in touch. It could be anything from football training to baking! Don't worry if you've never led a group before. We'll be running training sessions before you start. Cadwyn can also arrange any extra training that you need, and help out with the costs of running the group.

The first group leaders have just completed their training and are looking forward to getting their groups started. At the moment we have groups for **walking, woodworking, stress management** and a **men's mental health discussion group**. Let us know if you'd like to join any of them.

Scrutiny Team & Board

We are always looking for new tenants to join our **Scrutiny Team** and **Board**. This is a chance to have your say in how YOUR Cadwyn is run, and play a part in its future. The Scrutiny team look at how Cadwyn is doing in a certain area, for example dealing with condensation or handling anti-social behaviour. They talk to tenants and staff, research what other housing associations are doing, and then produce a report that is given to Cadwyn's leadership team and Board.

The Board are responsible for the governance, management and future growth of Cadwyn, as well as decision making.

Both of these groups are very important in how Cadwyn is run, and make a real difference to the lives of Cadwyn tenants. Joining either of these bodies is also a great way to build up skills and knowledge, as well as looking great on a CV!

Together We Can Funding

All Cadwyn tenants are able to apply for grants of up to £250 from Cadwyn.

These grants are to help towards the cost of accessing education, starting a small business or setting up a community project.

Contact Simon or Alessa (**029 2043 4495 / 07557 675 919**) for more information and to apply.

For information

on any of the above, please contact Simon Cowper on **029 2043 4416, 07736 614 910** or simon.cowper@cadwyn.co.uk, or follow on twitter at **@SimonC_CadwynHA**

Community Gardens

We have been speaking to a number of tenants about setting up community gardens or allotments in their areas, and are hoping to start some of these projects soon.

If you would like to be involved please let us know and we'll help you get started!



Helping new tenants on the path to digital inclusion

Cadwyn wants to make sure that our tenants know about the benefits of the **Internet** and have the skills and equipment to access it. Being able to access the Internet will become more important for our tenants. With Universal Credit, you will only be able to **apply for your benefits online**. It's also one of the main ways employers advertise jobs and how applications are made.

Being able to use the Internet also means that you can **search for the best deals** on gas, electricity and insurance.

As part of our digital inclusion plans we are now giving a tablet to all of our new tenants. The tablets hold all the information that we used to give out in paper format, including the tenancy agreement. We hope that our new tenants will find them useful. Feedback so far has been really positive.

We are thinking about how we can help more of our tenants to access the Internet. This may be by letting tenants know about learning opportunities for those who may be less confident in using electronic devices.

If you have any ideas or suggestions about how we can do this then please contact us on **029 2049 8898**. We'd love to hear what you think.

Did you know that Cardiff has a free wireless broadband service (WiFi)?

You can access it in public places (**hotspots**) such as Cardiff City Centre, Cardiff Council Public buildings (including the central public library) and some other public areas. You will need an Internet enabled device to connect to the service.

Neighbourhood Officer, Julian Evans hands new tenants, Chris and Samantha their tablet as they move into their new property at Beechley Drive

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How are we doing?

Want to know how Cadwyn is performing? You can find out by going to the **About Us** section on the Cadwyn website.

Here you'll find some of our key documents like our **Business Strategy** and **Annual Review**. You'll also find our tenant and **stakeholder feedback** and our **performance data** for the last few years.

If you have any questions about any of this information please contact our Business Improvement Manager, Richard Vaughan, on **029 2043 4436**.

We're developing a new Cadwyn website and we'd like your help!

We're looking for tenants who would be willing to join us for a couple of hours to let us know what you'd like to see on the new website. If you are interested, please call Gareth Evans for more information on **029 2049 8898** or email media@cadwyn.co.uk



Snowy Street

Universal Credit

Universal Credit is a new single payment for people who are looking for work or on a low income.

It will replace:

- **Income-Based Jobseeker's Allowance**
- **Income Support**
- **Child Tax Credits**
- **Working Tax Credits**
- **Income-Related Employment and Support Allowance**

When will Universal Credit start?

Universal Credit is being introduced gradually in **Cardiff from November 2015**. This means if you already claim a benefit, you will continue to do so until you are contacted by the Department of Work and Pensions (DWP).

To begin with, you will only be affected if you are making a **new claim for benefit and are single, newly unemployed, and actively seeking work**. In other words, anyone who would have previously made a new claim for Job Seeker's Allowance.

You will not be able to claim Universal Credit during this first stage if you:

- Are part of a couple
- Are responsible for any children
- Have caring responsibilities
- Are not fit for work
- Are homeless or live in supported or temporary accommodation
- If you are a homeowner

Claiming Universal Credit

You will need to make your new claim for Universal Credit online. You will then be required to attend a meeting with your Job Centre work coach to complete your claim and provide any evidence that has been requested.

Universal Credit is paid very differently to current benefits

You will receive one payment each month. The payment will be made in arrears.

It will be paid as a lump sum into your bank or building society.

Any help you get with your rent will be included with your Universal Credit payment.
You will have to pay your rent to Cadwyn yourself.



... in the know

Preparing for Universal Credit

1 Get Online

You will need to claim Universal Credit online. You will also need an email account to complete your application. Cardiff Council offer free drop-in sessions in locations across the city to help you to:

- Learn basic computer skills
- Use the internet
- Access online banking
- Create an email address
- Complete online applications to apply for jobs or benefits
- Use social media, shop online, and more

2 Open a Bank Account

You must have a bank account to receive Universal Credit. You will need budgeting skills to manage your monthly payment.

Cardiff Council has prepared a **Help with Banking** booklet that gives you information on bank accounts and your options. Cardiff Council Money Advice Team can offer you free help and advice on opening a bank account. Advisors in the **Citizen Hub's** across the City are on hand to explain banking terms and processes, making sure you understand what your options are.

3 Get Work-Ready

To receive your Universal Credit you will need to show that you are doing all that you can to find work. Cadwyn's Realise Your Potential scheme offers help to those looking for work or to up-skill their current job. They can assist with:

- CV writing
- Job application forms
- Interview techniques
- Universal Job match
- Job search
- Work skills training

For more information call Stacey Anastasi on **029 2049 8898** or **029 2043 4479**

For more information on Realise Your Potential call **029 2049 8898** or **029 2043 4470**



For information on your nearest Advice Hub, please contact Cardiff Central Library Advice Hub on **029 2087 1000**.





We are very excited to announce a new joint project between our **Realise your Potential** team and the **Soroptomists**.

The Soroptomists are a global women's organisation. Their members volunteer to improve the lives of women and girls, through programmes leading to social and economic empowerment.

We will be running a **6 week course** for women who would like to meet new people, build on their confidence and learn a new skill or craft. We hope the course will be a fun way to help women further their confidence in an area they feel they need help, or have a particular interest in.

Our Soroptomist volunteers have a range of skills that they will be able to share with participants and we are looking forward to working more closely with them.

If you would like to find out more about the course, please call our Realise your Potential Team on **029 2043 4470** or email realiseyourpotential@cadwyn.co.uk



The team from the Soroptomists and Realise your Potential are ready to help.

Photo: Jordan, Chris and Ryan with their newly shaved heads.



Brave the Shave!

In August, Jordan, Chris and Ryan, shaved their heads to raise money for **Macmillan Cancer Support**.

Every penny raised through **Brave the Shave** will help Macmillan give people with cancer and their families the support they need, when they need it most.

Jordan, Chris and Ryan did a fantastic job of raising **£620** for the charity!! You can watch the video of them shaving their heads by searching "Cadwyn Housing" on YouTube.

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Albany Road Development

The Albany Road Hoardings, currently featuring artwork by local artist Nick Davies as part of the Made in Roath festival, are hiding a true hive of activity. Willis Construction are working on a project with Cadwyn to build **24 high quality flats** and a **commercial unit**.



We caught up with Site Manager Dorian, who told us: “We’ve had a couple of unexpected issues with the demolition and groundworks on the site, but we’ve managed to overcome them. The foundations are in and we are currently on target to finish in **Autumn 2016**. We are really looking forward to working with the local community. We’ll be hosting visits from Albany Primary School during the project. In the New Year we’ll also be offering taster sessions in construction for local young people.”

As with all building sites, there will be some disruption as the build continues. However, Dorian and Willis Construction are working closely with Cadwyn to ensure that residents are affected as little as possible. You can contact Dorian on **029 2079 7073** if you have any questions.

We are really looking forward to working with the local community.



Calon move into Merthyr!

Our residential leasing scheme, Calon has won the contract to manage temporary accommodation in Merthyr. They will provide housing for vulnerable and homeless people.

The team already manages schemes for Cardiff Council and Blaenau Gwent Council.

Vicki Foley, Manager of Calon said: "Merthyr Council are keen to get the project started straight away."

We've recruited a new member of staff to manage the schemes in Blaenau Gwent and Merthyr Tydfil. They will be responsible for project managing the setup of the scheme, and help to develop it further".

For more information on Calon, visit www.calon.com.

VICKI FOLEY,

Manager of Calon said:

"Merthyr Council are keen to get the project started straight away."

Lesio Preswyl
Calon
Residential Leasing



Wishing you a Stress Free Christmas!

Christmas should be a time for happiness and celebration, but it can also leave people feeling emotionally and financially stressed.

Here are **10 tips** from our staff on how you can enjoy a stress-free Christmas!

1

"I re-cycle my Christmas wrapping paper and cards. I re-use the wrapping paper the following year and make gift tags out of last years cards."

VICTORIA GRIFFITHS,
Neighbourhood Assistant

2

"I love my lists! I list everyone I have to buy for and set a budget for each of them. I make a note of what I have bought them and how much it costs. It stops me from overspending and keeps everything fair. It also helps to remind me what I've bought people over the years so that I don't buy the same thing again!"

LEYNIE PEARN, PA to Chief Executive and Deputy Chief Executive

3

"If you're doing your shopping online, make sure you allow extra time for delivery because things can take longer at Christmas. The same applies if you're sending cards and gifts."

GARETH EVANS, Web Officer

4

"I prepare all my vegetables for Christmas dinner the week before and freeze it. No chopping and peeling on Christmas Day means I don't have to spend the morning in the kitchen and instead can focus on spending time with the family and watching *It's a Wonderful Life*."

ANNA EVANS, Neighbourhood Officer

5

"Work out exactly how much food you need to buy for Christmas dinner before you go shopping. The last thing you want is to be left with plates full of sprouts that end up going to waste!"

NIA BOULTON, Communications Officer

6

"Start your shopping early so that you can spread the cost. I start my Christmas shopping in July! It really helps, especially with younger children as those stocking fillers really add up."

MICHELLE DAVIS, Targeted Recruitment and Training Officer

7

"I have a big family so we set a limit of £10 per present. This makes things very fair and also keeps costs down!"

SIMON COWPER,
Community Engagement Officer

8

"I'm not a keen shopper so do most of my shopping on a planned trip with one of my best friends. I take a list and have plenty of breaks for coffee, lunch and tea to make it all much more fun and less stressful."

SARAH COLE,
Director of Finance and IT

9

"Set small, achievable New Year's Resolutions so that you don't put too much pressure on yourself and feel like you've failed if you don't achieve them."

RICHARD VAUGHAN,
Business Improvement Manager

10

"I have a present drawer and a present book with a list of all those I want to buy for. If I see things during the year that I think people will like, I buy them, stash them away and mark off my book. So when the rush comes, hopefully at least half will be done!"

CHRIS O'MEARA, Chief Executive

To you and yours, have a Happy Christmas from all at Cadwyn Housing Association!