

News updates for our tenants

Cadwyn

New Newport Road Development

Coming Summer 2018

More on page 03

Walk a Mile in Her Shoes campaign

See how we raised awareness of domestic violence

More on page 05

Together We Can

Funding available to help tenants find work

Everything you need to know on page 11



Welcome

Welcome to our winter newsletter 2016!

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

Cadwyn men put on high heels for domestic violence awareness on page 5.

On pages 8 - 9 see what our Tenant Support Officers have been up to and how they could help you.

Turn to pages 10 - 11 to find out more about Benefit Cap changes and how it could affect you.

See how a Security Industry Authority course helped seven Cadwyn tenants take their first step to a new career on page 14.

Finally I hope you enjoy reading this newsletter. If you would like to provide

any feedback you can contact Michael Doucas – Communications Officer on 029 2043 4478 or email michael.doucas@cadwyn.co.uk

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

Ryan Parry
Property Management Officer



Please note that our offices will close for Christmas at 5pm on Friday 23rd December. We will re-open at 9am on Tuesday 3rd January 2017. If you need to contact us during this time, please call 029 2045 4010.

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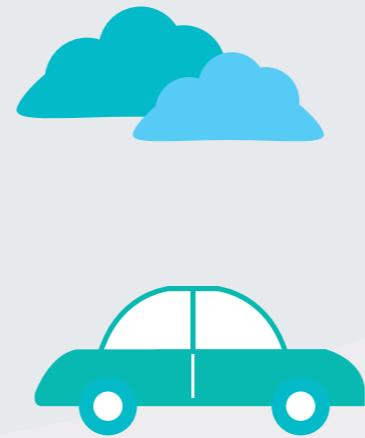
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Cadwyn Developments



Albany Road

Work continues on this project, built by Willis Contractors. The next couple of months will see internal works continue with the first round of mechanical and electrical systems being installed; after this, plasterboarding and finishing will take place. External works at street level will also be starting shortly, with handover scheduled for the end of February 2017.

Cadwyn and Willis were pleased to be able to support the #madeinroath festival on this site for the second year in a row, with the hoardings being used to display work by local artist Rory Duckhouse. You can find out more about the display, named 'Proposals to the Public', at Rory's website www.roryduckhouse.com



HOT OFF THE PRESS



97 - 103 Newport Road

Cadwyn have just received Welsh Government approval to build 48 one and two bedroom apartments at 97-103 Newport Road. We are working with Willis Contractors to build these apartments, which will be completed in Summer 2018. Look out for more news on this exciting development in future newsletters!



Get ready for the smart meter rollout

Smart meters are the new generation of gas and electricity meters which will replace the traditional meters in our homes. Every home in Wales, England and Scotland will be offered a smart meter by their energy supplier, at no extra cost, between now and 2020. Your supplier will be in touch to arrange an appointment when they are ready to install yours.

These meters will enable you to see exactly how much energy you're using, as you use it, and what it is costing in pounds and pence. They will also be able to take regular readings and share these wirelessly, through a secure network, with your energy supplier. This means your bills will be accurate, not estimated, and you will no longer need to have manual meter readings.

In the future, smart meters will make switching between suppliers, or between credit and prepay, quicker and easier. If you are a prepay customer, you will also be able to top up online or via mobile phone.

Smart Energy GB is the voice of the smart meter rollout. It's their task to help everyone in Great Britain understand smart meters, the national rollout and how to use our new meters to get our gas and electricity under control.

For more information about smart meters and how they can help you visit www.smartenergyGB.org



Walk a Mile in Her Shoes

On Friday 7th October men from Cadwyn, Cardiff Council and many other organisations walked a mile in high heels around the streets of Cardiff as part of the 'Walk a Mile in Her Shoes' campaign.

This campaign aimed to raise awareness of domestic violence against women. We were happy to see so many people, including men from the general public take part in this event.

Ryan Parry from Cadwyn who organised the event said "Cadwyn's support of this event for the third year shows our commitment to end violence against women. This is a serious issue which if ignored leads to catastrophic results on the lives of people suffering abuse."

This walk is all about raising the awareness of this issue but to also let our residents know that they do not need to suffer in silence and that we are here to assist where possible. We will be making this an annual event, so if anyone is interested in joining us next year or wants to get involved in shaping any of our other work that we do around Domestic Violence, please do not hesitate to contact us."

If you have suffered or are suffering from domestic abuse Cadwyn can help you, please contact us on 029 2049 8898 or direct@cadwyn.co.uk

What we will do if you contact us:

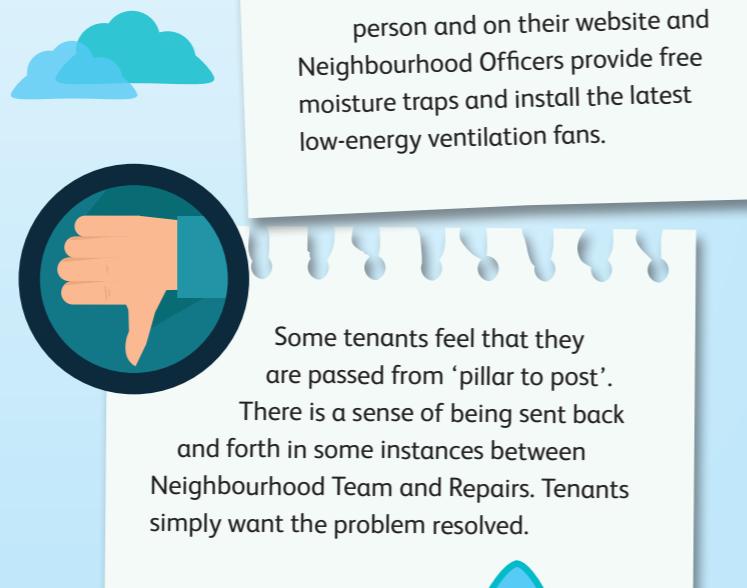
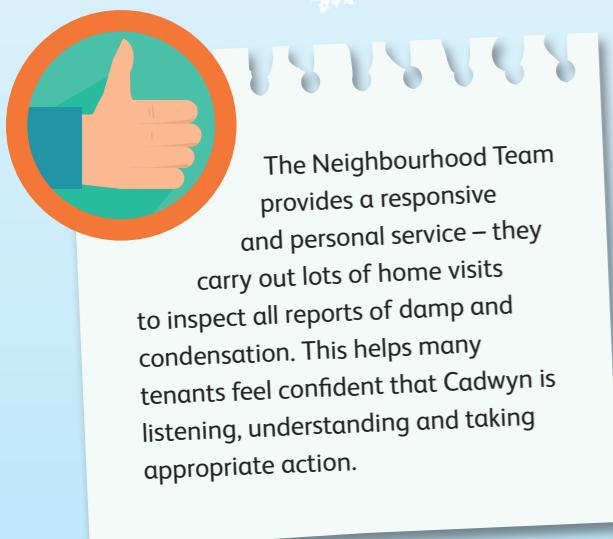
- We will respond to you within one working day
- We will ensure we communicate in a way that maintains your safety
- We will listen to you
- We will help you develop a safety plan
- We will support you to liaise with the police and / or other agencies that can help
- We will secure your property
- We will support you to rebuild your confidence and relationships
- We will support to manage your finances.

Cadwyn's Service Improvement (CSI) Team - Latest News

Our CSI team recently completed their review of how Cadwyn deals with reports of damp and condensation. They make recommendations that make a real difference to the service Cadwyn provides tenants. During the review the team listened to tenants and staff. They also analysed data, reports and complaints on the topic so that they could get a full understanding of Cadwyn's current procedures and tenants' experience.

What CSI Team found:

The vast majority of reports of damp are actually condensation problems, therefore it is the tenant's responsibility. This suggests there is opportunity to do more work on informing and educating tenants on identification and resolution of the problem.



Cadwyn provides accessible information on damp to tenants via leaflets, in person and on their website and Neighbourhood Officers provide free moisture traps and install the latest low-energy ventilation fans.

Here is a summary of some of the key recommendations and actions

Recommendation	Action
Improve communications with tenants.	We will look at setting some service standards with tenants and explore the potential for utilising the app as a way of keeping people informed.
Update leaflet so that it encourages tenants to look at and identify the type of damp they may have. Ensure the leaflet is easily available for staff and tenants.	Agree – We will update the leaflet. We will also look at the potential for a video clip on the website about how to deal with damp and condensation. We will also look at creating a link on our website page to energy efficiency tips page.
Update training on damp, condensation and Cadwyn's process for all front line staff before winter. In particular specific training for the Neighbourhood team.	Agree – We are currently reviewing the training requirements for the neighbourhood team and we will ensure that this topic is included.
Introduce a central log for all incoming damp or condensation reports (from tenants or staff) which tracks progress from initial report to resolution.	This is a great idea. Reports of damp come from a variety of sources and we need to consider how best we can create a comprehensive useful data base. We will discuss with I.T. and come up with a solution.

You can read the full report and management response on Cadwyn's website.

Our CSI Team are always open to new members. Membership is flexible so if you are unable to attend meetings you can still be part of the team via email or over the phone. We offer free training to help you get the most out of it and we cover your expenses. For more information contact **Kath Williams** on **029 2043 4416** or **kathryn.williams@cadwyn.co.uk** or visit our **Service Improvement Team** section on Cadwyn's website.

What our members say about being part of the CSI team...

"The idea that some of my recommendations may be implemented gives me a sense of achievement and that I am a worthwhile member of the Cadwyn community."

"It was a fulfilling experience being part of the team; it was a subject I learned more about since I have no issues with damp in my property."

Don't forget if you'd like to report a repair you can now do this online via the 'My Cadwyn' app or at www.cadwyn.co.uk/mycadwyn

Tenant Support Team

Cadwyn have two Tenant Support Officers to provide help to those struggling to cope in their homes. They aim to support tenants who access their service to be able to get back on their feet and regain their independence.

They do this by:

- Making sure you're claiming every benefit you're entitled to.
- Finding ways to tackle your debts and rent arrears.
- Organise your bills so you're able to manage them.
- Helping you to access other services and opportunities to achieve your goals and work towards a more positive future.



Case Study

Thanks to our Tenant Support Service Clare has seen her income increase by £678 per month, after claiming benefits she didn't know she was entitled to.

Clare had been struggling with her mental health following the death of her partner; she had also lost over 8 stone in weight. In addition to this she had suffered from a stroke and struggled with the stairs on her first floor flat.

Our Tenant Support Service worked with Clare on a one-to-one basis for five months and helped her to:

- Improve her mental state of mind after engaging with community mental health teams.
- Eat regularly and gain weight.
- Move to a flat with another housing association with lift access.
- Apply for Employment and Support Allowance (ESA).
- Overcome her anxiety and meet her friends using public transport.

Clare said 'The support I've received from Cadwyn has been 10/10. I would like to thank all the staff for their help, especially my Tenant Support Officer. Without her I would still be sitting in my flat feeling sorry for myself, but now I have things to look forward to. Cadwyn are the best housing association that I've been with.'

Other tenants we have supported have also highly rated the service they have received;

"I feel like a cloud has been lifted and my life is slowly getting back in order."

Karen, April 2016

"I feel very fortunate that I have had support from Cadwyn at a very difficult time and I am extremely grateful. My Support Worker has been very understanding and a great help."

Paul, May 2016

"Thanks for all the help, it's doing me good. After living alone for most of my life, it's hard to find the support which I need and I feel that Cadwyn's Tenancy Support Service has given me that support."

Terrence, September 2016

"I feel the support I've been given has been very beneficial and I feel a huge sense of relief."

Carol, June 2016

Since April 2016 Tenancy Support has;

- Worked with 57 tenants
- Applied for 26 new benefits
- Put an extra £14,766.80 a month in tenants pockets due to benefit applications
- Cleared £3,260 in overpayments (Housing Benefit, Tax Credits)
- Applied for Discretionary Assistance Funds (DAF), 11 were successful

Through the DAF applications tenants have been awarded; beds, fridge freezers, sofas, washing machines, cookers and kitchen items. This has helped Cadwyn tenants who are struggling, to be able to maintain their home and live more independently.

The support we offer is entirely voluntary on the tenants' part so no support will be given unless consented to. Referrals for support can come from the individual themselves, via social workers, or other concerned parties with the referee's consent.

To apply please call 029 2049 8898 or email mail@cadwyn.co.uk and ask to speak to a Tenant Support Officer.

New crafts group launched by tenants

In October a group of Cadwyn tenants launched their own FREE crafts and sewing group 'Crafty'.

The group was formed by tenants who had an interest in various crafts including knitting and sewing. They decided to establish this group to provide an opportunity to those who want to make friends, take part in activities and develop/share skills.

The group leader Rosemary Kiputa said:

"Our first session went well; we came up with some ideas regarding projects that we would like to work on."



The group also decided that they would like to give something back to the community by donating our work to Charity. It was a great opportunity to meet new people and share our skills. I'm looking forward to meeting up with the team every week."

The group meets every Wednesday at 12:30 - 2pm at our office on 197 Newport Road, for more information please contact Delyth on 029 2043 4470.

Benefit Cap Update

What is the Benefit Cap?

- The Benefit Cap will limit the total amount of benefit that people between 18-65 years can receive.
- Your housing benefit or universal credit is reduced so that you don't get more than the benefit cap limit.
- The cap applies to the benefits you get as a household. It includes benefits received by you, your partner and dependent children who live with you.
- The benefit cap is worked out weekly if you get housing benefit and monthly if you claim universal credit.

How much will my benefit be capped at?

- £350 a week** for single adults & **£500 a week** for couples and families.
- From **7th November 2016** the Benefit Cap will be reduced further to: **£258 a week** for single adults & **£385 a week** for couples and families

What income will be taken into account?

Income from these benefits will be added up:

- Housing Benefit • Jobseeker's Allowance • Income Support
- Employment & Support Allowance • Universal Credit • Child Benefit • Child Tax Credit • Incapacity Benefit • Severe Disablement Allowance • Widowed Parents Allowance • Widow's Benefit • Bereavement Allowance • Maternity Allowance • Guardian's Allowance

If the total is more than the maximum amount allowed, your Housing Benefit or Universal Credit will be reduced.

What if I lose my job, will I be affected?

If you have been employed continuously for 12 months and you lose your job through no fault of your own, the benefit cap won't apply to you for the first 39 weeks of your claim.

Together We Can - Small grant funding for tenants

At our Fun Day this summer we opened a new round of funding for tenants to apply for up to £150 to support them into training, education, employment or to deliver a community project. So far, we have received five new applications – all for very different things from helping with business start up to supporting a new craft group for tenants.

We launched Together We Can in 2014 and have awarded funding to 9 tenants to date.

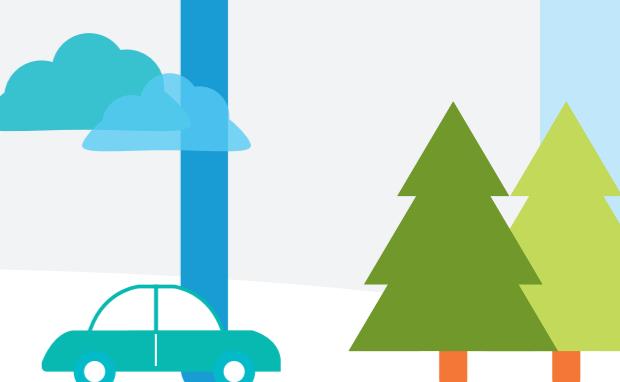
Patricia was one of the first to receive funding from Together We Can;

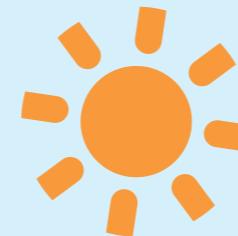
"I was awarded Together We Can funding to pay for fees to register my children at nursery so that I could enrol in a Health and Social Care course.

The course has shown me how to work professionally with patients and I have grown in confidence. It has allowed me to attend college even though I'm a single mum with no childcare options. This will definitely help me get my dream job in the future."

If you are interested in finding out more about Together We Can funding please get in touch. We would especially like to hear from you if you and your neighbours have a community activity or project idea!

For more information on individual applications contact Alessa or Delyth on 029 2043 4470 or for group or community applications contact Kath on 029 2043 4416.





Contents Insurance - a waste of money?

How many of us think that paying contents insurance is a case of paying out money and getting nothing in return. But the reality is that there are a number of very good reasons for taking out it out.



Cadwyn tenants are able to apply for low cost contents insurance from Thistle Insurance and here are just a few of the reasons why this is a good idea:-

- Pay as you go premiums.
- Easy to apply for either in writing or over the phone.
- No excess fees.
- You can claim for theft or damage (by water or fire) to your belongings and internal decoration.
- Your possessions cost more than you think. The best way to consider the value of your possessions is to think about losing everything you own in a fire. By the time you have added up the cost of replacing your furniture, clothes, food, electronic equipment and books / CDs/ DVDs you will find that they are worth more than you thought.
- You can claim for many of the property repairs that you are responsible for e.g accidental damage to washstand basins, toilets and windows.
- You can claim for lost or stolen keys and freezer contents.

Can you remember any time when you could have saved money by being able to claim for any of the above? How much value would you put on your belongings?

Call **0845 337 2463** to discuss insuring your belongings (it may be cheaper to call **01628 586189** from a mobile). You can also email: myhome@thistleinsurance.co.uk or visit www.thistlemylehome.co.uk



The Mill Visit

It's an exciting time for Cadwyn as our partnership with Tirion Homes sees us create a brand new sustainable community on the site of the former Arjo Wiggins Paper Mill in Canton. Built by Lovell, there will be a variety of homes for sale and rent, with the first homes being completed in 2017

Groundwork contractors Griffiths have been working hard to decontaminate the site and create the infrastructure ready for Lovell to start building towards the end of this year. In September, Mark Drakeford AM and Kevin Brennan MP, along with local councillors, and members of Tirion, Lovell and Cadwyn staff, were invited to the site to view progress so far. As well as the site tour, there was a presentation and lively question and answer session about the project.

Once the build gets under way, we will be working with Lovell to ensure that the project contributes to the community in a

positive way, in terms of supporting local jobs, business and community projects.

The homes available for rent will be built during the second half of 2017 to be ready to live in from Spring 2018. The first 100 properties will be at market rent levels, with some affordable housing coming along in 2019.

For more information or to register your interest in privately renting at this development please visit www.themill-canton.rentals



Director of Business Development Helen Armstrong and Targetted Recruitment and Training Officer Michelle Davis (first and third right) with representatives from Griffiths, Lovells, Tirion and the Principality.

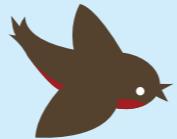
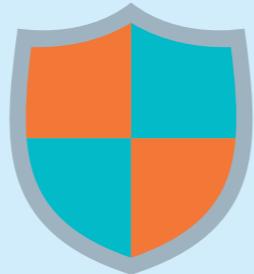
Security Industry Authority (SIA) Course Success

We would like to congratulate seven of our tenants who completed a Security Industry Authority (SIA) course.

This course set up by Cadwyn's Realise Your Potential and the Prince's Trust helped to give people the knowledge they need to gain a SIA license. This license is a must for anyone who wants to work in the security industry.

Alessa Hill Community Employment and Training Advisor at Cadwyn said 'I would like to thank CanDo Lettings who provided funding for five spaces after raising money from a recent charity golf day. I'd also like to thank the Cardiff City Foundation for running the course. This has been an amazingly successful pilot project opening up new employment opportunities to our tenants and we will hopefully see some of the participants gain employment over the next few weeks.'

Abdirashid Ahmed who completed the course said "Cadwyn staff have been very friendly and supportive, because of them I



now have the qualifications to enter a new profession. Tenants who want to find work should grab every opportunity given to them by Realise Your Potential."

If you would like to find out more about how Realise Your Potential can help you to find employment please ring on 029 2043 4470 or email realiseyourpotential@cadwyn.co.uk



Ty Bronna Woodland Project

In September we launched our Ty Bronna Woodland Project, running a volunteer day once a month which works towards restoring and regenerating the woodland area behind Clos Ty Bronna in Fairwater.

Led by Cadwyn's Handyman and resident woodland expert, Luke Dobson, with the help of Mike Williams and 25 volunteers, we have made fantastic progress on the woodland so far.

The volunteer days run on the second Wednesday of each month from 10.30am to 12.30pm and are open to all, whatever your experience or skills. It is a great opportunity to get outdoors and learn new skills on a range of woodland management tasks, from clearing undergrowth and creating habitat piles to repairing steps and building hazel fencing.

From next spring onwards we'd like to run activities for local children and residents to build bird boxes and other things that will encourage more wildlife to the area and enhance the woodland for local community use.

For more information on the woodland project and how you can get involved please contact Kath Williams, Community Engagement Officer, on 029 2043 4416 or email kathryn.williams@cadwyn.co.uk



Introducing our new Head of Housing Services



Hi, my name is Richard Vaughan and I have recently started as the new Head of Housing Services.

Housing Services includes the Rent, Neighbourhood, Communities and Customer Services teams.

Over the next 12 months my top priorities are:

1. To make sure that Cadwyn and our tenants are ready for the introduction of Universal Credit and the Benefit Cap
2. To involve you in making our services better – it's important we involve you so that we get our services right so please take any opportunities to have your say
3. To deal with anti-social behaviour and keep you up to date about what we are doing to stop it
4. To train our staff so that they can meet your needs

I am looking forward to meeting as many of you as possible over the next few months and if you have any questions or suggestions about the service you receive please contact me or one of the team. Have a great Christmas and New Year.

Richard

029 2043 4442

richard.vaughan@cadwyn.co.uk

Upcoming courses

Photography using your mobile phone/tablet camera.

Can't afford a camera and don't think your mobile phone camera can take a decent photo? Think again. This two day beginner's course will help you to take better photographs and how to make them appealing.

When – Wednesday 11th and 18th January 2017, 10am - 3pm.

Where – Cadwyn Housing Association, 197 Newport Road.

How to book – Contact Delyth on **029 2043 4470** or email delyth.teifi@cadwyn.co.uk

The Power of Video

This is an interactive training day that will help you to use your mobile phone/tablet to be able to create simple videos to use on social media.

When – Friday 27th January, 9:45am - 3:45pm.

Where – Cadwyn Housing Association, 197 Newport Road.

How to book – Contact Kathryn Williams on **029 2043 4416** or email kathryn.williams@cadwyn.co.uk