



Welcome to your new home

Everything you need to know is in this
guide, please read it and keep it to hand

0300 124 0040
cartreficonwy.org

Contents

1 Your home

- 3 Start date
- 5 Inside your new home
- 6 Moving in day
- 7 Your occupation contract
- 9 What we expect from you
- 9 What you can expect from us
- 13 Leaving your home empty
- 13 Renting a garage

2 Your rent and service charges

- 3 Your rent
- 4 Service charges
- 6 Ways to pay your rent
- 7 MyCartrefi
- 8 How to set up a bank account
- 8 Universal Credit or housing benefit

3 Taking control of your money

- 3 Money support team
- 4 Budget calculator
- 7 Illegal money lending

4 Anti-social behaviour and being a good neighbour

- 3 Anti-social behaviour
- 6 Thinking of your neighbours
- 8 Safeguarding

5 Looking after your home

- 3 What we expect from you
- 4 Permission
- 5 Condensation
- 5 Mould
- 6 Damp
- 7 Balconies
- 7 Gardens
- 8 Insurance

6 Staying safe in your home

- 3 Fire safety
Asbestos
- 8 Galw Gofal
- 9 General Security
- 9 Looking after your valuable items
- 9 Leaving your home empty

7 Repairs

- 3 What we will do
- 3 What we expect you to do
- 4 Reporting a repair
- 5 Out of hours

8 Services for older people

- 3 Independent living at Cartrefi Conwy
- 9 Galw Gofal
- 10 Scooter storage
- 11 Community centres and houses at Cartrefi Conwy
- 12 Older people activities

9 Voices @ Cartrefi Conwy

- 3 Talk to us and be heard
- 3 Influencing Decisions
- 3 Community Chest
Acuity Funding

10 Creating Enterprise

- 3 Creating Futures
- 4 Second Chance Furniture
- 4 Support to set up a community group
- 5 Community centres and activities

11 Moving home

- 3 How to end your occupation contract
- 5 Moving to another Cartrefi Conwy home

1 Making the most of where you live

- 3 Using our community centres and communal facilities
- 4 Get out and explore
- 5 Useful contacts



Your home

Start date

Inside your new home

Moving in day

Your occupation contract

What we expect from you

What you can expect from us

Leaving your home empty

Renting a garage







Start date

You can move in to your home from the date on the occupation contract. This is the date you will start paying rent for your new home.

What happens next

1. Meet and greet
2. Setting up services

Meet and greet

We will meet you at your new home so you can sign your occupation contract. We will tell you about the property and give you your keys.

This is a good chance to ask about anything you're not sure of, so make sure you take the time to go around the property and ask questions.

During the meet and greet we will tell you about gas, electricity, oil and water services and how you can set these up.

Setting up your services

Gas

You will find it quicker and easier to use British Gas (**0333 202 9802**) when you first set up your new home, but you don't have to stay with them and you can shop around to get the best deal once you have settled in.

To set up a gas account in your name, contact British Gas. They will need to know:

- Your occupation contract start date.
- Whether the property has a pre-payment meter.
- A meter reading.

Once you have set up your account you need to contact us to UNCAP the gas.

Please contact **0300 124 0040** to make an appointment to uncap your gas.

The majority of our homes have British Gas as the gas and electricity supplier. (If it's a different supplier we will let you know who this is.)

You can change supplier at anytime, but you need to let us know.

You won't be able to use your heating or hot water until we have uncapped the gas. But you will need to set up a gas and electricity account first, and have credit on both.

If you smell gas, please ring Wales and West utilities on **0800 111 999**.

Electricity

Cartrefi Conwy properties have electricity supplies with British Gas but you can choose your own supplier if you prefer, but you must let us know. You will need to contact an electricity supplier with your meter reading. We will give you this in the meet and greet. If the meter is showing a debt, you need to ask the supplier to reset it.

For your meter point reference, please phone **03301 010 300**.

If your home has Air Source Heat Pumps and or Solar Panels, we recommend you check for who the best energy suppliers are for this type of renewable energy.

Some of our homes are fitted with modern electric heating boilers. If electricity is the only option to heat your home, this can be more expensive with a pre-payment meter.

We know that there are ways to reduce the cost of electricity for heating your home and hot water so speak to our money support team straight away to find the best deal and way of paying.

Oil

If your new home has an oil boiler, you will need some oil in the tank before we can uncap the boiler. Check with oil suppliers for ways to make the cost more affordable to you. Some companies will let you pay by monthly Direct Debit for oil, once you have made a first payment.

We know that putting oil in the tank can be costly for a new customer, so speak to our money support team straight away for the best way to set up an account with oil suppliers.

Water

There may be a water meter in your new home. Contact Welsh Water to set up an account in your name. Their number is **0800 052 0140**.

We let Welsh Water know when you move in and when the occupation contract ends.



The best way to pay your utility bills is by monthly Direct Debit, contact your supplier for more information.

A pre-payment meter is the most expensive way to pay your bills.

If you choose to pay this way, you need to save through the summer months to help with costs during the winter.



Inside your new home

If you live in a house, there may not be a TV aerial in your new home, you will need to arrange this yourself and ask our permission. You will need to use a specialist aerial installer, you can find installers in your area, check online or local newspapers.

If you live in a block, there may be a communal digital TV aerial. We will maintain this, so if you have any questions about it please get in touch.

Cooker

Cartrefi Conwy does not install your cooker, you need to arrange this yourself. This must be done by a qualified and approved gas or electrical tradespersons.

For fire safety, if you are moving to a flat or sheltered home, there will only be an electric cooker point.

Carpets, flooring and blinds

There will be flooring and carpets in your home. The kitchen and bathroom floors are non-slip floors and should not be covered. If you cover the non-slip flooring, we may recharge you if or when you move out.

The carpets in your home are gifted to you, we don't replace or maintain them.

Decorating

Cartrefi Conwy don't normally decorate homes before you move in. To help you get started, we may give you a voucher towards the cost of paint and other painting equipment. If we are going to give you a voucher we will have told you this when you viewed the property. We expect ceilings to be kept white and walls a neutral colour. Please do not paint any fixtures and fittings that we put in and maintain, for example, kitchens and bathrooms.

Furniture

Moving and furnishing your new home can be expensive, but there is support out there. Ask your Housing Officer about Second Chance Furniture Scheme. Check your local community stores like Crest Cooperative or use freecycling websites or social media buy, sell and swap sites.

Crest Community Store

Brierley House
Ferry Farm Road
Llandudno Junction
LL31 9SF

01492 596783

Moving in day

You can finally move in but don't forget to tell people that you have moved.

Here's a checklist to remind you who needs to know:

- Post Office (to redirect your mail)
- Gas
- Electricity
- Water
- Phone including mobile phone
- Council Tax
- Housing Benefit/Universal Credit
- Work
- Children's schools
- Bank or building society
- Credit card
- Other finance companies
- TV licence
- TV subscriptions and broadband
- Insurance companies
- Electoral roll
- Doctor
- Dentist
- Library
- Vet
- Subscriptions

Your Occupation Contract

When you sign up for your new home we give you an important document – your **Occupation contract**. This gives you the terms and conditions.

It is important that you read your occupation contract, so that you're clear about what your rights and responsibilities are.

If you are unsure of anything in your occupation contract, please ask your Housing Officer.



What we expect from you

We expect you to allow us into your home to carry out inspections, repairs, improvements and maintenance.

It is also the law as your landlord, that we service your gas and oil appliances every year.

If you do not allow us access, we will take court action against you.

To keep you safe in your home, we will check the following:

Every year

- gas or oil boiler
- smoke detectors
- specialist equipment

Every 5 years

- the electrics in your home



What you can expect from us

Customer services

Our customer services team are your first point of contact for any query.

You can contact us by phone on **0300 124 0040**

- **Monday to Thursday:** 9:00am – 4:45pm
- **Friday:** 9:00am – 4:30pm
- Any time if it's an emergency
- see list of what we deem as an emergency on page 2 in section 7

Contact us online 24 hours a day, 7 days a week at www.mycartrefi.org or find answers and ask questions about your home and our services on the **Ask Cartrefi** search bar on our website.

Email us any time:

enquiries@cartreficonwy.org

Calls cost no more than calls to geographic (01 and 02) numbers if included in your inclusive minutes and discount schemes. Check with your network provider for your call charges.

Customers have the right to be heard, understood and respected.

Our colleagues have the SAME right, so please treat Cartrefi Conwy and Creating Enterprise staff with respect.

All Cartrefi Conwy and Creating Enterprise employees wear identification cards, please ask to see them before letting anyone into your home. This is the same for any contractors that we use to carry out work. If you have any doubts about letting someone in, close the door and contact us to check.

Remember - You can ask us to call you back either on the phone or by choosing "request a call back" on our website

Our gas and electrical work is inspected by outside organisations to make sure we are meeting safety standards. We don't know when these inspections happen, but if someone visits your home they will tell you where they're from, what they're doing and why they are visiting.

You can write to us at:

Customer services

Cartrefi Conwy
Morfa Gele
North Wales Business Park
Cae Eithin
Abergele
LL22 8LJ

The Customer Services Team speak Welsh and English, and can help you with:

- General enquiries.
- Repairs and appointments.
- Emergencies.
- Paying your rent, order AllPay swipe cards or checking your balance.
- Updating your contact details and other information.

If you would like to speak to us in a language other than English or Welsh, we will use an interpreter service.



Repairs and appointments

Our customer service advisors will help you with your repair request and diagnose the problem. They can check what's happening with a repair and update you. You can check this yourself on MyCartrefi (see page 4 in section 7) and remind yourself of your appointment dates.

When you call we'll ask you questions to make sure we've got all the information we need. If you need to change or cancel appointments please let us know straight away.

Emergencies

Before you call, check that it is an emergency from the checklist section 7, page 4 .

If we come out to your home and find that there is no emergency, or there is no reply when we call, we will charge you for the call out.

Paying your rent and checking your balance

The quickest way to pay your rent is online at www.mycartrefi.org or use our payment line on **0300 124 0060**. Simply have your debit or credit card to hand along with your occupation contract reference, full address and contact details.

Protecting personal information

As a contract holder of Cartrefi Conwy we will ask you to give us personal information (sometimes referred to as personal data) about yourself and people who live with you. We are committed to keeping this personal information safe and secure.

A full guide of what we do with personal information can be found in the privacy policy on our website.

Comments, compliments and complaints

We welcome feedback from our customers and ask you to let us know when you think we have done something well.

Comments

Do you have any suggestions that would improve the services we offer? Sometimes a suggestion or small comment can lead to a big improvement in the way we do things. We'd like to hear from you.

Compliments

If you think that we are doing something well, or that staff are giving a great service or going that extra mile, please tell us. We will pass your compliments on.

Complaints

Things go wrong, and if that happens we want you to tell us about it so that we can work with you to put it right. We can sort out most concerns and complaints quickly if you contact us to talk about it.

You can contact us about a complaint in whichever way you prefer; by phone, in person, or online. You can ask for a complaint form or you can fill in our online form.

Making a complaint

You can complain if:

- You are not satisfied with the service we have provided.
- You think we have done something wrong or think we have failed to do something.
- You think of member of our staff has treated you badly or unfairly.

We want to put things right as quickly as possible and to make it easy for you to tell us about your concerns.

Stage 1

We can sort out most complaints quickly. Speak to the person you are dealing with or their manager if you prefer.

Stage 2

If your complaint is more serious, or you're unhappy with how your complaint has been handled, we will look into your complaint.

We aim to resolve complaints within 20 working days and we will tell you who is looking into it for you.

If you have been through our complaints process and you are still not satisfied you can ask the PUBLIC SERVICES OMBUDSMAN for Wales to investigate your complaint.

Phone: 0300 790 0203

Online form:

<https://complaints.ombudsman.wales/en/pre-complaint>

Write: PUBLIC SERVICES OMBUDSMAN FOR WALES, 1 Ffordd Yr Hen Gae, Pencoed CF35 5LJ

You can find a copy of our concerns and complaints policy on our website. You can ask us to post a copy or ask us for a copy at any of our offices.

Our Customer Promise

At Cartrefi Conwy, we're committed to delivering a service of customer excellence. Our customer promise, sets out the level of service you should expect from us all. In 2024/25 lots of tenants and colleagues helped to shape this promise by sharing the things that matter when they're in touch with us. We know we won't get this right all the time but alongside our Corporate Plan we aim to improve and achieve our promise consistently. We'd love to know what you think, so please get in touch if you want to share your thoughts with us.

Our promise to you, our customer:

Tell us once contact with us is easy, we will listen and act on what needs to be done for you. If you give a colleague information or ask a question, they will take ownership, deal with it and get back to you.

Helpful and Accessible

You can approach us for all your housing needs. We will be helpful and empathetic and recognise your circumstances and feelings.

Reliable

You can rely on us to be ready to listen and do what we say we will do. We will keep in touch with you, so you know what's happening.

Inclusive

We treat customers with respect and value diversity. We will recognise your individual needs and try to adapt our service to meet those needs.

Value

Your voice matters. We actively listen to your feedback and give you the opportunity to shape how our services are delivered.

Empower

We empower customers to use the information available to them to manage their homes and tenancy independently. We also encourage you to speak up and challenge us to help improve the way we do things.



Leaving your home empty

If you are going to be going away and not living in your home for a month or more, you need to tell us. The reason for this is so that we don't think you have abandoned your home and start the process to end your occupation contract.



Renting a garage

We have garages on some of our estates, which you can rent for a fee. We have a waiting list for garages, but we will give preference to our contract holders with a clear rent account.

The licence agreement for a garage is different from an occupation contract. You can end the licence agreement at any time, by sending us a letter that you have signed. We can also end your garage licence agreement with 7 days' notice.

We will tell you what you can store and use the garage for when you sign the licence agreement. If you store any unsuitable items or use the garage for purposes other than stated on your licence agreement, then we may end the licence agreement.

You can pay the rent for a garage by Direct Debit or by using MyCartrefi. See "Paying your rent" for more details.

For full terms and conditions, see your licence agreement.

For more information about garages, please contact us on 0300 124 0040, or visit our website to complete an application form.

What's happening at Cartrefi Conwy

The best way to keep up to date with all our news is on our website and social media.

We want everyone to have access to this, so if you want the information in a different way, let us know.





Your rent and service charges

Your rent

Service charges

Ways to pay your rent

MyCartrefi

How to set up a bank account

Universal Credit



Your rent

It's important that you pay your rent. We will review your rent and service charges (listed as other weekly payments in the contract) every year and tell you how we work it out.

Rents are set by the Welsh Government for the area you live in. They take into account local wages and the economy and the rent is linked to the Consumer Price Index.

What is the Consumer Price Index (CPI)?

The Consumer Price Index (CPI) is a calculation used by the Office of National Statistics to measure the rate for inflation. This is worked out by looking at the cost of things we buy regularly (such as food, clothes and petrol). This is then compared with how much it cost last year. This tells us what the inflation rate is.

How does Cartrefi Conwy make sure your rent is affordable?

We compare our rents with other social housing providers in the area. We also ask our contract holders in the annual satisfaction survey if they feel their rent provides value for money.

For more information

Online: Log onto www.mycartrefi.org and use the 'contact us' section to let us know what information you need and we will be back in touch.

Phone: 0300 124 0040 and ask to speak to your Payment Coordinator during office hours:

Monday - Thursday: 9.00am to 4.45pm Friday: 9.00am to 4.30pm

Email: enquiries@cartreficonwy.org

Our rents are calculated over 52 weeks



Service charges

Service charges cover the costs of services provided outside the four walls of your home. These services will benefit you, your home and the wider area you live in.

Who has to pay for service charges?

All contract holders have to pay towards these costs. **But you only pay for the service charges attached to where you live.** Please see your annual rent increase letter for your own service charge details.

We explain the service charges in more detail here.



Independent Living Co-ordinator support

This charge is for the personal support you have chosen to receive from your Independent Living Co-ordinator.



Galw Gofal and telephone rental

This charge includes your own connection to the Galw Gofal system and for a small number of users there is an extra contribution for the cost of a phone line to connect to Galw Gofal.



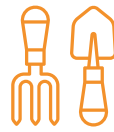
Heating charge

This is your individual charge for heating your home where this service is shared.



TV licence

If you qualify, this is the concessionary TV licence charge.



Estate & grounds maintenance

This charge is for the upkeep of the estate grounds around the area that you live. It includes cutting grass and maintaining shrubs and landscaped areas.



Building safety & security

If you live in a block, this charge is for the safety and security equipment. It includes the maintaining of CCTV; door entry system intercom, call system and door release. It also includes the maintaining of any fire safety equipment such as fire alarms, emergency lighting and fire prevention equipment.



Caretaker and materials

This charge is for the caretaker services carried out in your block or scheme. This might be for internal and external cleaning, materials and equipment. It also covers fire risk assessments, security checks, and other tasks.



Shared utilities

This charge is for heating, lighting, electricity and water to the shared areas of your block and any shared rooms in your scheme. It includes: heating corridors, power for the fire alarm system, emergency lighting, the lift, door entry system, electricity for communal cleaning, internal and external lighting, and other items that need electricity.

It also includes the water supply used for cleaning inside and outside and water to any other shared areas.



Shared white goods

This is the charge for renting and maintaining shared washing machines and tumble dryers. Coin-operated machines will have this money taken into account when setting the charge.



Window cleaning in shared areas

This charge is for cleaning windows and door glass in shared spaces and rooms.



Digital TV aerial maintenance

This charge is for the servicing and maintaining of the Digital TV aerial when all properties in your block are connected.



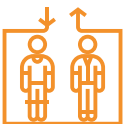
Fixtures and fittings

This charge is for any fixtures and fittings within the shared areas in your block.



Guest room

This charge is for the maintaining and cleaning the guest room in Maes Cwstennin and Cysgod Y Gogarth. We deduct any room hire income we get from this charge.



Shared passenger and assistance lifts

This charge is for maintaining and insuring the lifts and assistance lifts. For assistance lifts, this charge also includes the electricity usage.



Independent Living Co-ordinator scheme management services

This charge is for all the non-support related tasks that your Independent Living Co-ordinator carries out. This is for their time on your scheme to carry out tasks such as fire alarm testing, reporting communal area repairs and health and safety risks and helping tenants with queries.



Management charge

This charge is for the background work we do to set up the services and contracts for where you live. This includes finding suitable contactors and managing paperwork and payments for the services we give you.



Provision for renewal

We have to replace large items from time to time when they come to the end of their life, for example door entry systems, large furniture items for shared areas or lifts. To plan for this and to avoid charging you the entire cost for this all at once, we collect and set aside regular amounts for these replacements.

Other service charges

This charge is for seagull deterrent measures, maintaining un-adopted highways and car parking areas.

Ways to pay your rent

There are many quick and easy ways to pay your rent with Cartrefi Conwy:



Online

Log on to www.mycartrefi.org and click 'make a payment' any time of day, seven days a week. You will need your occupation contract reference number and a debit or credit card to pay.

Did you know that if you pay your rent on line or by direct debit, it costs us less to process your payment. This means more of your rent goes towards improving our homes and services.

Direct Debit

Another easy way to pay your rent is by **Direct Debit**.

We can arrange it so your rent goes out of your bank account on a set date. We can even set it up so it gets paid weekly, fortnightly, monthly or 4 weekly.

Setting up Direct Debit is simple! All you have to do is get in touch and we can arrange the Direct Debit with you.

Phone

You can pay over the phone by debit or credit card by calling **0300 124 0060**. You will need to have your occupation contract reference number and debit or credit card ready. You'll find your occupation contract reference number on your rent statements and most letters we send you. Follow the step-by-step instructions given to you over the phone.

If you cannot find this please get in touch on **0300 124 0040**.

Standing Order

You can make payments from your bank to Cartrefi Conwy every week, two weeks or monthly. To request a Standing Order form, please phone **0300 124 0040**.

In person

Pay with your rent payment swipe card at a post office or anywhere with the PayPoint logo.

Cheque

If you want to pay by cheque or postal order, please make it payable to Cartrefi Conwy and send it to Morfa Gele, North Wales Business Park, Cae Eithin, Abergele, LL22 8LJ quoting your rent account number.

If you have any questions about paying your rent or have difficulty making payments, please get in touch, we have a Welfare Benefits and Money Support Team that can help you.

Also look at 'taking control of your money' for more details.



MyCartrefi

Use MyCartrefi to stay connected or get connected with us online www.mycartrefi.org

The MyCartrefi App is now live. Just search for 'MyCartrefi' in your app store.

Using MyCartrefi you can:

- Make a payment
- Get in touch with us
- View your statement
- Check your balance
- Update your contact details

How to register

Step 1

To register you will need to enter your occupation contract reference number. You can find this on any letter sent to you from Cartrefi Conwy or phone us on **0300 124 0040** and we will give you the reference number.

Go to www.mycartrefi.org and enter your occupation contract reference, date of birth and surname.

Step 2

Enter your email address and then create a username and password that you will use to log on in future.

Step 3

You will receive an email with a link to activate your account.

It's as simple as that.

How to set up a bank account

Firstly, you need to choose what bank account will suit you best and choose the bank you want to open it with.

You can open a bank account in a branch of any bank, over the phone or online.

The bank will run a credit check to find out your credit history.

This will tell them, for example, whether you've had problems with credit repayments in the past.

You'll also be asked to provide:

- Proof of identity (for example, a driving licence or passport).
- Proof of address (for example, a recent utility or phone bill).

If you don't have any of these, speak to the bank about alternative documents you might be able to use.

If banks turn you down for a standard account, you can always apply for a fee-free basic bank account. Barclays Bank will accept your occupation contract agreement as identification to open a basic bank account.

These accounts don't charge fees, don't provide overdrafts and won't charge you if a Direct Debit fails.





Universal Credit or Housing Benefit

It's important that you read this information to make sure you are paying your rent.

If you claim benefits for your rent, you will either receive Universal Credit or Housing Benefit. How you receive these benefits is different.

If you receive Universal Credit, it is paid monthly into your bank account and includes housing costs, which you need to pay your rent with.

You must update your Universal Credit journal every time there is a change in your rent.

Housing benefit

If you receive Housing Benefit, normally this is paid directly to us. You may have to pay towards your rent if your Housing Benefit does not cover the full rent. If you do, see "Paying Your Rent" on page 6 of this section for ways to do this.

You may have filled in a Housing Benefit form already. If things change for you, you will need to fill in a new form, available at Cartrefi Conwy offices.

We can help you fill in a Housing Benefit form, or make sure that it is filled in correctly and that you are sending the right documents with it.

If you need any help with Universal Credit or Housing Benefit, including making an application, then get in touch



Taking control of your money

Welfare Benefits and Money Support Team

Budget calculator

Illegal money lending





Money Support Team

If you are having problems paying your rent please get in touch.

We are here to help you and the sooner you tell us you are having problems the sooner we can help you come up with a solution.

We have a dedicated Welfare Benefits and Money Support Team who can help you with a range of financial issues including:

- Setting up a bank account.
- Budgeting.
- Managing your money.
- Borrowing money.
- Avoiding debt, especially with doorstep and other high street lenders.
- Dealing with debt.
- Getting access to the best discounts.
- Saving money on bills.

The Welfare Benefits and Money Support Team will help you take control and get the most of your money now and in the future.

Get in touch with us on **0300 124 0040** or email welfarebenefits@cartreficonwy.org to talk about how we can help you. All discussions are confidential and the team can meet you in your home or at one of our offices, whichever suits you best.

Make us your first call if you're worried about money.

The [take control pages on our website](#) have a range of helpful tools to help your day to day budgeting.



Budget calculator

Use our budget calculator to work out whether your income is more than your spending.

1. Income		
Income Details	Weekly	Monthly
Your salary		
Your partners salary		
Working Tax Credits		
Child Tax Credits		
Child Benefit		
Other benefits / Universal Credit		
Retirement pension		
Any disability benefit eg. PIP, DLA		
Other pensions		
Anyone living with you		
Other income		
Total		

3. Totals		
	Weekly	Monthly
1. Total income (from table 1)		
2. Total spending (from table 2)		
Subtract 2 from 1 to find your available money for savings		

2. Outgoings		
What you spend	Weekly	Monthly
Rent		
Council tax		
Gas/oil		
Water		
Electric		
TV licence/TV subscription like Sky		
Home Insurance		
Phone and broadband		
Any other utilities		
Child maintenance		
Credit cards		
Loans		
Car insurance		
Petrol/diesel		
Car maintenance		
Food		
Toiletries		
Clothing		
Any other spending (gym membership, hairdressing, going out, magazines, etc.)		
Total		

Illegal money lending

Wales against illegal money lenders
– don't get bitten by a loan shark

It's easy not to make the right choices of who you borrow money from especially at times when you're under pressure like Christmas or summer holidays. But don't be tempted to borrow from loan sharks.

Asking for help and support costs you nothing – call us and speak to our money support team first. But if you are a victim of a loan shark or you know of one operating in your area, contact the 24-hour helpline.

Wales Against Illegal Money Lending

imlu@cardiff.gov.uk

Telephone: 0300 123 3311

If you suspect your lender may be unregistered, they can check this for you or you can check yourself at

fca.org.uk/firms/financial-services-register









Anti-social behaviour and being a good neighbour

Anti-social behaviour

Thinking of your neighbours

Safeguarding



Anti-social behaviour

We take all matters of anti-social behaviour (ASB) very seriously and try to work with our residents to resolve issues, whilst helping and supporting those who are experiencing these problems. We have a dedicated team to deal with ASB.

How we deal with anti-social behaviour depends on how serious it is. Here is a list of what could be anti-social behaviour and how we treat it:

We will not tolerate acts of nuisance, anti-social behaviour, harassment or hate crime on any grounds, domestic violence and abuse or drug use, supply or production.

Anti-social behaviour		
Priority 1: most urgent	Priority 2: other urgent	Priority 3: less urgent
Hate crime Domestic violence Other violence or the threat of violence Drug production or supply Criminal behaviour Prostitution	Noise nuisance (loud music, shouting, arguing) Drug use Harassment or intimidation Verbal abuse Alcohol-related nuisance	Noise nuisance (depending on volume, timing and how long it lasts) Vehicle nuisance Nuisance caused by animals Nuisance caused by children Untidy gardens and property conditions

We don't usually consider domestic noise as ASB – like noise from:

- Your neighbours walking around
- Closing doors or cupboards
- Conversations next door
- Babies crying
- Children playing during daytime hours
- Toilet use
- Washing clothes or dishes
- DIY during the day
- Vacuuming during the day
- Low volume TV and radio

Things that you can do before contacting us

Talk to your neighbour – they might not realise they are causing a problem so explain how their actions affect you. Keep things friendly and think about how you would like them to speak to you. If they become angry, stay calm and act reasonably.

If you have tried talking to them and it hasn't made a difference, you don't feel comfortable approaching them or if you're not sure who is causing the problem then contact us.

When we get involved

As a community landlord, we may be able to help if our contract holders, their households or visitors suffer from or cause anti-social behaviour.

Before we get involved, we need to think about the following:

- How serious your complaint is.
- How you have tried to resolve the problem.
- How often the problem has taken place.
- Whether there are previous complaints about the person causing the nuisance.
- Whether anyone involved needs extra support with difficulties in their life.
- Whether we have any authority to solve the problem. If not, we will suggest who can help.

It's difficult for us to take action over some things, such as a 'one-off' party. If we cannot take action, we'll explain why.

Reporting anti-social behaviour

You should contact North Wales Police if you or your family:

- Are threatened.
- Are in danger.
- Witness a crime.

You should report criminal incidents (e.g priority 1 incidents) to the police before reporting them to us. The police are responsible for handling them, but we will help where we can.

To report anti-social behaviour

- Call **0300 124 0040**.
- Fill in our online form.
- Tell your housing officer or
- Visit one of our offices.

We hope to speak to you straight away, but if there is nobody available, we will contact you within 5 working days. Remember if you feel in danger, contact North Wales Police.

Gather evidence

Help us by gathering evidence. You can ask our Anti-social Behaviour Team for log sheets or just make a note of:

- Date and time
- Where
- Brief details, including length of time
- Names of people
- Any witnesses
- Police incident number if reported
- Any other useful information

You can email the information to:

antisocialbehaviour@cartreficonwy.org

You can use the ASB app to report incidents, record noise, and upload videos or photos. If you're experiencing antisocial behaviour, your Housing Officer can email you a link to download the app and get started.

What we do

If you make a report of anti-social behaviour, we will ask questions to get a clear idea of the problem for example:

- Who is causing the problem.
- What, when and where is it happening.
- Why you think it's happening and how it is affecting you.
- Have you reported it to anyone else.

We work closely with partners like North Wales Police and Conwy County Borough Council. In certain cases, we're able to support them by providing evidence of incidents, which can help them apply for Community Protection Notices or Criminal Behaviour Orders.

We will:

- Explain how we can help you.
- Agree an action plan with the steps we will take.
- Tell you what you need to do.

This is how we deal with anti-social behaviour

Issue verbal and written warnings – we will visit or write to the person alleged to be causing the problem.

Referral to support agencies – this is where we involve other agencies to help support people with their issues.

Mediation – mediation can help you and your neighbour resolve a dispute by talking to each other in a constructive and fair way and listening to what you both have to say. This is done in private with the aim to reach an agreement that will suit everyone.

Eviction – we can evict you if you another household member or visitor has:

- Been convicted of a serious criminal offence.
- Broken a civil injunction.
- Been convicted of breaching a criminal behaviour order.
- Been convicted of breaking a noise abatement notice.



Legal action can take a long time.

The more, high quality, evidence we have, gives a case the best chance of success at court. You can help us by gathering the evidence, and we will give you our full support.

If you are the cause of ASB this is what we'll do

Arrange an Acceptable Behaviour Contract – this is an agreement between the person causing the problem, Cartrefi Conwy and North Wales Police. This gives you the opportunity to change your behaviour to avoid taking things to the next step. We can use this in court if the contract is broken.

Final occupation contract warning – if things don't improve we will give you a final legal warning and you could lose your home. This is a serious warning and in some cases, we will go straight to the court to evict you from your home because of your behaviour.

Civil injunction – a court can give an injunction against anyone aged 10 or over if they agree that you have been or threatened to be behaving in an anti-social way. An injunction can have the “power of arrest” attached if there is violence or threats of violence.

We will close a case if:

- The complaint is resolved.
- After an investigation, the complaint can't be proved with strong evidence.
- We can't take any more action.
- You haven't taken the action agreed making it difficult for us to take it further.

Thinking of your neighbours

Everyone has the right to enjoy their home in peace. By following these steps you can help to make this happen.

Everyone's different and what might not upset you might upset someone else. So it's important to think about how your everyday living might affect others.

Flats

If you live in a flat noise can carry throughout the block so here are some things to think about:

Slamming doors – this can make a loud noise that can sometimes be heard through the whole block.

Flooring – laminate or wood flooring in flat can be noisy for anyone else living in the block.

TV/music – having your TV on too loud or playing music at a high volume may affect your neighbours.

Parties – if you are going to have a party or a gathering, let your neighbours know and agree a time for the party to end.

DIY – if you plan any DIY let your neighbours know.

Walking through communal areas – think about others when you're walking through the communal areas, especially early in the morning or late at night.

Using drugs in your home is a breach of your occupation contract. We understand that some forms of cannabis are now legally available as a vape, but the smell can still cause a nuisance. If this becomes an issue, we may ask you to stop using it or ensure it doesn't affect your neighbours or their homes.

Houses

Noise can carry through properties more than you might think so it's important for you to think about your neighbours. The same things in the list above may affect next-door neighbours if you live in a house too.

CCTV

You need to ask for permission to install or put up any CCTV equipment or signage. This applies to any video surveillance equipment mounted or fixed on a home, and can include cameras fitted into doorbells.

The Information Commissioner's Office provide guidance on using domestic CCTV, you can find out more on <https://ico.org.uk>

Gardens

Leaving rubbish in your garden can attract rats and other vermin, which may also affect your neighbours' homes. Please keep your garden clear and tidy to help prevent this.



Smoke and smells from fires or barbecues can be unpleasant for those living nearby. Before lighting up, check the wind direction and have a quick word with your neighbour - they may want to close their windows or bring in any washing.

If you plan a party or gathering in your garden, think about you and your guests party behaviour and the language you use. Talk to your neighbours before the party and agree a time to end and always clear up after yourself. You could even invite them along!

Trampolines

If you own a trampoline high winds can easily blow it away, so make sure you anchor it to the ground. If you don't, it could be a hazard and cause damage for you and your neighbours.

You will have to pay for any damage caused by your trampoline.

Do not place trampolines in any communal areas.



Running a business

If you want to run a business from your home, you must ask us for permission. We will consider the type of business and type of property you live and let you know whether we can allow this.

We understand that not everyone will get along all of the time, but by being a considerate neighbour, you can help to make sure everyone can live in peace.

Helping those around you

Do you have any elderly or vulnerable people living on their own near you? Could they do with some help from a friendly neighbour?

Think about helping them when the weather is bad, maybe pick up some shopping for them or even just a chat with them can break up their day.

Remember to look out for them in case other people are taking advantage of them.



Safeguarding

Everyone has a right to be safe, no matter who they are or what their circumstances. Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect. We are all responsible for the safety of the most vulnerable members of our society.

There are a number of different types of abuse including:

Physical or emotional – including hitting, slapping, kicking, restraining, pushing, burning, bullying.

Sexual – including rape, unwanted advances, inappropriate language or dressing.

Psychological – including humiliation, verbal abuse, isolation, intimidation.

Financial and material – including theft, fraud, possession or benefits.

Discriminatory – including discrimination on the grounds of gender, age, religion, race, disability, nationality, and sexuality.

Neglect and acts of omission – including under or over use of medication, inappropriate dressing, lack of food, drink and/or heat. Lack of care, ignoring apparent abuse of others.

If you suspect that someone you know is being abused tell somebody.

You can tell any member of Cartrefi Conwy staff in any way that you wish. You can also tell social services. The contact details for these are below:

Cartrefi Conwy

You can tell us by:

Phone: **0300 124 0040**

Email: enquiries@cartreficonwy.org

You can write to us at: Cartrefi Conwy, Morfa Gele, Cae Eithin, North Wales Business Park, Abergele, LL22 8LJ

Or you can tell any member of staff.

Conwy access team

You can tell the Conwy access team by:

Phone: **0300 456 1111**

Out of hours phone: **01492 515 777**

Fax: **01492 576330**

Email: wellbeing@conwy.gov.uk

Or you can write to them: Conwy Access Team, Colwyn Leisure Centre, Eirias Park, Abergele Road, Colwyn Bay. LL29 7SP

We want to prevent abuse wherever we can but sometimes we need your help.

Please tell someone if you are a victim or if you know someone who is a victim.

Anything you tell us, Conwy access team or North Wales Police will be strictly confidential, so if you have any concerns, however small, please tell us.





Looking after your home

What we expect from you

Permission

Condensation

Mould

Damp

Balconies

Gardens

Home rewards

Insurance





What we expect from you

We want you to be comfortable living in your home and this means keeping it in a good, clean and tidy condition.

When we need to work in your home, whether for a repair you have reported or any improvements we have arranged, we expect you to let us or our contractors into your home.

Customers have the right to be heard, understood and respected.

Our colleagues have the SAME right, so please treat Cartrefi Conwy staff with respect.

We will let you know when we are planning to visit, but sometimes if we're in the area, we'll check if you're in and if it suits you, carry out work. This is normally only for servicing boilers or smoke alarms. All our tradespeople and contractors carry identification but if you are unsure about letting them into your home, contact us on **0300 124 0040**.

It is important that you let us into your home, we can take court action if you don't and you will be charged for this.

Keeping your home in a good condition will make it more comfortable for you. We expect you to do some small repairs yourself or arrange for someone to do them for you. Here's a list of some smaller jobs we expect you to do:

- Replacing light bulbs (including strip lighting).
- Altering internal doors except fire doors to fit over carpets.
- Door bells.
- Repairing and maintaining your own fittings (your cooker or your own fireplace for example).
- Lost keys (you will need to arrange a locksmith to change the locks, or we will change them for you for a fee).
- Replacing glass that was broken or damaged by you, anyone living with you or a visitor to your home.
- Any damage caused by you, your family or anyone else visiting your home, including any damage by pets.

These smaller repairs to your home should be done by people who have the right skills and expertise, particularly for work to gas and electrical appliances such as your cooker.

You need to tell us as soon as possible about any repairs that we need to do in your home.

Permission

You may want to do some work in your home at some point, but you need to tell us about your plans before you start work. This includes work in any sheds or garages.

You'll need to contact us to apply for this permission, and we have to agree in writing before you make any changes.

Here is an idea of some of the changes you will need to ask us about:

- Any changes to electrical, plumbing or gas works (lights, sockets, taps, etc.).
- Putting down laminate flooring (particularly in kitchen and bathrooms).
- Changing internal and external doors.
- Putting sheds or storage options in gardens.
- Laying slabs, decking or making major adjustments to gardens.
- Installing your own kitchen or bathroom.
- Alterations to internal walls (knocking down, doorways, etc.)
- Loft alterations.
- Satellite or Aerial installations.
- Adjustments to heating within the home (log burners).
- Major adjustments which would have a significant effect on the property.

You must tell us who is doing the work for you and you must show us their insurance details.

For some improvements you need to give us lots of details like colours (bathroom suites), types and brands.

If we agree to your plans, remember to let your neighbours know that you're having work done. We can agree some alteration requests straight away, but we will need to inspect your home and your plans for others.

You must make sure no damage is caused to your home. If there is damage, you will have to put it right or pay us to do it for you.

Improvements affecting the gas, plumbing or electric of your home must be done by a qualified and registered tradesperson.

You are responsible for repairing and maintaining anything you have installed, such as kitchen, bathroom, fireplace etc.

We will inspect any alterations you make to your home. If they have included electrical or gas installations, you will need to give us the certificate the tradesperson has given you. Without this we will remove the installation and charge you for it.

To request any alteration, this must be in writing with full details by letter, email or using our application form which you can download a form from our website at cartreficonwy.org.



Condensation

Condensation causes mould to grow in your home. It happens when moisture in the air hits a cooler surface.

Around 20 pints of water is produced from things we do every day. But don't worry, there are things you can do to reduce condensation.

Often the moisture comes from washing, cooking and drying clothes, but you can reduce this by following these steps:

Do:

- Open windows and vents.
- Use extractor fans,
- Keep your home warm (ideally between 18 and 22 degrees).
- Wipe away any moisture on windows and walls.

Don't:

- Dry clothes inside without opening a window.
- Vent your tumble dryer inside your home, always outside or use a condensing tumble dryer.

Mould

If mould grows in your home, this doesn't mean your home is damp. It's more likely to be because of condensation.

Mould grows very quickly and will thrive where fresh air can't move around your home, in places like behind furniture, inside cupboards

and under beds. To stop this, move your furniture a little away from walls to allow air to move around it.

Do:

If you spot some mould, deal with it straight away, it will spread if you don't. Clean it away with some fungicidal treatment or spray, you can buy this in most supermarkets or DIY stores but make sure it doesn't contain bleach.

Don't:

Use bleach or washing up liquid to clean mould, it will make the problem worse.

Here are some more hints and tips for preventing condensation and mould:

- Keep your home at a constant warm temperature, but try to allow some ventilation such as opening windows or vents.
- Do not allow kettles and pans to boil for longer than needed. If possible, cover pans.
- Do not dry washing on radiators.
- Dry washing outside whenever possible.
- If you must dry clothes inside, then use the bathroom with the door closed and the window open.
- Do not allow steam to travel into other rooms. Close the kitchen or bathroom doors when cooking or washing.
- Avoid using paraffin or portable gas heaters.
- Use extractor fans where fitted.
- Make sure tumble dryers have an outside vent or are condenser dryers.
- If there are trickle vents on your windows, leave them open.

- Wipe any moisture away.
- When running a bath, put the cold water in before adding the hot water – this will reduce the amount of steam.
- Never use bleach or washing up liquid to clean mould – these will make the problem worse.
- Don't keep too many items in cupboards, leave some room for air to flow, if you don't your things might get covered in mould, particularly if they are wet or damp when you put them away.

If you need any more advice about managing condensation in your home, please contact **0300 124 0040**.

Mould won't go away on its own.

We will help you to control condensation and mould as much as we can, but you must do your bit to prevent it too.

You may be charged for treating mould growth in your home if we can see that you don't follow these steps.

Remember: less moisture = less mould.

Damp

Your home may become damp if there is water coming in. This could be from leaking pipes or guttering, damaged roof tiles or slates and rendering. You can spot this from staining or “tide marks” on your walls or ceiling. If you think your home is damp, get in touch quickly **0300 124 0040**.

Damp and mould and your health

Mould spores are the seeds of mould and can be breathed in easily. They are always in the air but they need moisture (condensation) and food (dust) to grow.

House dust mites live in your carpets, mattresses and soft furnishings. They won't harm you but their droppings can also be breathed in easily.

Both of these are allergens and when you are exposed to them over a long time, you can become more sensitive to them. If you are sensitive to them, this can lead to asthma.

Keeping your home free from dust and mould is good for your health!



Balconies

If your home has a balcony here's our advice to reduce fire risks and help keep you, your family, and neighbours safe. Please do not



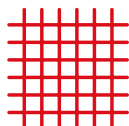
Smoke



Use or store barbecues



Use or leave candles or naked flames



Use plastic netting or screens



Dry clothes or store clothes horses



Store any combustibles for example paint, gas canisters or chemicals



Leave electrical portable devices on it, for example – laptops, tablets, e-cigs

Gardens

Keep your garden clear and tidy!

- Mow your lawn.
- Trim trees and hedges.
- If you store bikes and toys in your garden, keep them in one place and tidy.

- Don't leave rubbish in your garden. If you have any bulky items, contact your local Council. They will take it away for a small fee.
- If you have a pet, clean up your pet's poop! Not only can it be messy but it can also be a danger to health.
- Tidying your garden regularly will keep it safe for you, your family and any visitors.
- If you can't manage it yourself, check if there are any volunteer schemes in your area.

Remember to follow your local Council's waste and recycling schedule to keep where you live tidy and clean.

We will:

Make sure any boundary fences or walls are safe and secure.

You need to ask us before:

- Putting up sheds or greenhouses.
- Laying slabs or decking.
- Building walls in the garden.
- Before planting any trees.
- We support tree planting but only when it's the right tree in the right place.

Its best to place your shed at least 3 meters away from your home. Please make sure it doesn't block your pathways or exit routes.

We do not allow ponds in our gardens for the safety of you and your family.

Communal Gardens and Shared Outside Spaces

Exit routes and pathways in communal gardens and shared spaces must be kept clear of rubbish, storage and personal items at all times. If there's a fire or other emergency, you'll need to get out quickly and safely. Make sure all play equipment is put away and paddling pools are emptied after every use due to the risk of drowning.

Do not use bbq's or store combustible items.

Please put away all garden furniture (chairs, tables and loungers) not put in and maintained by us after each use.



Insurance

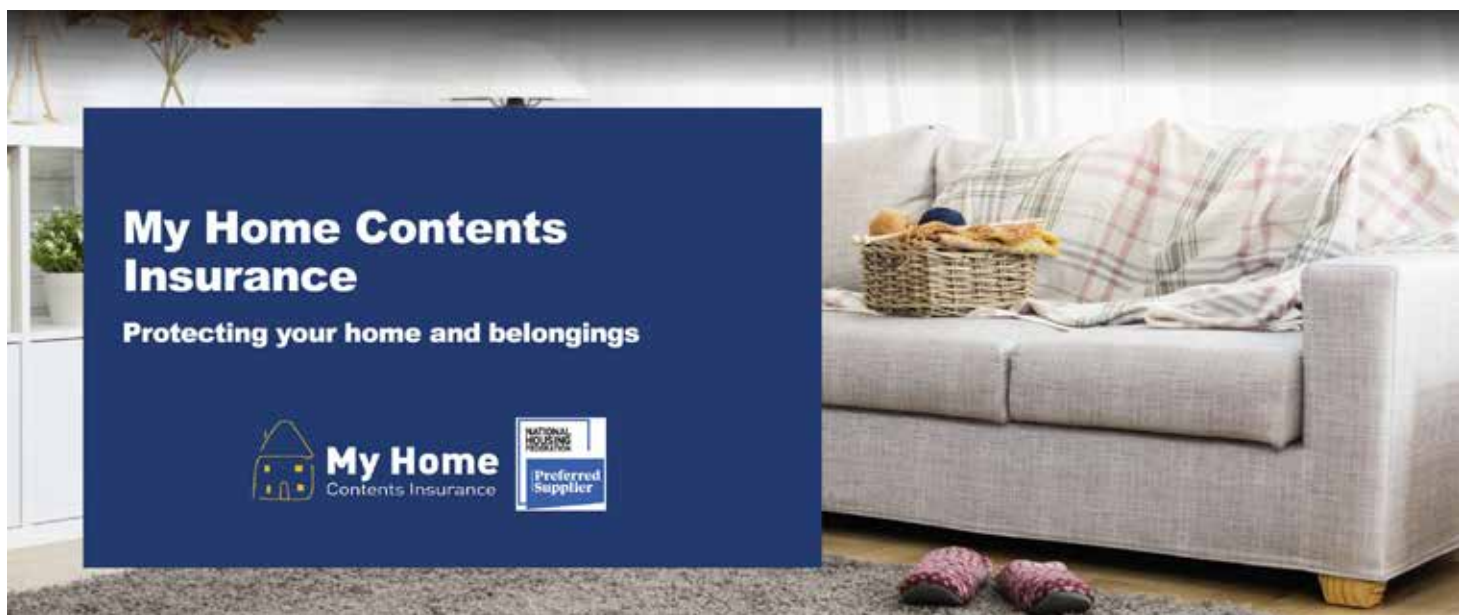
Home contents insurance - are you covered?

How would you feel if you lost everything in a fire in your home, or everything was ruined in a flood? Or even if your expensive electrical items were stolen? Your rent does not include Home Contents Insurance so you need to arrange your own.

There is a special low cost insurance scheme My Home available for all contract holders and residents living in social and affordable housing. The My Home scheme offers you the chance to insure the contents of your home in an easy and affordable way.

Here are some good reasons to protect your home contents with My Home contents insurance:

- This policy has a zero excess so they will pay out the full amount of the claim.
- Your premiums won't go up if you claim.
- You can claim for lost keys or broken windows – we normally recharge you for these.
- You can have this valuable cover as you are a Cartrefi Conwy contract holder.
- Premiums start from as low as £1.69 per fortnight if you're under 60 and £1.28 per fortnight if you're over 60.
- You can pay by cash, Direct Debit, postal order, credit or debit card.
- Quick and easy to apply.
- Covers accidental damage to your bathroom.
- You can add cover for things like hearing aids, mobility scooters or wheelchairs if you need it.



For more information

Ask your housing officer for an information pack or call My Home Insurance on **0345 450 7288** and ask for a call back.

Website: www.thistlemyhome-cymru.co.uk

Email: myhome@thistleinsurance.co.uk

My Home is provided by the National Housing Federation in conjunction with Thistle Contract holder Risks and Allianz Insurance plc.





Staying safe in your home

Fire safety

Asbestos

Galw Gofal

General security

Looking after your valuable items

Leaving your home empty



Fire safety

We want you to be safe in your home and you can take some very simple steps to make sure you are.

Smoke alarms and carbon monoxide detectors

- All our homes have smoke alarms that look similar to the one below.
- Some of them look slightly different but they should all have a permanently lit, green light.
- If you don't see a green light, it means it's not working, please tell us about this straight away.
- Test your alarm weekly (your independent living coordinator will do this if you use this service).
- The smoke alarm in your home is wired to the electricity.
- Never disconnect the smoke alarm!
- We will check your smoke alarm every year as part of the boiler service.
- Other types of smoke alarms such as strobe light or vibrating pad alarms can be fitted if you are hard of hearing.
- In some circumstances we also fit water misting systems for more at risk contract holders.
- We also fit carbon monoxide detectors in all our homes.

Cooking

Chip pan fires cause one fifth of all accidental home fires in the UK each year. If you do choose to deep fat fry your chips, make sure you do it safely. Better still, choose oven chips or use a thermostatic fryer or air fryer. Chip pans can be dangerous if you don't use them properly.

Do's and don'ts

- Do consider using a thermostatically controlled deep fat fryer or air fryer.
- Don't fill a chip pan more than a third full of oil.
- Don't ever leave your cooking unattended. Even if the phone or doorbell rings. Remember – fires start when your attention stops.
- Don't be tempted to cook with a chip pan if you have been drinking alcohol.

If you do have a chip pan fire

- Call the fire and rescue service on 999 immediately.
- Don't take risks.
- Have a clear escape route.
- Never move the pan.
- Turn off the heat (if it's safe to do so).
- Never use water on chip pan fires, as this will cause a fireball.



Battery and charging safety

- Do not leave any items charging overnight, or if you need to go out. Unplug the charger once the device is fully charged.
- Look out for British Standards safety marks and avoid buying any cheaper replacements especially for mobile phone/tablet charger cables or e-cigarettes.
- Do not cover any devices in use or batteries on charge in case of overheating.

Electrical

- Don't overload plug sockets, keep to one plug per socket.
- Know the limits of fuses and extension leads.
- Keep electrical appliances clean and in good working order.
- Avoid using your washing machine, tumble dryers and dishwashers at night or if you go out, put your safety first. Empty the fluff from your tumble dryer regularly.
- Hair straighteners and curling wands can get very hot, remember to switch them off and place them on a heatproof surface until they are cool.
- Don't ignore product recalls.
- Take extra care with second hand electrical goods, make sure they have been safety checked and are not on the product recall list.

- Remember to register new appliances with the manufacturers so that they can contact you if there is a recall. For more information and to register your electrical products go to:
www.registermyappliance.org.uk.

Electric blankets

- Never use an electric blanket if you use paraffin based emollient creams, ask for non-flammable ones.
- Look out for danger signs.
- If you are in any doubt about it's condition, buy a new one.
- You should replace your electric blanket at least every 10 years.
- Don't buy second hand and always look for the British or European standard and safety certification mark.
- Make sure the blanket has overheat protection.

Portable heaters

- Secure heaters against the wall to stop them falling over.
- Keep portable heaters away from clothes, curtains and furniture and never use them for drying clothes.
- Before moving a heater turn it off and allow it to cool first.
- Gas heaters cylinders should be changed in the open air, if you have to do it indoors, open the windows and doors.
- If possible, store spare propane and oxygen cylinders upright and outdoors. Never store them in basements, under stairs or in cupboards with electric meters or equipment.

Open fires

- Use a fireguard to protect against flying sparks and hot embers especially before you go to bed.
- Store logs away from the fire as too much heat can set them alight.

Candles and naked flames

- Make sure you put out any candles, incense and oil burners when you leave the room and especially before bed.
- These items should always be held in heat resistant holders and on a heat resistant surface.
- Keep them away from materials that might catch fire such as curtains, furniture and clothes.
- Tea lights can get very hot and without proper holders can melt through plastic surfaces like a TV or a bath.
- Keep candles and other naked flames out of the reach of children and pets.

If you smell gas, please ring Wales and West utilities on 0800 111 999.

Celebrate safely

- Take extra care when celebrating special events like Halloween, Bonfire Night and Christmas.
- Fancy dress costumes and decorations can catch fire easily, make sure they are kept away from naked flames.
- Always check that costumes or face masks are fire retardant in accordance with European standard EN71-2.



Smoking

- It's safer to smoke outside but make sure cigarettes are put right out.
- Never smoke in bed.
- Don't smoke in an armchair or sofa if you think you might fall asleep.
- Take extra care when you're tired, taking prescription drugs or if you've been drinking alcohol.
- Use proper ashtrays that can't tip over and stub cigarettes out properly.
- Don't leave lit pipes or cigarettes unattended.
- Empty ashtrays carefully.
- Make sure smoking materials are cold or wet when you throw them into a bin.
- Don't smoke counterfeit cigarettes, they can cause fires because of the way they are made.
- Keep matches and lighters out of children's reach and buy child resistant lighters.
- Do not smoke while using medical oxygen.
- Do not smoke if you use paraffin based emollient creams.
- Consider extra safety measures like fire retardant bedding or night wear.

Outdoor cooking

- Never use a barbeque indoors or on a balcony.
- Put your barbeque on level ground and never put it on anything that could catch fire, like sheds, fences, trees and tents.
- Never use petrol, paraffin or biofuel to get the barbeque going or revive it.

Night time check

- Your best friend in a fire is a closed door so before you go to bed, close all doors.
- Put out cigarettes, pipes and candles properly.
- Never smoke in bed.

Escape plan

- Make an escape plan and practise it regularly to make sure everyone knows how to get out safely.

- Make sure you keep your keys in a safe place and have easy access to them in the event of an emergency.
- Make sure the way out of your home is kept clear of anything that would slow you down if you tried to get out.
- Review your plan if your circumstances change.
- If you live in a flat, make sure you are clear about the safety procedure for your block. You can find this information in the communal area. If you are not clear, please speak to us so that we can talk you through it.
- The windows in your home have child restrictors. The design allows you to release them easily to get out if there is a fire. Please do not block the windows or change the restrictors, this could make it hard to get out in an emergency.

Shared spaces, entry and exit routes

If you live in a block of flats or a home with shared entry you need to keep all passages, staircases and landings clear at all times.

This is because personal items left in a communal area can cause a fire risk or an obstruction in an emergency.

We have signs up to remind you about this.

We hope you understand our reason for doing this is to keep you safe in a fire or other emergency.

Please tell us if you have any concerns about storing your belongings.

Be familiar with the Fire Action Plan for your building - this will be on display in your stairwell.

Most of our buildings have a 'Stay Put' Fire Action Plan - this means unless the fire is in your flat you stay put.

We have a few buildings that have an Evacuation Fire Action Plan that means if there is fire in your building you get out.

We will let you know what the Fire Action Plan is for your building at the sign up.

See page 9

Free home safe and well checks

We work together with North Wales Fire and Rescue Service to offer free safe and well checks in your home. We visit your home to check your smoke detectors and show you how to test them. We also give advice on reducing the risk of other hazards in your home. Contact us to book your safe and well check today!

Asbestos

Asbestos was a very popular building material in homes for many years. It was used in a number of areas in a home for its ability to insulate, protect from fire and strengthen building materials to name a few.

It's important you know that having Asbestos in your home, doesn't mean there is a problem. In fact, materials containing Asbestos are very good at what they do.

Using Asbestos in construction was banned in the UK from 1999, which means your home is likely to have some Asbestos in it. When you move into a Cartrefi Conwy home, we will leave a report that let's you know if there is any Asbestos in the building and where it is. The report is professional and technical, so if you need us to go through it with you, let us know.

We are committed to keeping to the law on controlling Asbestos, (this includes annual or biannual surveys), and we will not put your health and safety in danger by allowing you to come into contact with Asbestos fibres that aren't controlled.

Asbestos is not a danger to your health if it is in good condition and is not disturbed. In our homes, most materials containing Asbestos are in good condition and we check it at least every two years.

How can I reduce the risks of disturbing Asbestos:

- Don't repair or remove any material that you think contains Asbestos.
- Don't cut, break, saw, drill, sand or disturb anything you think contains Asbestos.
- If you don't know what a material is made from, assume that it contains Asbestos.

If you want to check whether something contains Asbestos, phone us on **0300 124 0040** and we will be able to check our register. If we haven't got a record, we can arrange to have the material inspected, have it analysed or carry out a risk assessment.

Because Asbestos was used so widely in the building trade for such a long time, removing Asbestos from all homes isn't practical. But anything that needs replacing or renewing will be free from Asbestos.



Fire Action Plan



Remember ...

- to keep shared entry & exit routes and communal spaces clear of items
- your front door and building's fire doors are there to protect you and your neighbours
- ✓ Keep fire doors closed and do not wedge open for any reason
- ✓ Report any faults or issues straight away
- ✗ Do not fix or screw any items onto your door or door frame
- ✗ Never tamper with the self closing doors



Your balcony. Please do not...

- smoke
- store or use barbecues
- burn, or leave candles & naked flames
- put up plastic netting or screens
- store or leave items that may catch fire
- store or leave electrical portable devices

Stay Put

If there is a fire in your flat ...



- Get out and close the door
- Don't try and put the fire out yourself



- Use the stairs. Do not use the lift
- Call 999 and wait outside, away from the building

If you see or hear of a fire and you are in a communal area ...



- Get out
- Use the stairs, do not use the lift



- Call 999 and wait outside, away from the building

If you see or hear of a fire and you are in your flat ...



- Stay put
- Close all doors
- Call 999



- If you feel unsafe or in doubt, get out (use the stairs, do not use the lift).

Full Evacuation

If there is a fire or you hear the fire alarm ...



- Get out and close all doors behind you
- Don't try and put the fire out yourself
- Use the stairs. Do not use the lift
- Raise the fire alarm if safe to do so by pressing a red manual call point



- Once outside and a safe distance from the building, phone the Fire Service on 999
- Do not re-enter the building until you are told it is safe to do so by a Fire Officer

Here is a list of places you might find Asbestos in your home:

- Boilers.
- Flues.
- Fascia boards.
- Pipe joints.
- Garage roofs.
- Fire break.
- Pipework.
- Gas appliances.
- Fire doors.
- Textured coatings like Artex.
- Pipe boxing.
- Insulation.
- Water heaters.
- Soffits.
- Partition walls.
- Bath panels.
- Water tanks.
- Storage heaters.
- Fascias.
- Ceiling tiles.
- Floor tiles.
- Door linings.

Galw Gofal

Galw Gofal is a 24 hour 7 days a week service and can be used for those times when your independent living coordinator (if you have the service) cannot be contacted, such as evenings, weekends, bank holidays and in an emergency.

We can fit Galw Gofal in any property that has a working landline. It can be fitted with a unit, pendant, which connect your home to Galw Gofal.

Some of our independent living homes already have Galw Gofal installed. Please contact your independent living coordinator for further information.

If you need urgent attention at any time of the day or night, by pressing your pendant, you will get a response via the Galw Gofal system into your home.

Even if the operator can't hear you speaking, they will know you are calling for assistance and that you have a problem.

He or she may call your independent living coordinator, the emergency services or your next of kin to check on your welfare. You can also contact Galw Gofal by calling **0845 2636603**.

All properties are fitted with smoke alarms which will connect through to the Galw Gofal if you have this service. Your independent living coordinator will check your equipment every month to make sure that it is working as it should. You can do this yourself if you prefer, please speak to your independent living coordinator.

General Security

Being burgled is a scary prospect, but there are a lot of things you can do to deter burglars from targeting your home.

Here are some simple tips to reduce the chances of becoming a victim:

- Always close and lock your doors and windows when you are not at home
- Close doors of rooms you are not using while at home
- Make sure your regular bedtime routine includes locking up the house
- Don't hide spare keys under flowerpots or doormats - these are places burglars will check
- Keep keys out of sight and out of reach - don't leave them in their locks
- Display warning signs that your house has anti-burglary measures in place, as a deterrent

Looking after your valuable items

- Don't leave valuable property such as bicycles, tools, jewellery or gadgets out where they can be seen
- Keep a note of serial numbers and record them on immobilise.com
- Keep photographs of valuable items so they can be identified if stolen and then recovered
- Security mark electrical items and other

- valuable items – this should increase your chances of being reunited with your property should you become a victim of burglary, and can also discourage a burglar from stealing the item in the first place

Leaving your home empty

If you're planning on leaving your home empty while you go on holiday, help reduce the risk of your property being targeted by making it appear as though you are really home.

- Consider using a timer switch on lighting and ask a friend to open or close curtains and remove your post
- Remember to cancel the delivery of milk and newspapers etc
- Arrange for a neighbour to park their car in the driveway and avoid discussing holiday plans with strangers who may use or pass the information on
- Avoid talking about your holiday on social media until you are back home

For more fire safety and security information in and around your home and community visit North Wales Fire and Rescue Service and North Wales Police.



Keeping You Safe -
North Wales Fire
And Rescue Service



Protecting your home
from crime | Crime
prevention | North
Wales Police



Repairs

What we will do

What we expect you to do

Reporting a repair

Out of hours



What we will do

We expect you to take good care of the fixtures and fittings in your home such as the kitchen, bathroom and doors as we only replace items like these after 15 to 20 years.

We will repair:

- Drains, gutters and pipes.
- The roof.
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames, including painting and decorating outside.
- Inside walls, floors and ceilings, doors and door frames, door hinges, door handles and skirting boards but we do not paint and decorate inside.
- Chimneys, chimney stacks and flues.
- Pathways, steps or other means of access (front and rear).
- Plasterwork.
- Integral garages and stores, external stores and outside WC.
- Boundary walls, fences and gates.
- Outside lighting, door entry systems, communal aerials and smoke alarms.
- Basins, sinks, baths, showers, toilets, flushing systems and water pipes.
- Electric wiring including sockets and switch and gas pipes.
- Water heaters, fireplaces, fitted fires and central heating.

Please tell us as soon as possible if any of these need repairing.

What we expect you to do

There are some things in your home that you will need to maintain or repair:

- Replacing light bulbs and fuses (unless it's fully enclosed and you can't get to it or if the light is in a communal area).
- Door bells (unless we put them in).
- Altering doors to allow for carpets.
- Repairs to your own equipment such as washing machines and other appliances.
- Decorating inside your home.
- Repairing and maintaining any of your own fittings.
- Lost keys (changing locks).
- Replacing glass that is broken or damaged by you or anyone else who lives or visits your home. If the glass is broken because of a criminal act, you will need to give us the crime reference number that North Wales Police give you.
- Garden areas including hedges, trees and shrubs.
- TV aerial and satellite equipment unless it is a shared service where you live.



Reporting a repair

When you report a repair we will try to arrange an appointment that best suits you.

An easy way to report your repair is by phoning us on **0300 124 0040**. When you call, have as much information as possible ready, because we will ask you questions about what needs repairing.

Another way to report your repair is online by emailing enquiries@cartreficonwy.org.

We will phone you to arrange an appointment to do the repair and we may ask you some questions about what the problem is.

We will respond to:

- Emergency repairs – within 24 hours.
- Urgent repairs – within 7 days.
- Routine repairs – we will agree an appointment with you. We aim to complete within an average of 20 days.



Emergency repairs

These are repairs that need to be done as quickly as possible for the safety of you, your family and the general public. Sometimes we can only do a temporary repair within 24 hours, but we'll make sure your home is safe and make another appointment to finish the work.

When you report a repair you'll be asked a number of questions to help us understand how serious the problem is. It's also really helpful if you can send us photos and our advisors might ask you to take photos and email them to us if you can.

Emergency repairs are things like:

- severe leaks or flooding which cannot be contained in a bucket or bowl overnight.
- blocked main drains, soil pipe or toilet (if this is the only toilet in your home).
- a gas leak; but this will always be referred to Wales & West Utilities first to respond to.
- a dangerous electrical fault.
- flooding or serious flood damage.
- serious damage to the property that makes it unsafe.
- loss of heating or hot water during the winter period, or at any time of year where a member of the household is considered vulnerable.

Before you call, check that it is an emergency from the emergency checklist in this section.

If we come out to your home and find that there is no emergency, or there is no reply when we call, we will charge you for the call out.

Urgent repairs

Some repairs are urgent and we will attend within 7 days. But if the issue gets worse, contact us again.

Urgent repairs are things like:

- loss of heating or hot water during spring and summer months.
- blocked drains, sinks, basins, toilet.
- minor electrical faults.
- blocked gutters.
- severe dampness.

Routine repair appointments

We will offer you an appointment that best suits you and our tradesperson for the type of repair that is needed. This means we might offer an appointment the next day or even 20 days away.

Depending on availability, we can offer different types of appointment. It's important that you are home during the appointment slot so that you don't miss our tradesperson - unless we've told you you don't need to stay at home.

- All day (8am – 5pm).
- Morning (8am – 12pm).
- Afternoon (12pm – 5pm)

If you miss an appointment we will leave a calling card asking you to contact us to re-book. We do this twice but if it happens a third time you will be charged for the missed appointment.

Out of hours

If you have an emergency outside normal working hours you can still call us on **0300 124 0040**

If you smell gas, please ring Wales and West utilities on 0800 111 999.

If you cannot access water, or the property is in danger of flooding please ring Dwr Cymru Welsh Water on **0800 052 0130**.

If you are calling because you have no electricity, please check that you have credit in your electricity meter. If your electricity has completely shut down please ring SP Energy Network on **0845 2727999** for advice.

We will contact you on the next working day after the emergency call to check that everything is in order or to arrange any follow on work.



Services for older people

Independent living at Cartrefi Conwy

Galw Gofal

Scooter storage

Community centres and houses at Cartrefi Conwy

Older people activities





Independent living at Cartrefi Conwy

In this section you will find out the services we offer and also what we cannot offer, to help you understand and get the most out of living in our independent living homes.

We have a team of independent living coordinators, we call them ILCs for short, who are on hand to help you keep your independence.

Independent living coordinator support

There are three levels of support you can choose from, depending on how much or how little support you need. You do not pay for this service as it is funded from Conwy's Housing Support Grant.*

Your voice your choice

At the moment, you do not pay for this service because Conwy's

*This information was correct in 2025 and may change in the future.

Housing Support Grant funds this cost. But this may change in the future and if it does we will let you know.

Here are the three levels of support we can offer.

Level of support	Amount of support provided (per week)
Low	Up to 1 hour
Medium	1-2 hours
High	3 hours or more

We will assess the level of service you need.

You can:

- Be part of the decisions made about the service.
- Have a confidential service.
- Have a positive and fulfilling experience.
- Be sure of a service without prejudice

You must:

- Agree to be involved in setting up your support plan.
- Treat our staff, contractors and other contract holders or neighbours in a way you would like to be treated. We will not tolerate aggressive or abusive behaviour.
- Respect the professional relationship you have with your ILC.
- Make sure your rent and service charges are paid on time.

This is what your ILC can help you with:

- Emotional support and guidance.
- Making the right choices about the support you need and helping you agree a plan that meets your needs.
- Reporting repairs and housing related issues.
- Managing important paperwork.
- Support to help you manage your tenancy

- Organising access to other services and professional help.
- Helping you use equipment in your home or in the communal area.
- Enjoying an active social life.
- Staying safe in your home.
- Finding social activities, volunteering, training and employment that interests you.
- Support in emergency situations like collecting prescriptions or shopping when you can't get out.

But they can't help you with any of these:

- Help around the house like cooking, cleaning or laundry.
- Shopping on a regular basis.
- Paying on your behalf.
- Helping you with personal care like bathing.
- Giving you your medication.
- Holding cash, bank books or valuables on your behalf.
- Going into your home to feed pets or look after plants when you're away.

If you need help with any of these, your ILC can give you a device on where you can get this kind of help.

ILC scheme management services

As part of their job, your ILC will also carry out some other checks in and around your property to help keep you safe and secure. This includes fire safety checks, testing alarms in communal areas and looking out for any repairs that could be a hazard in the area around your home.

You pay for this service as part of your service charges, we will tell you every year how much it will be. Housing Benefit or Universal Credit Housing Element will cover this cost.

Take part

There's always something going on at Cartrefi Conwy and we will encourage you to take part. Your ILC will tell you what's going on and how you can join in.

The independent living service can support you during the week Monday to Friday, but not on the weekends or bank holidays. If you need someone to visit on other days you can discuss this with your ILC and they will put you in touch with another agency.

Remember you can still contact Galw Gofal when your ILC is not with you.



What happens if my independent living coordinator is absent from work?

If your ILC is not in work, the team will work together to make sure that we contact you when you have agreed. It may be a telephone call and not a visit, but if there is anything urgent, we will visit you.

Your ILC will always tell you in advance if they have any planned leave, they will also tell you who will be calling instead and they will carry identification – remember to ask to see it if you don't know them.

Guest bedroom

If you are a contract holder of Cysgod Y Gogarth in Llandudno or Maes Cwstennin in Llandudno Junction, a guest bedroom is available for your relatives and friends to use for short periods. We will give priority to relatives and close friends visiting a contract holder who is ill.

Guest bedrooms have twin beds and an en-suite bathroom. There is a charge for using the room, for more information on the cost

and availability please contact your ILC or customer services on **0300 124 0040**.

Security

Your security is important to us and along with your ILC who keeps a regular check on the area, you too can play a major part in keeping you and your neighbours secure. Here's how you can help:

- Tell your ILC if you see or hear anything suspicious. If at any time you feel unsafe contact North Wales Police on **101** or, if it's an emergency **999**.
- You can also contact Galw Gofal at any time of the day or night by pressing your pendant, or by calling **0845 123 6688**.
- When you go out, make sure that you lock all doors and windows and take your keys with you.
- Always check the identity of anyone calling at your home. All Cartrefi Conwy employees and contractors carry identity cards that show their photograph and who they work for. All other callers such as local authority workers, social services, gas,

electricity and the water board carry identity cards too. If they do not have ID do not let them in.

- If anyone ‘buzzes’ your flat through the intercom system and you don’t know who they are or what they want, or even if they want access to someone else in the building, you should never let them in.

Health and safety

The health and safety of our residents living in our homes is a priority for Cartrefi Conwy.

Your ILC is responsible for your individual support. This includes helping you to test your safety equipment inside your home every month. You must let them in to do this or test these yourself, and let them know that you’ve done this.

The ILC is also responsible for the safe running of the area where you live. Where there are shared areas, such as lounges and kitchens, the ILC will make sure the fire safety is up to date.

They will report any accidents or incidents and follow them up. If

you come across anything that is unsafe or have had an accident or incident, you must report this to your ILC. This will help us prevent accidents happening in the future. If there is a communal fire alarm it will be tested every week. Your ILC will tell you what days this takes place where you live. The alarm will sound for a short time, and you do not need to leave your home. If the alarm does not stop after a short time, treat this as a genuine alarm and follow these instructions:

What to do if there is a fire



If a fire breaks out in your flat:



- GET OUT and close the door
- DON'T try and put the fire out yourself
- Use the stairs. DO NOT use the lift
- Call 999 and wait outside away from the building

If you see or hear of a fire and you are in a communal area:



- GET OUT
- Use the stairs. DO NOT use the lift
- Call 999 and wait outside away from the building

If you see or hear of a fire and you are in your flat:



- STAY PUT
- Close all doors
- Call 999
- If you feel unsafe or in doubt, GET OUT (use the stairs, DO NOT use the lift)

For more information or if you need help with your fire escape plan phone 0300 124 0040

Shared spaces, entry and exit routes

If you live in a block of flats or a home with shared entry you need to keep all passages, staircases and landings clear at all times.

This is because personal items left in a communal area can cause a fire risk or an obstruction in an emergency.

We have signs up to remind you about this.

We hope you understand our reason for doing this is to keep you safe in a fire or other emergency.

Please tell us if you have any concerns about storing your belongings.

Your ILC will tell you more about fire safety where you live.

Staying safe and well in your home is important and we work with North Wales Fire and Rescue Service to make sure you are safe and well in your home.

During these visits they check if there are any safety risks that could

lead to a fire or cause harm if you were to slip, trip or fall over. They will also help you with your own safety plan if there is a fire inside your home.

Smoking is not allowed in any of the shared areas where you live.

If you have any concerns about staying safe and well in your home, or would like more information, talk to your ILC.

Away from home?

If you are planning a holiday or a stay away at friends or family, let your ILC and Galw Gofal know. Also if you need to go into hospital no matter how short or long your stay will be, it's important to let your ILC know.

You need to tell us because there might be an emergency and we need to know you are safe.

If you can't contact your ILC for any reason, you can press your Galw Gofal pendant and tell them. They will pass on the details to your ILC.

Don't forget to tell us the date you expect to be back home so that we can carry on with your support.

Here's a few things to think about before you go:

- Make arrangements for the care of any pets.
- If the weather is cold leave heating on low to avoid pipe bursts.

- Make sure all your doors and windows are locked.
- Tell your friends or family where you will be and leave contact details with them.

Galw Gofal

Galw Gofal is a 24 hour 7 days a week service and can be used for those times when your independent living coordinator (if you have the service) cannot be contacted, such as evenings, weekends, bank holidays and in an emergency.

It doesn't matter if you are not standing next to the speaker, the operator will be able to hear you no matter where you are in your home. If you can't speak, the operator will know that you are calling for assistance and that you have a problem. He or she may call your independent living coordinator, the emergency services or your next of kin to check on your welfare. You can also contact Galw Gofal by calling **0845 263 6603**.

All properties are fitted with smoke alarms which will connect through to the Galw Gofal if you have this service. Your independent living coordinator will check your equipment every month to make sure that it is working as it should. You can do this yourself if you prefer, please speak to your independent living coordinator.

Scooter storage

If you are thinking of buying a mobility scooter, please speak to your housing officer or your independent living coordinator first. There are important things to think about like where you can store it, easy access or how you will charge it.

If you have a mobility scooter you need to make sure it is stored in a safe place. It should not be left unattended while it is being charged and it should not be kept in any communal areas. Please contact your housing officer or your independent living coordinator first to discuss safe ways and places to store your scooter.

We don't have to provide you with storage for your scooter, but we do have to make sure you can store it safely, so remember to speak to us first.



3. Disconnect the charging lead to your scooter or wheelchair.
4. Ensuring no pedestrians are nearby, reverse out of the scooter store with care.
5. Keeping your hands and body away from the lid and ensuring no one is in front of the unit, operate the down button located on the side of the unit. Let the lid settle down completely before releasing the button.
6. Insert the key again and lock the scooter store. Always leave the scooter store closed and locked when not in use.
7. On returning to your scooter store – follow steps 1 and 2.
8. Drive into the scooter store into your desired position.
9. Plug in the charger for your scooter if required.
10. Keeping your hands and body away from the lid and ensuring no one is in front of the unit, follow steps 5 and 6.
11. No flammable items / substances are to be stored within the unit.

Community centres and houses at Cartrefi Conwy

Community centres

In some areas there is a community centre or house that contract holders can book to use for social events, meetings and parties. Other people living nearby may be invited to activities and some centres are used as a base for activities run by other organisations. Suitable groups and committees may also hire rooms. We have community centres in Colwyn Bay, Old Colwyn, Rhos-on-Sea and Llandudno Junction. Contact us on 0300 124 0040 to check availability, centres' facilities, and booking arrangements.

Kitchens in our community centres

Most of our community centres have kitchen facilities you can use if you are using the community centre.

If you use any of these facilities, please leave them clean and tidy after you have finished.

If you would like to book a community centre, please contact **0300 124 0040** to arrange.

A 'no smoking' policy strictly applies to all communal areas.

Using communal facilities

We have a number of communal facilities, however, these vary from building to building.

Communal kitchens

Communal kitchens are for the uses of all contract holders using the community centre or lounge. The kitchens may also be used by organisations organising activities for contract holders and other people. We do not provide refreshments.

Laundry rooms

Some buildings have a laundry room with washing machines and dryers. These are strictly for contract holders personal use only.

All communal areas and facilities are "no smoking" areas.

Older people activities

It's known that if you are taking part in activities when you are older or living alone, this helps you stay healthy and well. Cartrefi Conwy realises how important this is for our older contract holders.

To find out what's going on speak with your ILC, visit our and Creating Enterprise website and Facebook pages.





Voices @ Cartrefi Conwy

Tell us and be heard

Influencing decisions

It's the people that make a place

Community Chest Funding

Acuity





Tell us and be heard

There are many ways to get involved with Cartrefi Conwy. Whether you have 5 minutes to reply to a questionnaire, make a comment to your housing officer or get involved at one of our Tenant Talks, there are many ways that we are hearing your voice. You can decide how much time to give based on what suits you.

Influencing decisions

What you think about our services now and in the future really matters to us. Everything we do may affect you in some way so it's important that you have your say. Some tenants have done this by joining our board of management, others join our closed Facebook group, Cartrefi Connects or us at a Tenant Talk and some tenants might take part in small consultations by phone, online or in person. We are committed to hearing tenant feedback; we have a dedicated Tenant Voice Co-ordinator and we place tenants at the centre of service improvement. We want to ensure that everyone's voice is heard and heard equally and there are many ways to influence the way we work and the service we provide.



It's the people that make a place

Our tenants come from diverse backgrounds and have helped us to create amazing communities. We are empowered and guided by our tenants, we listen to their feedback and use it to make informed decisions because, after all, who knows our communities better than our tenants? Do you have an idea to make where you live better?

This might be:

- Making the area tidy
- Putting on activities or events
- Bringing people together

If you feel like your community could be better connected, we can help! From tenant working groups, to community groups that we fund, we have many ways to get involved. Some groups meet for a cuppa and a chat, some get together because they have a shared passion or hobby (like gardening or crafts) and others meet to try and sort out problems within their communities. Check to see if there is any where you live or get in touch with us about setting up a group. From starting the ball rolling with ideas and finding other interested tenants to funding, we can help make your ideas a reality.

Community chest funding

Our community chest funding can help you improve your community or make things happen. This fund gives up to £1250 to support small scale projects such as:

- Putting on activities and events.
- Buying equipment and materials.
- Improving leisure facilities.
- Improving your surroundings.

Get in touch - call **0300 124 0040** or email enquiries@cartreficonwy.org.

Acuity

You can help us shape our services by giving us feedback if you receive a call from Acuity.

Acuity is an independent market research company we use to gather information from our customers about and their experience of receiving the services we provide. Acuity may call you:

- after we have carried out a repair,
- when you have made a complaint, or
- to carry out a Survey of Tenants and Residents about our service in general.

The feedback we receive from these surveys is very helpful to us as it helps us shape our services. You don't have to take part in the survey if you don't want to.

Acuity is bound by the market research society code of conduct and any information tenants give is treated in confidence and will only be used by us to review and improve services. Acuity will never share or sell on data that we or our tenants share with them. We have worked closely with Acuity to make sure that the data being shared is secure and meets our Data Protection responsibilities. We share, with Acuity, the minimum information required for them to collect satisfaction information on our behalf.



Creating Enterprise

Creating Futures Academy

Training Opportunities

Volunteering

Job Search Support

Apprenticeships

Second Chance Furniture





The Creating Futures team - here to help you

The Creating Futures team are here to offer support to any Cartrefi Conwy tenant and are the team that are out and about in our communities putting on activities and events for you to take part in.

What we do

Volunteering

We can help you find a volunteering role that suits you. We have a wide range of roles that can help you with gaining work experience or just to increase your social connections. Have a chat to us to find out what role might suit you.

Help to Get a Job

We can help you update your CV, help you with filling out application forms and applying for jobs and can even help you prepare for an interview whether you are unemployed or already in a job and looking for a new challenge.

If you are interested in any of the ways we can help you please get in touch

**Get in touch with us
email @creatingenterprise.org.uk
[creatingenterprise/](https://www.facebook.com/creatingenterprise/) message us on Facebook or
call 0300 124 0040 and ask for the Creating Futures team**



Training Opportunities

Working in partnership we offer a variety of training opportunities to help our tenants boost skills and get participants back into work. Our courses range from budgeting and confidence building to preparing for a career in a specific sector, such as construction, or creative sector.

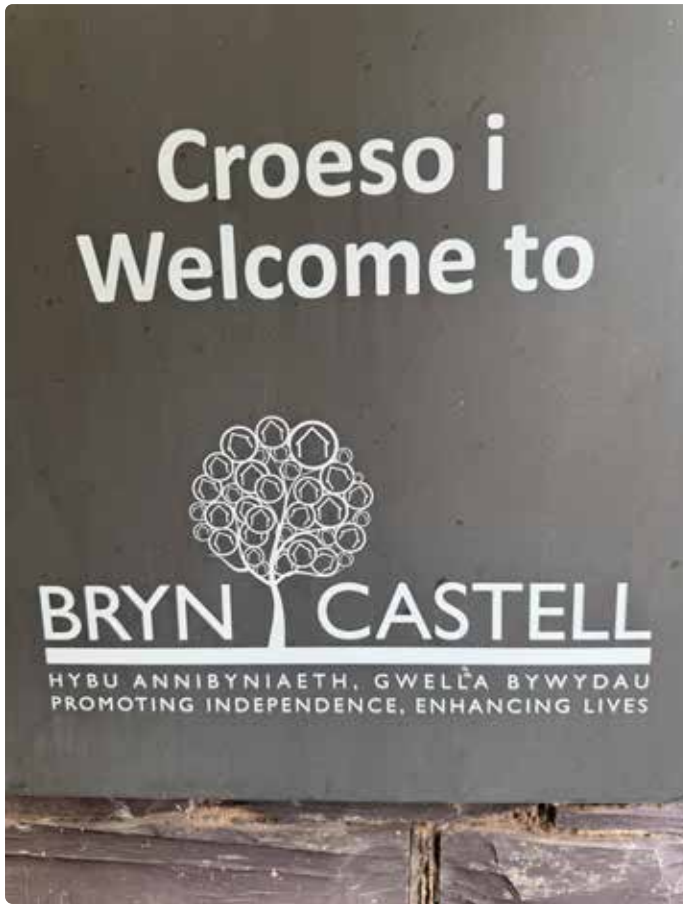
Second Chance Furniture

Furniture and other household goods are available free of charge to new and existing Cartrefi Conwy tenants who need them.

Support to set up a Community Group

If you are interested in forming a new community group where you live or want to find out what groups already run in your local area – we can help. We can even help provide funding to start a group





Activities and Events in the Community

The team regularly put on a variety of events and activities aimed at all age groups – find out how you can be kept informed of upcoming events in your area



What's on in your Community Centre

The team help run a number of community centre's that are owned by Cartrefi Conwy, each one has a range of activities, events and social clubs meeting every week. If you live in Rhos on Sea, Colwyn Bay, Old Colwyn, Peulwys or Kimmel Bay find out what is going on near you.





Moving home

How to end your occupation contract

Moving to another Cartrefi Conwy home



How to end your occupation contract

When you decide to move on from a Cartrefi Conwy home, here's what you need to do.

Tell us your plans

You will need to let your housing officer know that you're moving on. We need 4 weeks' notice from you. This should be in writing and you must tell us where you're moving to. We will write back to you to tell you the last day of your occupation contract and when to bring in your keys.

If the property is too large we'll find you another, but we will only give you three offers and you will need to accept one of these within 12 months.

Handing in your keys

If you don't hand your keys in on time we will charge you an extra week's rent. If there are any keys or fobs missing, we will charge you for replacing them.

We will give you a receipt for the keys you return to us.

Checking the property

We need to visit you to check the condition of the property before you leave. It's a good idea to arrange an appointment when you give us your notice.

We will tell you if you need to put anything right before you leave so that we won't charge you.

We will take photographs of any repairs that need doing and we will ask you to sign that you understand that we will charge you if the work is not done.

Before you leave, check that the property is completely empty and clean, remember to check the shed, and loft. If you leave anything in the house or garden and we have to clear it away or clean it, we will charge you for this.

When a contract holder passes away

What is succession and how does it affect me?

Succession means that when you die you can pass on your home to another family member or carer that lives there with you currently. Your home can be passed on a maximum of two times – first to a priority successor (for example, your spouse/partner) and then a reserve successor (for example, your adult child or a carer).

Avoiding charges

Here how you can avoid being charged when you leave a property:

Hand in all your keys – we will charge you for missing keys or fobs.



- Clear and clean your property.
- Repair any damaged items to a good standard as agreed on the end of contract inspection.
- Do not leave any items in your garden to be collected at a later date.
- Remember to empty the loft, shed, outhouse or any other area used for storage.

We will charge for any unauthorised alterations you have done to the property that we have had to put right.

If you have a lot of items you don't want to take to your new home, think about hiring a skip.

Redirect your mail

Remember to tell people you are moving. You can redirect your mail to give you time to tell everyone; you can do this at the post office.

It's important you know that we use debt collection agencies that will find you to collect money you owe us. There may be extra fees on top of what you owe us if we have to use them.

So it is better to contact us as soon as possible to talk about your payment options for the money you owe us on 0300 124 0040.



Moving to another Cartrefi Conwy home

Moving to another Cartrefi Conwy home can be very quick so you will need to be prepared to pack up and move quickly.

If you move to another Cartrefi Conwy home, you still need to leave your home empty and in a clean condition.

We will charge you for any work we need to do that isn't general wear and tear, so you'll need to follow the same steps as you would if you were leaving Cartrefi Conwy.







Making the most of where you live

Using our community centres and shared facilities

Get out and explore

Useful contacts

Using our community centres and communal facilities

We have a number of community centres and communal facilities which vary from building to building.

Community centres

We have community centres available which can be used for social events, meetings and parties.

Other people living nearby can be invited to activities. On some schemes other organisations use this as a base to run their activities. Groups and committees may also hire rooms within the centres.

If you would like to book a community centre, please contact **0300 124 0040**.

Please leave our community centres clean and tidy and if you have changed the layout, please put it back to the way it was. There is a layout plan in some community centres.

Communal kitchens

Communal kitchens are for the use of all contract holders using the community centre or lounge. The kitchens may also be used by organisations organising activities for contract holders and other people. We do not provide refreshments.

Laundry rooms

Some of our buildings have a laundry room with washing machines and dryers. These are strictly for contract holders personal use only.

All communal areas and facilities are “no smoking” areas.



Useful contacts

Get to know your local council's full range of services and what they can offer for you across your county.

County Council services	Emergency	Non-emergency	Website
Conwy County Borough Council	01492 754000	01492 754000	www.conwy.gov.uk
Denbighshire County Council	01824 706000	01824 706000	www.denbighshire.gov.uk
Gwynedd Council	01766 771000	01766 771000	www.gwynedd.llyw.cymru
Other useful contacts			
North Wales Police	999	101	www.north-wales.police.uk
North Wales Fire & Rescue Service	999		www.nwales-fireservice.org.uk
Welsh Ambulance Service	999	111	www.ambulance.wales.nhs.uk
NHS		111	www.nhs.uk
Utilities			
Gas	0800 111999		
Electricity	0845 272 2424		
Water Services and Emergencies	0800 05201300	0800 052 0145	www.dwrcymru.com
Travel and tourism			
Go North Wales			www.gonorthwales.co.uk/explore
Traveline Cymru		0800 464 00 00	www.traveline.cymru
Transport for Wales		0333 3211 202	tfw.gov.wales

Helpline numbers	Emergency	Non-emergency	Website
Elder Abuse Helpline		08088 088141	www.wearehourglass.cymru
Age UK		0800 055 6112	www.ageuk.org.uk
Alzheimer's Society		0300 222 11 22	www.alzheimers.org.uk
BAWSO	0800 7318147 24 hours		www.bawso.org.uk
Child Line		0800 1111	www.childline.org.uk
Citizens Advice		03444 77 20 20	www.citizensadvice.org.uk
Domestic Abuse	0808 2000 247 24 hours		www.nationaldahelpline.org.uk
Live Fear Free	24 online chat service	0808 8010 800	livefearfree.gov.wales
North Wales Women's Centre		01745 339331	info@northwaleswomenscentre.co.uk www.northwaleswomenscentre.co.uk
Refuge		0808 808 9999	www.refuge.org.uk
The Samaritans	116 123	0808 164 0123 Welsh	www.samaritans.org
Wales Against Illegal Money Lending (WILMU)	0300 123 3311 24 Hours	0300 123 3311	imlu@cardiff.gov.uk www.srs.wales/en/Wales-Illegal-Money-Lending-Unit/Wales-Illegal-Money-Lending-Unit-WIMLU.aspx
Welsh Women's Aid	0808 8010800		www.welshwomensaid.org.uk



Creu cymunedau i fod yn falch ohonynt
Creating communities to be proud of

0300 124 0040
cartreficonwy.org