

**AUTUMN  
2017**



*the*

**KEY**

THE NEWSLETTER OF **PEMBROKESHIRE HOUSING**



**GOFYNNWCH OS HOFFWCH FERSIWN GYMRAEG O'R CYHOEDDIAD YMA**

# Welcome to The Key - Autumn 2017!

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## Hello!



My name is Matthew Marshalsey and I am currently studying **Housing Policy and Practice** at Cardiff Metropolitan University.

As part of the third year of the degree, I have to complete a work-placement. Since I live in Haverfordwest, I selected to do this with Pembrokeshire Housing, to gain some experience which backs up theory learnt throughout my course. While completing my work experience I have shadowed people in multiple departments including the Development Team, Area Officers, the Maintenance Team and the staff at Mill Bay Homes. I have also had the chance to go to various events such as the County Show and the Big Day Out. In addition to this, I have had numerous opportunities to interact With tenant groups such as the Disabled Group, which I thoroughly enjoyed.



## We Are Evolving ...

The survey results reported in the last edition of the Key are helping us to plan the next stages in your Association's evolution. With the many challenges we face such as the economy, shortages in housing and use of technology, we must always be ready for change to make sure we continue to offer a great customer experience. Over the next 6 months we will be sharing some exciting proposals on how we are planning to embrace change and prepare your Association for the next stages of it's evolution.

**Nick Hampshire** Chief Executive

# Ashdale Lane Community Group Trip to



A party of over **60 tenants** of Ashdale Lane and their families went on a trip to Folly Farm in August, paid for by the Community Group. All ages, from under a year to almost 80, were represented, both able bodied and disabled. All children were given a bag of sweets which they happily ate on their way home. The weather was lovely, considering that the days either side of the trip were wet!

If anyone would like help & advice to set up & run a Tenants' & Residents' community group, please contact

Ali Evans on  
01437 774766 or  
07500 446611  
ailinor.evans@pembsh  
ha.co.uk

## Changes to Central Heating Appliance Servicing

To improve our service to you, we are about to change the way we organise your central heating servicing appointment.

We have listened to your feedback and, as a result, we will look to provide you with the same servicing date the same time every year.

We are looking to introduce these changes as of 11th September 2017 and as a result, some of you may be contacted to arrange a second servicing appointment this year.



This will only happen once and we have to do this in the short term to implement our improvements.

Thank you to all our tenants for your support in helping us to improve!

You'll be glad to know that you don't have to do anything – we will continue to arrange a convenient appointment for you once your servicing date comes around.



Elin Brock

*Elin Brock, Director of Housing*



[www.facebook.com/PembrokeshireHousing](http://www.facebook.com/PembrokeshireHousing)

# What's On over Half Term!

**Wednesday 25 Oct**

## **St David's Peninsula – Seal and Porpoise spotting: Treginnis**

Visit the west side of the Treginnis peninsula with our Ranger on this 5km walk. Look out for seals - and possibly porpoise! **Booking Essential. Phone: 01348 837860.**

Children welcome. Assistance Dogs only are welcome.

A National Trust Event 11:00. 14:00.

Check Website for Admission Charges. Parking charge (free for NT members)



## **Sunday 29 Oct to Tuesday 31 Oct Spooky Halloween Ghost Tour**

Join a spooky tour of the Castle. Keep your eyes peeled as you listen to murderous tales and stories of ghostly sightings; you never know what you might see... **BOOKING ESSENTIAL -**

Call 01646 651782. Wear warm clothing, bring a torch.  
17:00 to 18:00 Adult £5.00, Concessions £4.25, Child (Ages 5 and over only) £3.50 Tel: 01646 651782

Carew Castle & Tidal Mill Carew, Tenby, Pembrokeshire, Pembrokeshire SA70 8SL

**Monday 30 Oct 2017**

## **Stackpole, Near Pembroke SA71 5DQ Bushcraft drop-in day**

Have a go at bushcraft with our drop-in day of activities at Stackpole. Learn the basics of woodland survival with our rangers. **Booking Not Needed. Children welcome.**

Dogs on leads welcome.

A National Trust Event - 11:00 - 15:00. Normal Admission Charges Apply. Please meet at Stackpole Court, SA71 5DE. Check website for latest information

**Thursday 2 Nov 2017**

## **Castell Henllys Iron Age Fort, Crymych SA41 3UR Wizards and Witches**

Hubble bubble! Toil and trouble! A fun day all about wizards and witches! Make a witch's headdress or a wizard's staff. Have your face painted as a scary witch or a wise wizard. Collect the ingredients to make a special concoction to cast a spell!

Booking: 01239 891319

11:00 to 15:30 Free entry for children dressed as a witch or a wizard. £1 per activity + admission. Tel: 01239 891319

## walk 4 life

change  
4 life  
Eat well Move more Live longer

### **Let's play... Woodland Snakes and Autumn Flowers**

Did you know that you can make flowers and animals out of things you find around the woodland floor?

Start collecting some fallen leaves of different colours. Then lay them in a line to make a woodland snake, slithering between the trees,

through holes and even over logs. You can stitch them together so the snake stays whole.

You can also make a pretty autumn flower by collecting more leaves of different colours.

Don't forget to turn the leaves over – you'll often find a different colour or shade on the other side!



# Korean Night at Croft Court!

Croft Court tenants enjoyed people visiting from the Korean Church in London. It was a great time to enjoy a buffet, have a chat, be sang to and hear some lovely testimonies



## Carrot and Sultana Drop Scones

**Quick to make and delicious to eat!**



Preparation time: 10 mins  
Cooking time: 10 mins  
Calories per portion:  
85kcal/356kJ

### Ingredients:

100g wholemeal self-raising flour. ¼ tsp ground mixed spice. 1 large egg. 80g grated carrot. 4 tbsp low fat, lower sugar plain yogurt. 100ml semi-skimmed milk. 30g sultanas or raisins 1 tsp vegetable oil

### What to do:

1. Put the flour, mixed spice, egg, grated carrot, yogurt and milk into a large mixing bowl and use a hand whisk or fork to mix together thoroughly.
2. Stir in the sultanas or raisins.
3. Heat a non-stick frying pan over a medium heat. Add 2-3 drops of oil. Cook tablespoonfuls of the batter

in batches, turning them over after 1-2 minutes to cook the other side. Make 8 drop scones altogether, adding a further 2-3 drops of oil to the frying pan with each batch.

### Tip:

You could use white self-raising flour, though wholemeal provides more fibre.

## Cuckoo Wood Spring View

A fabulous turnout was made by residents of Spring View and Cuckoo Wood on one lovely warm day early in August. The tenants association there supported Pembrokeshire Housing in hosting a fun-filled activity day with lots to do, eat and drink. At the end of the day, tenants pointedly told us, "We've had a real kick up the bum today - it's made us realise that if we want to have more on this



estate for our kids, we need to do more" and this is one of the main goals of the community events that Pembs Housing puts on. So a huge thank you to everyone who turned up and helped to make a day to remember (Ali Evans)



# Gardening Results 2017



**Best Improved Garden**  
Wayne Purnell



**Best Window Boxes, Tubs and Baskets**  
Rosemary King



**Best Adult Garden**  
Roy Sword



**Best Veg & Herb Garden**  
Robert Hoggins



**Best Children's Garden**  
Shannon Folena



**Best Veg & Herb Garden**  
Robert Hoggins



**Best Communal Garden**  
Croft Court Pembroke

With over 45 entries this year & 7 winners, each winning £50, have a muse through these outstanding green-fingered accomplishments

In memory of Mr John John  
New Hedges  
Tenby  
Winner of the Pembrokeshire Housing Garden Competition  
*year after year*



# Save time, do it on-line

My Account



## Register for an online account and you can:

- view your current balance
- print out a rent statement
- report a repair
- see details of your repairs
- e-mail your area team



## Who can register?

Any current tenant of  
Pembrokeshire Housing

## How you can register:

Visit Pembrokeshire Housing's  
website:

[www.pembs-ha.co.uk](http://www.pembs-ha.co.uk)

## What you need to register:

- Your e-mail address
- Your tenancy reference  
number



For further information:

tel: **0800 854568**

or email: [Housing@pembs-ha.co.uk](mailto:Housing@pembs-ha.co.uk)



PEMBROKESHIRE HOUSING  
TAI SIR, PENFRO





# WAYS to PAY

*making it easier to pay your rent on time.*



**BarclaysBank:** with your paying in book.



**FreePhone: 0800 854568** – Press Option 2 and pay by Credit / Debit Card.



**Direct Debit:** any day from your bank



**In Person:** at Meyler House by Cash, Cheque, Postal Order, Debit/Credit Card.



**Post Office:** using your rent card



**At Home:** to your Area Officer or Benefits & Money Advisor.



**Online:** visit our website: [www.pembsh-ha.co.uk](http://www.pembsh-ha.co.uk) – ‘Pay Your Rent’ link using your Debit Card.

*If you need a new rent book or rent card or wish to start paying by Direct Debit contact us now on **0800 854 568** or **01437 763688** or **01437 774703***

## FREE home fire safety check and FREE smoke alarms



from your local Fire and Rescue Service.

Call FREE now **0800 169 1234**

[www.freesmokealarm.co.uk](http://www.freesmokealarm.co.uk)

Name		Tel. Number	
Address			
		Post Code	

*I am the householder/the householder's representative (delete as appropriate and sign below) I agree that the above information may be shared with the Fire and Rescue Service who will at all times comply with the principles of the Data Protection Act*

Signed

The Information you provide will be processed in accordance with applicable data Protection legislation and used to contact the householder to arrange a free home fire safety check. These details may be shared with other Fire and Rescue Services, other trusted partners or if required to do so by law.



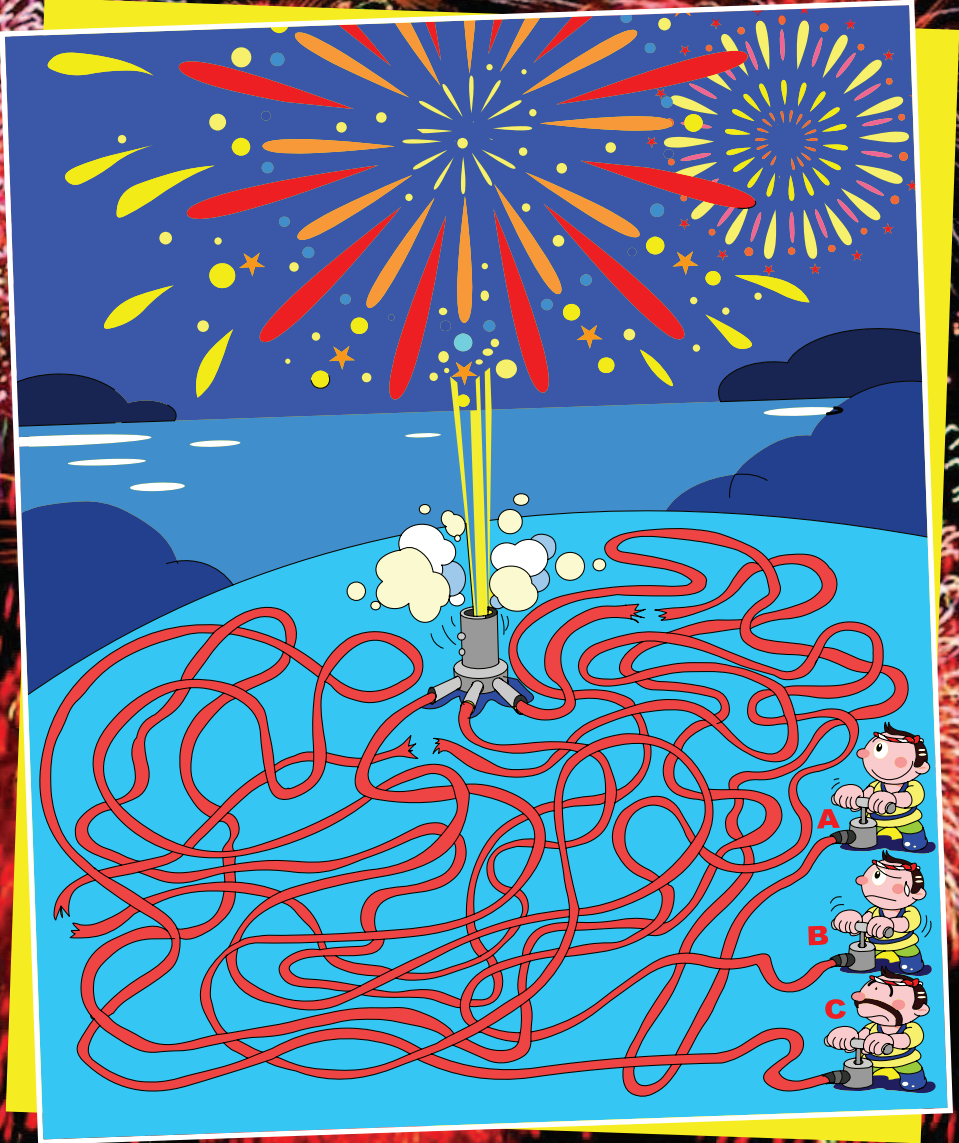
[www.facebook.com/PembrokeshireHousing](http://www.facebook.com/PembrokeshireHousing)



Can You

Solve the

Fireworks maze?



\*Always follow the firework code - stay safe\*

# DID YOU KNOW?



**Thank you** to everyone who attended a focus group meeting or filled in a survey about our repairs service.

We have listened and acted upon what you have said and now offer appointment slots for mornings or afternoons or avoiding 'school runs'.

Your customer service advisors are no longer split into geographical areas. You now have specialised teams to deal with repairs,

heating servicing and lettings.

Contact us through your 'My account' online – to register visit <http://www.pembs-ha.co.uk/>

**For repairs**

Email: [repairs@pembs-ha.co.uk](mailto:repairs@pembs-ha.co.uk)

**For heating servicing**

Email: [heatingservicing@pembs-ha.co.uk](mailto:heatingservicing@pembs-ha.co.uk)

**For lettings**

Email: [lettings@pembs-ha.co.uk](mailto:lettings@pembs-ha.co.uk)

## Senior Citizen's Christmas Hamper Draw

We have 5 lovely, festive Christmas hampers to give away! If you are 55 years or over then this is your chance to enter our free prize draw. Please return your entry form no later than Friday the 3rd November. The 5 winners' names will be drawn out of a hat by Tenants' Panel members on Monday 13th November and hampers will be delivered to your door well in time for Christmas.

*NB: This photograph is for illustrative purposes only & does not necessarily detail what will be in the hampers.*

Name: .....

Address: .....

.....

Post Code: .....

Tel no: .....

**I will be 55 years old or over by Friday 3rd November 2017.**

**Please enter me into the Senior Citizen's Christmas Hamper Draw**

Signed .....

Rules of Entry

The Senior Citizen's Christmas Hamper Draw is only open to tenants of Pembrokeshire Housing, who are 55 years old or over by Friday the 3rd of November 2017. Only one entry per qualifying person please. Please send to Pembrokeshire Housing, Meyler House, St Thomas Green, Haverfordwest, Pembs SA61 1QP



[www.facebook.com/PembrokeshireHousing](http://www.facebook.com/PembrokeshireHousing)

# LOOKING TO GET ON THE PROPERTY LADDER?

Our Shared Ownership Scheme is Available on all our New Developments

Open market value of property	£140,000	£160,000
You acquire 50% share	£70,000	£80,000
5% deposit requirement on your share	£3,500	£4,000
Your Mortgage requirement	£66,500	£76,000
Your monthly mortgage repayments	£335	£380
Your monthly rental charge on remaining 50% share owned by the Pembrokeshire Housing Group	£175	£200
Total combined monthly costs of shared ownership	£510	£580

The figures above are approximate and based on a mortgage rate of 3.5% over a 25 year term and a 3% per annum rental charge on the remaining 50% of the property value. Please note mortgage rates and rental charges may vary and change over time. Rental charges will rise with the Retail Price Index (RPI) + 0.005 on an annual basis.

## 1. Conventional Mortgage

SALE PRICE	10% Deposit	Monthly Cost
£160,000	£16,000	£728
£140,000	£14,000	£637

Figures shown left are approximate and based on a mortgage rate of 3.5% over a 25 year term and an assumed lender deposit requirement of 10%. Please note mortgage rates may vary and change over time.

## 2. Private Rental

PROPERTY TYPE	Approx. Monthly Rental (Pembrokeshire)
3 bed semi-detached (New build)	£575 - £625pcm
2 bed semi-detached (New build)	£500 - £550pcm

Rental prices are based on advice from local letting agents in September 2016.

Please note, these prices will vary over time.

For more information on how our scheme works please contact us on: 0333 7000 733 or visit: [www.millbayhomes.co.uk](http://www.millbayhomes.co.uk)

# Welfare Reform

Full Digital Service Universal Credit is on its way to Pembrokeshire!

## Universal Credit is replacing

- Income Based Jobseekers Allowance (JSA)
- Income Related Employment and Support Allowance (ESA)
- Income Support
- Tax credits
- Housing Benefit

From May 2018 full digital service Universal Credit will be rolled out to the 3 jobcentres in Pembrokeshire – Haverfordwest, Milford Haven and Pembroke Dock.

**If you are a working age tenant making a new claim for any of these benefits, from May 2018 you will be claiming Universal Credit instead.**

## So what's the difference?

- Claims are made online only
- Your housing costs will be paid to you and you will pay your full rent to Pembrokeshire Housing
- You will receive Universal Credit monthly

Your Benefits and Money Advice Team - Clayton, Sharon and Cheryl will be coming to a location near you in the Get Connected digi van to let you know how you can get ready for Universal Credit and answer your questions about benefits, budgeting and more. If you need help with digital skills for getting online, Tom Waters your Digital Inclusion Officer will be on the Get Connected digi van to provide help and advice.

**Look out for the team in the Get Connected digi van on Tuesdays in October and November at the following locations: (Where we will be parked)**

### Tuesday 10th October 2017

10.00am – 12.00pm, Powell Close, Pembroke  
1.00pm – 3.00pm, Vetch Close, Pembroke

### Tuesday 17th October 2017

10.00am – 12.00pm, Marble Hall Road, Milford Haven  
1.00pm – 3.00pm, by Tesco Milford Haven, under bridge on way to bowling alley

### Tuesday 24th October 2017

10.00am to 12.00pm, in Asda Carpark nearest Job Centre Pembroke Dock  
1.00 p.m. – 3.00pm, in large car park at the end of Spring View Pembroke Dock

### Tuesday 31st October 2017

10.00am to 12.00pm, in Princess Royal Way, H'west  
1.00pm – 3.00pm, in Peregrine Close, H'west

### Tuesday 7th November 2017

10.00am – 12.00pm, in Gordon Parry Road Neyland  
1.00pm – 3.00pm in Freemans View, Merlins Bridge

### Tuesday 14th November 2017

10.00am – 12.00pm in Vineyard Vale, Saundersfoot

Check out Pembrokeshire Housing's Facebook page for further updates or if you would like advice on benefits or getting online call us on 0800 854568 or email [BAMAs@pembs-ha.co.uk](mailto:BAMAs@pembs-ha.co.uk)



[www.facebook.com/PembrokeshireHousing](https://www.facebook.com/PembrokeshireHousing)

# SCOLTON PLAY!

Pembrokeshire celebrated 30 years of the National Playday recently with approximately one thousand visitors at the Scolton Manor family play event,

including lots of free exciting activities for all.

This annual event emphasises the importance of play in children's lives. To celebrate Playday, young people and communities get together to play at hundreds of community events across the UK.

**#Engage**, from Pembrokeshire Housing, contributed to this by running a make-your-own-hobby-horse stall. Children could then gallop their horses round the agility course, including a water jump and tunnel, constructed and monitored by Pembs Housing staff.

This event was co-ordinated by Pembrokeshire County Council (Damian Golden) and supported by community organisations and businesses across the county, providing ideas for low-cost or free things that families could continue to do at home and outdoors.



## Day Trip to Watwick Beach



Residents of Hanover Court, Milford Haven, participated in a sailing venture on Thursday 6th July, generously sponsored by Milford Haven Town Council and expertly hosted by volunteers, Hester and Sam.

"Sea Legs" is a Prout 31' catamaran owned by **Welsh Sailing Venture**, a registered charity who's primary aim in the provision of "Sea Legs" is the furtherance of opportunity for people with disabilities. We set off from Neyland Marina, travelling down the estuary past Angle towards Dale and anchored for lunch just off stunning Watwick beach. "The peace and quiet of 'ghosting' along prompted me to boil the kettle and make everyone a nice hot drink, which is always well received." Pembrokeshire Housing is very grateful to all those who contributed towards making this trip happen – it was a truly fabulous day.

If any tenants are interested in participating on a similar sailing venture, please get in touch with Ali: **01437 763688/** [ailinor.evans@pembs-ha.co.uk](mailto:ailinor.evans@pembs-ha.co.uk) / **07500 446611**



# De Clare Court



**Best Puppy**



**Best Novelty**



**Best In Show**



**Reserve Best In Show**



**Best Junior Handler**



## Dog Show 2017

De Clare Courtiers held its 8th Annual Dog Show in the grounds of De Clare Court. They enjoyed the hot sun with yummy cakes and a BBQ. There was also a small fete alongside, which was enjoyed by all.

**The day raised £1,055.00 leaving £920.48 profit to go in to the Tenants Group Funds.**



[www.facebook.com/PembrokeshireHousing](http://www.facebook.com/PembrokeshireHousing)

# BIG DAY



Over **270** tenants attended this year's **Big Day Out** at the **Meads Leisure Centre** in Milford Haven and were treated to a wide variety of activities, fun and information.

There was the Alpha Kick Boxing Club, healthy food making, DJ mixing taster-sessions, birds of prey displays, balloon modelling and magic shows, bird box making, tablet games, quizzes, graffiti painting, recycled crafts making and even a simple game of who can hammer in a nail in the quickest time, which was very popular – plus lots more!

There was a huge free-to-enter raffle with fantastic prizes, including a TV, bike and hundreds of pounds of vouchers as well as some scrumptious food, for all to enjoy.





# DAY OUT



Feedback was collected throughout the day and revealed the following;

- 82% agreed with the statement 'I have enjoyed this years Big Day Out' with just one person disagreeing.
- 89% agreed with the statement 'there was a variety of stalls and activities for all ages'. Again, only one person disagreed with this statement.
- 100% of responses said they found the Pembrokeshire Housing Staff friendly and welcoming.
- 100% of responses said they would like to attend again next year.

Some of the comments received were: *"Lots for kids"*, *"loved all the activities and it was well laid out"*, *"good variation of stalls and the DJ was ace"*, *"I enjoyed meeting people"*, *"Lloyd the graffiti artist was excellent"*.

**A big thank you** to all of you who attended, it was fantastic to see so many Pembrokeshire Housing tenants and other guests together at a social event, all having a great time.

If you have any questions about this years event or getting involved in other Pembrokeshire Housing events or groups please contact **Ali Evans, Tenant Involvement & Community Investment Officer** on **01437 763688**



## Planned Maintenance.... what we do:

We provided **over 100 new homes** last year bringing the total to **almost 2,700** and maintaining your homes in tip top condition is no small task. Last year we surveyed **530 homes** to help us to do this.

Did you know that boilers and kitchens are replaced every **15 years**, windows, doors and bathrooms every **25?** Or that homes are scheduled to be repainted every **6** years? And that there is a replacement **fencing programme** ensuring that your homes are safe and secure?



*All of this takes some planning!*

- ✓ Last year we painted **400 homes**
- ✓ fitted **350** with new doors/windows
- ✓ replaced **197 boilers/heating systems**
- ✓ replaced **90 bathrooms/showers**
- ✓ carried out fencing at **81 homes**





# HOME CONTENTS INSURANCE

Did you know that Pembrokeeshire Housing insures the building where you live, but not its contents?

## ***Have you arranged your home contents insurance yet?***

No? Pembrokeeshire Housing offers a home contents insurance scheme called “**My Home**”

### ***But why do I need contents insurance?***

Pembrokeeshire Housing arranges building insurance on all our properties but we have no responsibility for the contents of your home. You need to arrange your own contents insurance for peace of mind so that in a bad situation, your contents are covered.

### ***How much will it cost?***

Cost depends on the sum insured, your age and your postcode.

### **So what does My Home Contents insurance offer me?**

- Internal decoration
- Freezer contents
- Accidental damage
- Optional cover for personal possessions eg mobility scooters, cameras.

### **And it also offers:**

- Flexible pay-as-you-go payment options
- No excess
- Quick and easy to apply

### **How do I apply?**

To receive an information pack and application form OR, if you would like to arrange cover now, call **0845 3372463** or email **myhome@jltgroup.com**

***FIRE, ACCIDENTS OR THEFT CAN HAPPEN TO ANYONE ....  
.... PROTECT YOUR PRECIOUS POSSESSIONS***





**It's all about  
listening to you .....**



**One of our tenants, who's a wheelchair user, asked for help in organising to attend the County Show**

**We did....**

**...enable this tenant, and other disabled tenants, to access and to navigate round the showground, safely and comfortably**

**We did....**

**"Can we have a communal area to meet & have a chat together"**

**...build a conservatory extension for Hanover Court, Haverfordwest, tenants to use for social events**

**We did....**

**"We want a fence to protect our children from Clay Lane traffic"**

**...install 20 metres of 1.8 high green powder coated, duex fencing, blocking off Clay Lane**

**We did....**

**"Spring Wood Tenants Association said, we love our brand new homes but we have some suggestions on how to improve what you do even more"**

**...meet with Spring Wood Tenants Association to listen to their suggestions and learn from their experiences to improve the design and layout of our new homes in the future. Thank you SWTA!**

**We did....**

**"We want more activities for children to do at the Big Day Out"**

**...provide extra activities for kids this year including bird-box making; DJing; healthy cooking taster-sessions; kickboxing; graffiti art and home maintenance for children**

**We did....**

**"Can we have help with collecting our bulky items and clearing litter at the Mount Estate, Milford Haven and at Delphi, Tenby, please?"**

**.. send round our great Facilities Operatives & other staff who picked litter, cleaned bins & collected bulky items**



**By post or in person**

**Pembrokeshire Housing**  
Meyler House,  
St Thomas Green,  
Haverfordwest,  
Pembrokeshire  
SA61 1QP

Phone: **(01437) 763688** or  
**(01437) 774703**  
Freephone **0800 854568**  
Fax: **(01437) 763997**  
Minicom: **(01437) 774768**  
Website: **www.pembs-ha.co.uk**  
Email: **Housing@pembs-ha.co.uk**