

SUMMER
2017



the

KEY

THE NEWSLETTER OF **PEMBROKESHIRE HOUSING**



Summer
Fun!

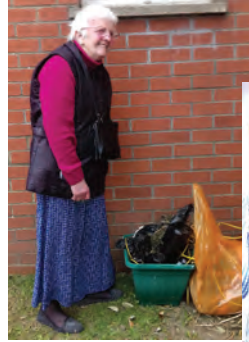
GOFYNNWCH OS HOFFWCH FERSIWN GYMRAEG O'R CYHOEDDIAD YMA

Welcome to The Key - Summer 2017!

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“Mary Hooper is a real gem: she cleared the front of Paterchurch Court and bagged up a load of rubbish including a container full of glass bottles.

If I had an award to give, I would give it to Mary. Mary is always keeping the place tidy and spruced up, and all at 83 years old. Mary has been at Paterchurch Court for 23 years”

(Jan Prosser, Scheme Manager)

Shortly after hearing this, Pembrokeshire Housing's Chief Executive, Nick Hampshire, went round to visit Paterchurch Court in order to thank Mary individually.

Thank you to everyone who attended **Trefgarn Owen Villagers' Association's** very own **FUN DAY**, it was nice to see so many people. We would like to thank **Barry John** for making it possible by setting up TOVA in 2008 and to everyone else who continues to support TOVA. The event consisted of an Easter egg hunt, a bouncy castle, hot dogs and burgers and lots of games and laughter with the children. Fun was had by all even though it was a little cold. We received positive feedback from most of the parents and will be holding more events throughout the holidays.

Jess Massey, Trefgarn Owen



Hello

from **Tom Waters**,
our new **Digital Support Officer**

Welcome to **Tom Waters** our new Digital Support Officer working on our new **Get Connected** project, funded by the Big Lottery.

Tom has joined us from Citizens Advice where he spent three years providing digital support all over Pembrokeshire, in particular in Job Centres and Libraries. He said "I'm delighted to have joined Pembrokeshire Housing and getting stuck into the project, in particular using our new Digital Inclusion Van that is wheelchair accessible and disability friendly will be touring several of our PHA housing estates providing internet access, information, support and digital training".

Tom added "It's scary how much is online in today's world, and it's only going to increase. I want to help those individuals who for whatever reason, haven't gone online yet, take those first steps. We can go as fast or as slow as you like and if it gets too much, we have a kettle on the van too!"

The project aims to help those not online, have somewhere to go and someone to help. If you would like to request the van to visit your street please call Tom on **01437 763688**.



The Get Connected project has been funded through the Big Lottery fund.

Name our Van



Competition!

We need your help!

Pembrokeshire Housing have begun a three year Digital Support Project and part of that project is to provide digital support services onboard our new digi-van.

We would like your help choosing a name for the van which will be used in our publicity and will also net the winner £30 of love 2 shop vouchers!

Pembrokeshire Housing staff will vote for their favourite and the winner will be announced at our van launch in the Autumn (full details to be released nearer the time).

Please send your van name and the reasons for your choice to either:

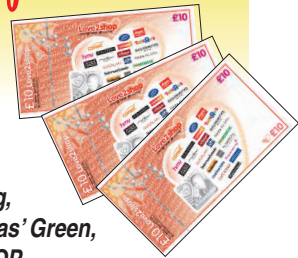
tom.waters@pembs-ha.co.uk

or write to us at:

**Get Connected,
Pembrokeshire Housing,
Meyler House, St Thomas' Green,
Haverfordwest, SA61 1QP.**

Make sure you include your name and address. The closing date for entries is Friday 25th August 2017.

We look forward to receiving your entries!



The Get Connected project has been funded through the Big Lottery fund.



www.facebook.com/PembrokeshireHousing

What's On in Pembrokeshire



Pembrokeshire Housing **BIG DAY OUT**

**The Meads Leisure Centre,
Milford Haven,
11:00-15:00**

24/08/17



Spring View & Cuckoo Wood estate Fun Day

11:00 – 15:00
date to be
confirmed
but probably
10/08/17

**Mondays 1 - 3pm Open Door
& Job Club**

**Hamilton Court,
Pembroke Dock.**

Tel: 01646 681534

Howarth Close

Community Clean Up

skips will be provided for you
to get rid of your waste &
recycling advice will be on
hand.

01437 763688

27/07/17



Super Saturday (a community family fun day)



**The Hive,
GOSHAWK ROAD,
Haverfordwest SA61 2UB,
Phone 01437 763233
08/07/17**

Increased use of Text Messaging to Communicate with Tenants

Since Pembrokeshire Housing started to use texting to communicate with our tenants, over 5250 texts have been exchanged between us

You have used text with us to:

- discuss arrangements to see us
- finalize arrangements for fun days
- ask for help with sorting out your arrears
- inform us of financial changes
- thank us!
- respond to our requests for you to contact us
- let us know you'll be attending a focus group
- update us on your housing needs account

Remember, you can contact us via text on a number of topics, including:

- rent arrears
- gas servicing reminders

- direct debits
- appointments and visits with staff
- instructions on how to set up an online account
- <https://myaccount.pembs-ha.co.uk>
- group events such as – The Big Day Out and estate litter picks & fun days

**Please save our mobile number and
feel free to communicate with us by text:**

0786 002 7902



ARE YOU LOOKING TO GET ON TO THE PROPERTY LADDER?

Our Shared Ownership Scheme is Available at Our New Developments
Ashford Park, Crundale & Newton Heights, Kilgetty

Shared ownership is a real alternative to renting or outright purchase. It enables you to purchase a share of a property and pay rent on the remaining balance. Your initial purchase can be between 50-70% of the value of the property.

Shared ownership allows occupiers to increase the share they own or to purchase outright whenever their financial circumstances enable them to do so. This is called 'staircasing' and means you have the right to buy the balance at anytime.

How it works:

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.

Compared to:

1. Conventional Mortgage

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

The figures above 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	Approximate 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 notes these prices will vary over time.



Inter **GENERATIONAL** *Project!*

Kensington Court Tenants recently engaged in an **Intergeneration Arts Project** run and funded by Arts Care Gofal Celf. Over 7 weeks, freelance professional artists delivered workshops in various forms, such as arts and crafts, creative writing, dance and music. Tenants were joined by pupils from Milford Haven Comprehensive School, with the aim of bridging the generational gap. There was a celebratory lunch and presentation on the last day, where representatives from Pembrokeshire Housing and the County Council were able to view the displays and discuss the benefits of the project. The sessions have been a great success with the Activity Room being full of life and laughter throughout, and the progression of integration between the secondary school children and older people has been immeasurable.

(Karen Brown)



Sheltered Housing Review

We recently reviewed the services provided at our sheltered housing schemes to find a way of ensuring that housing related support is provided to our older customers who need it whether or not they live at a sheltered scheme.

We wanted to involve our older tenants every step of the way in re-designing the service with help from consultants Keith Edwards and Noreen Blanluet.

25 tenants volunteered to attend a series of four workshops during January and February this year. There were lots of ideas and input from tenants along the way as you can see from this photo of the asset map they created.

Keith and Noreen completed a report with recommendations as a result of the workshops which has helped us to consider how the service can be developed for the future. The full report is available to read on the Pembrokeshire Housing website.

We will be trialling a new model of service at Williams Court, Narberth where support will be provided to tenants at the scheme and also in the surrounding areas of Narberth, Clunderwen, Templeton, Begelly and Kilgetty.

*If you have any queries about the review or would like further information, please contact **Jayne O'Hara, Supported Housing Manager** on **01437 763688**.*



Joe Lamb, one of the 5 donkey race winners



Winners of the 5 donkey races

Finley Massey,
Joe Lamb, Lilly Grace
Mayhew, Serena Jenkins
& Maia Crook

They each received one
£5 Love2Shop gift
voucher.



Trefgarn Owen Half-Term Fun Day

by Ali Evans



Pembrokeshire Housing, in partnership with Trefgarn Owen Villager's Association, ran a successful playday and Donkey Derby on Tuesday 30th of May. Much hilarity abounded with six donkeys, providing the local young riders from the village with a taste of a mini Grand National. Play specialists **GROUNDWORK WALES** entertained by supervising the toasting of marshmallows on a live, outdoor fire. Amongst many other activities, such as barrel pulling, plate spinning and munching on the delicious hog roast, villagers had the opportunity to relax and enjoy each other's company in this open-to-all event



PENNAR PLAY!

Over 40 adults and 60 children braved the cold wind to attend the fun day in Pennar, Pembroke Dock, in February half term. The purpose of the day was to provide entertainment for the children of the estates but also to provide face to face contact between housing providers and tenants, and to help communities work together to improve their environment. The Mid & West Wales Fire and Rescue Service attended, providing information and advice on how to keep safe & local police officers attended with their Dog Unit, introducing two working dogs,

each trained to find drugs and money or people. There was a fabulous bouncy castle, an advice stall run by a representative from Dwr Cymru and play providers Purple Routes, kept all ages entertained and burning off some energy all day. Employed by the Council, sports coach Craig Butland facilitated football games in amongst older children and made such an impact that, at the end of the day, children were to be seen carrying portable goal posts down to the venue to continue with the games.



Top Tips for Kids



Here's some top tips on walking for all:

Safety

It's important that we all understand road safety and give our kids confidence to walk on their own. Check out the 5-step Green Cross Code at

change4lifewales.org.uk/supporters/resource/downloads/Walk4Life

change4lifewales.org.uk/supporters/resource/downloads/Walk4Life

for the 'Tips to get walking every day' guide and further information.

Walking to school

There are some benefits for you too!

You'll be keeping active, and you'll be much less stressed than if you were sitting in a traffic jam. It might even save you time!

Getting to school by foot helps your kids with concentration. Walking burns off excess energy and means kids are better at settling down and focusing in lessons.

You could even try a walking bus! A great way of helping kids stay active and get to school safely.

For more information, see page 7 of the 'Tips to get walking every day' guide.

Making walking fun for kids

Here are some top tips on making walking lots of fun:

- go out for an adventure! Try the park, a playground, woods or a friend's house
- make it a treat – take things to eat and drink,
- let them take a friend; someone their own age to share their adventure with

Walk4Life Games

Walk4Life games can be played as a family or in a group walking together.

They include fun things to make everyday walks more interesting and games families can play. We've split them into everyday walks and walks in parks/woodland. And all the games are easy and need little or no equipment.

For more tips on healthy lifestyle options, please visit Change4Life Wales: change4lifewales.org.uk

Before using guidance from the above advertisement, ask your GP if there are any considerations to take into account given your medical history and current dietary requirements.

If anyone would like help & advice to set up a Tenants' & Residents' group, please contact Ali Evans on 01437 763988 / 07500 446611 / ailinor.evans@pembs-ha.co.uk

Bored? Need adult conversation?

Want to make new friends in the Trefgarn Owen or local area?

Let's go for coffee!

Get in touch to make a play date at somewhere suitable and convenient. Call, text or email me ... **Jess, on 07342176567**

or jessmassey14@outlook.com



All children very welcome so bring your little ones along

Skrinkle Fun Day!



“ On Behalf of us all I think we would like to say a huge thank you to everyone at **Pembrokeshire Housing** 👍 They couldn't have picked a better day to do today's Easter event here on our estate in Manorbier 🏡

It was lovely to see so many people and children from the community getting together and sharing what was a truly lovely day for all of the adults and children 😊

I think we can safely say they really enjoyed it.

They toasted marshmallows 🍷 Played games ☀️
Dressed up 🎪👗 Shared Hog roast 🐷🐷
Played on the bouncy castle 🎪 painted 🎨
played in the Fire engine 🚒 Played in Police van 🚓
Met with Police Dogs 🐾

It was small but fun packed with many activities and much advice given

We were also presented with a cheque for £1000 towards our park fund! 💕

How amazing, we are all so thankful, this will help us massively” 🙏

(Save Our Skrinkle Play Park – April 2017)





PEMBROKESHIRE HOUSING
TAI SIR BENFRO

“

Your opinion matters — survey update



www.facebook.com/PembrokeshireHousing



Your opinion matters — survey update

We are continuously assessing and reviewing ways to improve our service. At the start of May 2017, we issued a communication survey, where we provided you with the opportunity to tell us what you think we are doing well and where you feel we could be improving.

Our aim has always been to **provide excellent customer service** that is **friendly** and **accessible** for all our tenants across West Wales. Our passionate drive to achieve this aim has resulted in consistently high service performance that has received national recognition.

Over the remainder of this year, our improvement will focus on what our vision and brand really means to tenants and the wider community. We will continue to answer your service requests swiftly and find solutions to your housing and community needs whilst this improvement is undertaken.



We are currently using your feedback to review communication, service and delivery. In the meantime, here are the survey results:

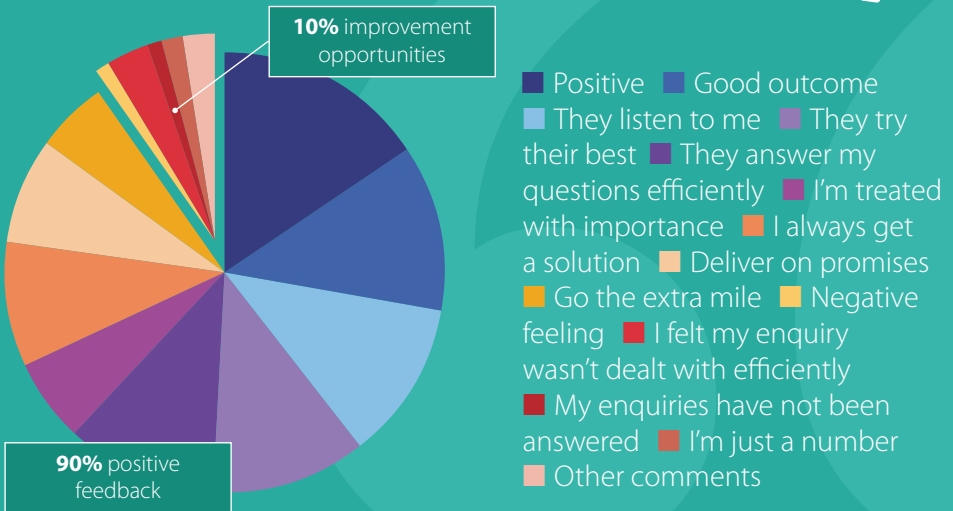


1

Your most preferred methods of communication are...
Telephone & email

2

Your **customer experience** is one to shout about:



3

The **top three ways** in which you feel we could improve your communication experience are:



Face to face



Regular updates



Respond quicker

4

Here are just a few things you said **we do well...**

“

MAINTAIN PROPERTIES **RESPOND**
ANSWER CALLS **PROMPT SERVICE**
REACH OUT TO TENANTS
LISTEN **REPAIRS**
ALWAYS HAPPY TO HELP

”

5

Here are some things you said we **could improve:**

Bi-monthly leaflets

Telephone greetings

More communication

Text messages

Returning time of calls

6

Making our **website** work for you:



36% of you said you'd like to see more **regular updates** on our website.



You'd like to be able to **pay rent online.**



You'd like a **mobile friendly website.**

We would like to thank you for taking the time to fill out and return your surveys, if you have any further questions please don't hesitate to contact:

Ailiner Evans: 01437 774766

GET CONNECTED

A PEMBROKESHIRE HOUSING ASSOCIATION PROJECT

Pembrokeshire Housing are proud to announce a new project called **Get Connected**, funded by the Big Lottery.

Over the next three years the project aims to support tenants who would like to close the digital divide and become more digitally included.

Our new Digital Support Officer Tom Waters will be touring some of our estates with our new internet enabled digital inclusion van (please check out our competition to name the van on page 3), providing information and support on any of the following:

- Making Universal Credit claims
- Online job searching
- Using the PHA 'My Account' facility
- Using email and communicating with PHA online
- Using a computer / tablet for the first time

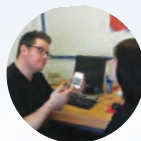
We are also hoping to link up with other

organisations to provide employment, budgeting and money advice.

Another exciting element of the project is looking at the possibility of installing shared broadband provision in our more rural areas. This would allow tenants to use our secure Wi-Fi connection at home (speed of around 5mbps) for a small fee, saving them money on having their own phone line, broadband connection and being stuck in a long term contract.

If you're not one of the rural areas this applies to, Tom is still happy to go through your Internet options and check you're on the right priced plan.

For further information please contact Tom on either tom.waters@pembrokeshire-ha.co.uk or call 01437 763688.



Welcome to the Tenants' Panel

Come and join us at Tenants' Panel to discuss topical tenant issues, hear dynamic guest speakers and have your say in how you feel Pembrokeshire Housing's services are operating. Meetings are every second Monday of each month (except for December and August) at Meyler House, Haverfordwest SA61 1QP.

Next meeting is July 10th 2017 at 6pm. After that, they are on:

11/09/17, 09/10/17, 13/11/17 and 08/01/18.

To broaden our range of contributors and participants,
why not bring a friend

Election Results

After voting by a show of hands the following tenants took up their roles:

Helen Wright – Chair Person

Maggie Kirby – Vice Chair

Margaret Baron – Minute-taking Secretary

For further information Please get in touch with Ali on 01437 763688 / ailinor.evans@pembs-ha.co.uk or pop by and have a chat with us. You are very welcome to just turn up on the night.

WAYS to PAY

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



Barclaycard PINGIT APP: from your smart phone or tablet.



Online: visit our website: www.pembs-ha.co.uk – 'Pay Your Rent' link using your Debit Card.



BarclaysBank: with your paying in book.



FreePhone: 0800 854568 – Press Option 7 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.

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**

A Pembrokeshire Housing initiative



NEW IMPROVED BIG DAY OUT

All Welcome



With many new acts and ideas, this year's new and improved **Big Day Out** promises to be better than ever before! Back by popular demand, our venue this year is the **Meads Leisure Centre**, Milford Haven SA73 2EE.

There will be a multitude of indoor and outdoor activities including outdoor sports practice, swimming, bouncy castle and soft play.

The quiet, peaceful room will be available as usual, as will cups of tea with cake 😊 and plenty of friendly faces.

Lloyd the Graffiti, Alpha Kickboxing and a mobile digital recording studio will all be offering taster sessions throughout the day.

You'll have the chance to make your own bird box and take it home afterwards, thanks to a young person who contacted us on Facebook asking us for "something that we can make and put in the garden"

Pembrokeshire Disabled Bowlers Club will be running all day, where, no matter what your ability, we are keen for you to drop in and **join in**.

As usual, there will be a free lunch for all Pembrokeshire Housing Tenants, Buddies Café will be running for any other food requirements.

Maggie and Helen will be operating their highly popular craft-making sessions with their recycled materials and prizes for winners.

"Your home, your say"

There will be balloon modelling, face painting and our annual raffle, plus the extremely popular and innovative play providers, Groundwork Wales, with plate spinning, dressing up and barrel pulling to name but a few of their much loved activities.

This is a totally free day out for Pembrokeshire Housing tenants. Everybody else is warmly welcome and the only part of the day that we cannot provide for free is the lunch.



*Do you
need transport?*

Buses from all over the county will be available for people who need transport – book your space on a free bus by contacting **Ali Evans @ Pembrokeshire Housing** on 01437 763688 / 07500 446611 / <mailto:aillinor.evans@pembs-ha.co.uk> before **Weds 26th of July**. Please state that you are booking transport for **The Big Day Out**

We are always looking for volunteers to help us run this day effectively. If you are a job-seeker, volunteering for BDO is something you could put on your CV!

*For more details: Ali Evans Tenant Involvement & Community Investment Officer
01437 763688/ aillinor.evans@pembs-ha.co.uk
/ 07500 446611*

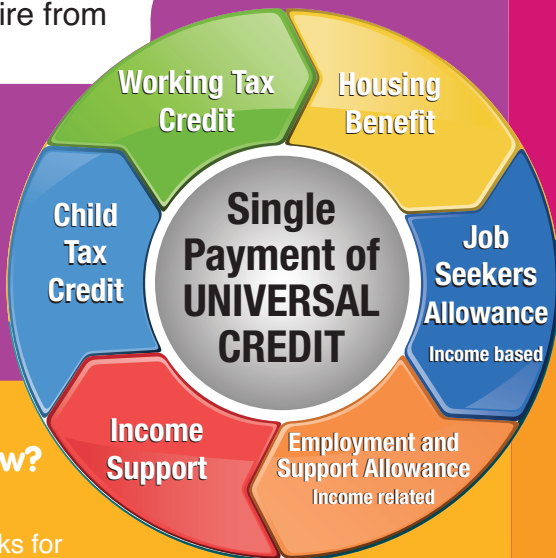


Welfare Benefits update

Universal Credit Full Service will be rolled out to jobcentres in Pembrokeshire from 9th May 2018

What will this mean to you?

From 9th May 2018, if you are making a new claim for JSA (income based), ESA (income related), Income Support, Child Tax Credit, Working Tax Credit or Housing Benefit you will claim Universal Credit instead.



How is this different from the way claims are made now?

- Claims will be made online only
- You will have to wait for up to 6 weeks for your first payment
- You will receive your housing costs with your personal allowance and will have to pay your rent to Pembrokeshire Housing

What you can do to get ready

Visit Pembrokeshire Housing's website for lots of useful information about Universal Credit and how you can prepare.

#Team BAMA is here to help! Sharon, Clayton and Cheryl are your Benefits and Money Advisors who can help you to apply and provide practical advice. They have provided 47 food parcels to tenants experiencing problems with claiming their benefits in 2017 so far as well as help with getting their claims sorted. Contact the team on 0800 854568



#Get Connected Project - Tom, our new Digital Support Officer can also help with getting online and the skills you need to make a claim for Universal Credit

Benefits of paying your rent via Direct Debit.

Direct Debit is the simplest and most convenient way for you to pay for your rent and service charges. The great news is that you will also be eligible to receive a £10 Love 2 Shop Voucher once your Direct Debit has been successfully set up and first rent and service charge payment has been made.



The benefits of Direct Debit:

It's guaranteed - Direct Debit payments come with a guarantee which is backed by banks and building societies and protects you and your money.

It gives peace of mind - payments are made automatically so your rent is never forgotten.

It saves time - it takes away most of the hassle associated with paying your rent.

It's secure - organisations using the Direct Debit scheme, such as Pembrokeshire Housing, have to pass a careful vetting process and are closely monitored by the banking industry.

Pembrokeshire Housing can now set up Direct Debits over the phone and on any payment date which suits you.

To set up a Direct Debit, please contact us on 01437 763688 / FREEPHONE 0800 854568

Are you a bit forgetful?
Sign up to Direct Debit
so you have one less thing to worry about

Sign up NOW >>>



www.facebook.com/PembrokeshireHousing



It's all about listening to you



We did....

"Can we have new garden gates at Hanover Court in Milford Haven?"

...install 3 new gates to provide more security and enhance the overall look of the gardens

We did....

"Can we have an additional lift at Kensington Court?"

...install a further lift for your comfort and peace of mind

We did....

"Can we have bespoke, at home, ICT tuition to help us to use our ICT devices?"

...provide a fabulous ICT volunteer tutor, Brian Coe, from the Wales Co-operative Centre, who came to your home once per week until you felt confident

We did....

"We would like a greenhouse that we can actually use?"

...provide a disabled adapted greenhouse for the Kensington Court Gardening Club, who then went on to enter for the first time, and win in the Pembrokeshire Housing Gardening Competition

We did....

"We value that footpath near DeClare Court that is due to be closed down due to health & safety issues"

...acknowledge that opinion, keep the path open and commit to providing lighting and maintenance to ensure your safety

We did....

"We are concerned about the work planned to upgrade our central heating system and install new gas boilers into our flats"

...invite tenants from Hanover Court, Milford Haven, who have experienced similar upgrading, to visit you, answering your questions & concerns about the new service

We did....

"We would like more help getting online in areas with poor mobile signal"

...employ our new Digital Support Officer, Tom Waters, to help get you connected, comparing mobile phone coverage or broadband packages, offering support and information

We did....

"We would like more up-to-date methods of contacting our landlord"

...introduce texting and social media to our variety of methods through which you are now contacting us

By post or in person

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**



Pembrokeshire Housing
Meyler House,
St Thomas Green,
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