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## Happy New Year

Hello and welcome to the Housing Services newsletter. I've been in post for just over 6 months now and have been busy meeting with the tenant federation, reviewing how we deliver services and talking to residents, staff and elected members regarding their views of the service and how we can improve it.

I believe the service does a lot of very good work however we need to continuously improve what we do to ensure we deliver services which are smarter, more responsive to customer requirements and are more efficient and effective.

In short we want to be an Excellent Service and we need YOU to work with us to transform the way we do things. We are due to embark upon a major programme of improvement which is designed to **PLACE YOU AT THE VERY HEART OF EVERYTHING THAT WE DO**. Therefore I want you to join with us on our journey to excellence because we cannot do it without you.

There are lots of ways to work with us which are detailed overleaf so I'll look forward to working with you over the coming weeks, months and years to provide services which are as good as they can possibly be and which brings our service closer to you, our valued customers.

*Kind Regards Peter McHugh Head of Housing Services*

## Lettable Standard



Denbighshire's Housing Department Tenants will be given the opportunity to give their opinions on the standard that they want our properties to be let to.

Housing Services are committed to providing an excellent service to our customers. As part of our service, we ensure that our tenants are consulted and their input will help to shape and develop the Lettable Standard.

The Lettable Standard policy will guarantee that all of our properties are let to the highest standard and in a good state of repair. A copy of the draft Lettable Standard policy can be viewed on our website

[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)  
or alternatively you can request a copy by contacting us:

Email -  
[housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)

Write in to — Stephen Collins  
64, Brighton Road, RHYL,  
Denbighshire LL18 3HN

A full consultation meeting will be held on the 24th January 10am till 1pm at Oriel House, St Asaph.

For more information please contact Denise Roebuck on  
**01824 712964**  
E-mail:  
[denise.roebuck@denbighshire.gov.uk](mailto:denise.roebuck@denbighshire.gov.uk)

# DAY TO DAY REPAIRS DAY TO

## How long will I have to wait for the repair to be carried out?

That will depend on the type of repair. There are three main categories. You will be told what category your repair is and how long you should have to wait.

### Emergencies

Emergencies will be attended on the day they are reported. An example of this type of repair would be a total loss of electricity.

### Urgent repairs

Urgent repairs will usually be attended to within 2 working days. An example of this type of repair would be a partial loss of electricity, for instance loss in one fitting.

### Routine or normal repairs

These are cases where there is no risk to people or further damage to the property, for example, repairs to a kitchen unit or internal door which will be inspected within 14 working days.

### Non routine repairs

An example of this type of repair would be an external repair, for instance, paving, fencing, upgrading or modernisation works. These are usually done on a planned maintenance programme.

### What repairs are your responsibility

You are responsible for the decoration of the inside of your home.

#### Other repairs you are responsible for are:

- ▶ electric plugs, light bulbs and fluorescent tubes
- ▶ plugs and chains to sinks, basins and baths
- ▶ replacing locks, due to lost keys
- ▶ hat, coat rails, hooks and curtain rails
- ▶ toilet seats and covers
- ▶ draught excluders
- ▶ door bells
- ▶ garden sheds
- ▶ battery-operated smoke detectors
- ▶ minor cracks and holes in plaster
- ▶ clothes lines, and
- ▶ any fitting installed by you.

## What is an emergency repair?

We only carry out emergency repairs outside normal working hours when it is necessary to avoid danger to health and safety of residents or serious damage to the structure of buildings. You should not call out of normal working hours if the repair is not urgent.

#### Emergency work includes:

- ▶ blocked heating flues or chimneys
- ▶ bursts - (any type)
- ▶ electricity – no supply, unsafe power or lighting
- ▶ gas – no supply, fire (if no alternative form of heating) water heater (if there is no alternative form of heating) water heater (if there is no alternative source)
- ▶ handrails – external /internal
- ▶ plumbing leaks in the bathroom, kitchen or central heating
- ▶ water – no supply
- ▶ W.C. is blocked (if there is only one in the property), and
- ▶ windows and doors – making these safe.

Out-of-hours emergency repairs will be carried out to make your home safe to live in. Where necessary a full repair will be completed within 24 hours (during normal working hours).



### Vulnerable people

We will make every effort to prioritise repairs relating to vulnerable people, depending upon the type of repair required and the issues that the problem is causing.

**Note - A "vulnerable person" is defined as someone in need of community care services by reason of mental or other disability, age or illness, and who is, or may be, unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.**

# ONE DAY REPAIRS

## How will I know you have ordered my repair?

We generate a unique reference number against your address.

## What if I am out when you call?

A 'No access' ticket will be posted to you, giving full instruction and a contact telephone number to arrange for someone to call again.

## What if you refuse to carry out my repair?

We will not refuse to repair any fault or damage that is putting a person's health and safety at risk. There may be times when we do not carry out repairs, but we will fully explain the reason why.

If you have applied to buy your home, we may decide not to carry out any repair that is not essential. If it is not our policy to do a certain repair, we will not carry it out or arrange it.

## Recharge policy – do I have to pay for any repairs?

If you report a repair which is needed because of damage caused by you or someone in your home, we expect you to repair it or arrange and pay for it to be done.



We will always do emergency work to make sure you and your family are safe but we will charge you for this if you have caused the problem. Our charges include administrative cost. If the damage was the result of a break-in or vandalism and you have supplied us with the Police Crime Number you will not be charged for the cost of repairs.

# Paying Your Rent

## Our Cash Offices are located at:

- Town Hall, Wellington Road, Rhyl
- Ty Nant, Nant Hall Road, Prestatyn
- County Hall, Wynnstay Road, Ruthin
- Denbigh Payments Kiosk, Denbigh Library, Hall Square, Denbigh

If you pay your rent at a One Stop Shop or Post Office please check with them for their opening times over the holidays.

You can also pay on our Web Site – [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk) – please click on Make a Payment on the bottom left hand side of our home page and follow the on screen instructions.

You can also pay using your touch tone telephone on: **0300 4562499**

If you decide to pay via our website or telephone payments system please have your rent account number and debit or credit card handy.

You can make paying your rent even easier by switching to Direct Debit. Paying this way is easy just call us and we will send you a mandate form. When you return it to us, we will do the rest and you can relax knowing you don't have to worry about remembering to pay your rent on time.

Please call us on **01824 712965** or **01824 712963** if you would like to switch to Direct Debit.



## Good Neighbour Initiative

Please spare a thought for elderly or vulnerable neighbours. Here are some things you can do to help:

- Help with snow/ice path clearance
- Take recycling bins to the kerbs
- Shopping
- Ensure they have enough fuel
- Check on neighbours from time to time

Assisting in simple tasks to help a neighbour will have a positive impact on their lives and will increase the community spirit in your area.

# Denbighshire Tenants and Residents Federation (DTARF)

The Federation has grown to its current number of over 14 associations and 7 community voices. They are the main consultative body for policy and procedural changes affecting all tenants. As such it has an important role in shaping future housing services and monitoring the quality of services. The following are examples of its main activities:

- ❑ Representatives are key to the Improvement Programme Sub-Group
- ❑ Sheltered Housing sub group meets regularly and have been consulted on upgrading the alarm systems for Telecare and other support planning.
- ❑ Monitoring the performance of Housing Services in key areas each quarter, by looking at Performance Indicators.
- ❑ Key involvement in reviewing Denbighshire Tenant Participation Strategy.
- ❑ Federation has representation on interviewing officers, managers and contractors for the Housing Department.
- ❑ The Federation is involved in the Environmental Improvements programme and work in partnership to agree and prioritise work for this programme.
- ❑ Members of the Federation were asked to contribute to the council's Housing Strategy and other policies and strategies.
- ❑ The Federation have made joint applications with the council for funding for participation/development projects,
- ❑ As appropriate guest speakers/other service providers attend the Federation.

The Federation is fully constituted and holds a bi-monthly meeting with its members, the day usually consists of a guest speaker followed by Housing Management and officers in the afternoon. All meetings are minuted and many officers from the council or other areas of interest are invited to the meetings. The meetings are held at venues around the county.

Another major function of The Federation is that volunteer training is identified and volunteers, residents and tenants of DCC and other social housing can attend Trafford Hall Training Centre near Chester.

The courses are excellent and invaluable to all community volunteers, to find out more give Paula or Denise a ring on **01824 712964**.

Email: **Paula.stubbs@denbighshire.gov.uk**

Or **denise.roebuck@denbighshire.gov.uk**

The Marsh Rd Community Centre, UPDATE Resource Centre, Maes Emlyn Resource Centre, Bruton Park Neighbourhood Centre and Pengwern, Llangollen resource centre are part of the Federation's associations.

These centres are open to all residents. Opening times are as follows:

**Marsh** - Tuesday – Friday 10.00am -1.30pm

**Maes Emlyn** – As and when required

**UPDATE** – Thursday 9:30am – 12:30pm

**Pengwern** – Bookings only

**Bruton Park** – Monday, Wednesday and Friday  
10:00am till 3pm



## The Federation helps communities achieve many things such as:

- ❑ Successful litter picking days and general rubbish removal
- ❑ The Federation office holds 30 litter pickers for associations.
- ❑ Fun days for all the community: held at various associations during the summer months.
- ❑ Holding regular surgeries on benefits, rents, repairs and lettings.
- ❑ Hosting successful courses such, as Tai Chi, Intergenerational lunches, arts and crafts etc.

To contact your nearest association is telephone:

John Paulus, Rhyl –	01745 336828
Jane Allen, Rhyl –	01745 343771
Val Dodd, Rhyl –	01745 362459
Lynda Slater, Llangollen –	01978 861174
Steve Beach, Ruthin –	01824 704586
Bob Paterson, Meliden –	01745 851067
John Martin, Denbigh –	01745 816581
Ray Barnes, Prestatyn –	01745 855064
Jean Sherriff, Rhyl –	01745 353784
Joan Mitchell, Rhyl –	01745 332606
Margaret Fowlie, Ruthin –	01824 703376

Your nearest Resource Centre and telephone number is:

Bruton Park, Resource Centre, Rhyl –	<b>01745 336828</b>
Maes Emlyn -	<b>01745 345002</b>
Marsh, Resource Centre, Rhyl –	<b>01745 362459</b>
Pengwern, Resource Centre, Llangollen –	<b>01978 861249</b>
UPDATE, Denbigh –	<b>01745 816581</b>



As the chair of UPDATE and Denbighshire Tenants & Residents Federation (DTARF), I feel it is important for tenants to help influence the way Denbighshire deliver services to tenants with the help of the T.P.O.'s (Tenant Participation Officers) who guide us in the right direction.

I would like to thank DTARF for all their hard work throughout the year even though it has not been easy. DTARF have been involved in a number of groups and discussions to help improve and influence Housing Services. There are exciting times ahead with changes to the way we participate and have more of an input which will improve the services we receive.

# Denbighshire Housing Services

## Frozen or Burst Pipe Advice Sheet

During the winter months it is important to be mindful of the risk of frozen or burst pipes. By following the simple steps below during extreme cold spells can significantly help reduce or even prevent damage to your home and belongings.

### General Advice:

- Identify the location of your stop tap or Surestop switch (blue switch where fitted) Stop taps are normally located under the kitchen sink or downstairs toilet.
- Make sure the area around the stop tap is always accessible so that you can turn the tap off easily in an emergency.
- Identify the location of the gate valves for your hot and cold water tanks (where fitted) usually located close to the tanks themselves, for example in an airing cupboard.
- Isolate your outside toilet & other services during cold weather by shutting the stop tap next to the toilet or turning the inline isolator valve off with a flat headed screwdriver.
- If you do experience a frozen water supply it will usually be around the immediate stop tap area.
- If you are away from home for a duration of time during the winter months then please turn off your water supply at either the stop tap or Surestop switch and drain down the system (as explained below.)

### What to do in the event of a frozen pipe:

- Turn off the stop tap or use your Surestop switch.
- Gently thaw the pipe with either a hot-water bottle or a hairdryer (**never attempt to thaw a pipe with a naked flame.**)
- Inspect the area for any bulges in the pipe work below or above the stop tap, report any discernable bulges as soon as possible to Customer Services.
- Temporarily insulate the area with a towel or blanket to prevent the pipe from freezing again.

### What to do in the event of a burst pipe:

- Immediately turn off the water supply either at the stop tap or Surestop switch.
- Drain the system down by turning on all the taps in the property; this may take up to 15 minutes to completely drain down. Turn the taps off after the system has drained.
- If the electrics to your house are getting wet then turn off the electricity supply at the consumer unit or the main isolator switch next to the consumer unit.
- Report the burst to Customer Services as soon as possible.





# Local Tenant Participation Strategy 2011

The Welsh Government asked all councils to hold an intensive review of the Local Tenant Participation Strategy and Action Plan. In Denbighshire the document has undergone many changes and is a much more robust, customer friendly and evidence based



document than the previous strategy. The Strategy was crafted in a genuine partnership with tenants and residents and forms part of a wider programme of service review and improvement presently being undertaken by the department. The Housing Department genuinely want their tenants involved in making the service excellent and one to be proud of.

In order to do this we need your help in: participating, consulting and engaging at a level chosen by you. Please look at the following list of options for ways to get involved with our service. To help we have estimated the time necessary to be a part of the method of participation.

## Menu of Option

We will do this by the following methods and have given an indication of time necessary to be involved per month:

Time needed per month – approximately 3 hours



- Tenant and resident associations
- Denbighshire Tenant & Resident Federation (DTARF)
- Community Voice – When an association cannot be achieved there is an opportunity to elect a person who represents a smaller number (10), of council homes.

Denise Roebuck,  
Tenant Participation Officer, Housing Services  
64 Brighton Road, RHYL, Denbighshire, LL18 3HN  
Tel: 01824 712964 Fax: 01824 712977  
E-mail: [denise.roebuck@denbighshire.gov.uk](mailto:denise.roebuck@denbighshire.gov.uk)



# Sub Groups

Per 6 weeks to 2 months – approximately 2 hours



- Environmental Improvements – Monitor and prioritise the WHQS Environmental Improvements programme
- Sheltered Housing – Monitor and Review the sheltered housing service and all they provide
- Repairs – Monitor and review the repairs service and actively get involved and undertake random sample surveys of tenants views
- Improvements – Monitor and review the refurbishment programme on all housing stock to include the procurement and selection of contractors
- Policy and Performance Group – this group will look at new policies and review existing policies. Also be instrumental in improving performance of the Housing Service
- Mystery Shoppers – tenants are given the remit to phone any part of our service and carry out a survey of our services. To ensure that we are following our corporate answering policy and customer service guidelines
- Tenant Inspectors – Tenants are asked to shadow officers and analyse the services we provide
- Resident Forums – Forums will be set up around the county when the community or Housing Services have items to discuss and want the views of residents
- Quality partners
- Conferences
- A rent monitoring sub group – this is a partnership between council officers and tenants, and they review and monitor arrears and examine issues like rental value

Input when convenient - approximately 15 minutes



- Utilise new technology – social networking sites.

Dedicated Role per month – approximately 3 hours



- Tenant Participation Champion is the Lead Member for Housing
- Consulting, where this is appropriate, with ethnic minority groups and people with disabilities
- Consulting with individual tenants on the consultation register
- Holding meetings on specific issues with individual tenants, residents and where this is appropriate, the wider community e.g. estate walk about
- Actively encourage more youth groups.
- Collate information for training analysis and needs
- Repairs sample surveys carried out annually by tenants and staff
- Improvements group to conduct a random sample survey of refurbished properties
- Involve tenants on a Policy and Performance Monitoring Group

## Our Pledge:

- Carrying out home visits where requested.



Consulting, where this is appropriate, with other community groups (like community councils)

As part of this strategy we want to consult with tenants to identify any barriers that might stop them participating. We will contact tenant groups and individual tenants to see where there are any barriers and how we can overcome them. We will do this through consultation and continuous review

So that tenant participation becomes the mainstream way of working, all sections and Departments must agree to focus on staff training and support over the next 12 months and beyond. To encourage participation across the organisation, we will develop a training and support framework to help build the knowledge, support and understanding of all staff and elected Members about tenant participation

New legislation will be publicised

**Focus Areas**

All efforts will be made to consult in the early stages of policies and strategies instead of only at the implementation stage

D.T.A.R.F. will review the rights and voting system etc for Community Voices to ensure they have the same status as an association.

Our involvement/activities are integrated within all service areas, recognising the necessity for tenant involvement

# Asset Management

## - WHQS Improvement Programme Update

Our capital improvement programme has now been underway for nearly 6 years. By April 2012, Housing Services will have successfully improved some 2700 properties within our stock. The work has included replacement kitchens, new bathroom, rewires, modern central heating systems and replacement windows and doors. Our final programme of works is due to commence from April 2012 and will target properties which already partially meet the Welsh Housing Quality Standard. The first programme on this scheme will see internal improvements to our properties in Denbigh & Henllan, with phases 2 & 3 shortly following during the summer months in our more rural villages and towns including Ruthin, Corwen and Llangollen.

As part of the improvement programme we have completed a large number of bathroom adaptations in our sheltered properties, this has helped our residents stay in their homes and lead more independent lives. We are also improving the energy efficiency of our homes by installing energy saving light bulbs as part of our rewire programmes and installing loft and cavity wall installation after each property has been fully improved.

Tenant satisfaction remains excellent, our most recent survey has concluded that 99% of our tenants were happy with the work completed in their homes, with all indications being for us to achieve a similar level of tenants satisfaction on our current phase of work.



Tenant satisfaction data is relayed back to the improvement sub group who in turn update the Denbighshire Tenants and Residents Federation. The information we have gathered over the years has been instrumental in developing the current programme and ensuring our contractors continually provide a quality service.



A significant level of work is completed during each refurbishment, from time to time there maybe a defect with either a product or an installation following the improvement work. To ensure defects are identified, we complete a series of checks within 12 months of a property being completed.

Any works indicated as defective can then be rectified by our contractors within their 12 month defects liability period. If your home has been improved within the last 12 months and has an outstanding defect then please notify your **Tenant Liaison Officer on 01824 712933 who will arrange any necessary repair work.**

In the future we intend to investigate new innovations which will help ensure the sustainability of our stock and develop our external environmental improvement schemes to compliment the work we have completed during our refurbishment programmes.

# How Long Will I Have To Wait to be Housed . . . ?

You may remember asking the question yourself, or have relatives who have asked more recently; "How long will I have to wait to get a Council House, or a Transfer?" The answer is always, it depends on, firstly, the circumstances of the individual or household applying (as assessed by their Waiting List points), and secondly, the number of vacancies which become available for re-letting. It is not possible to talk about every individual's points but it is possible to talk about vacancy levels.

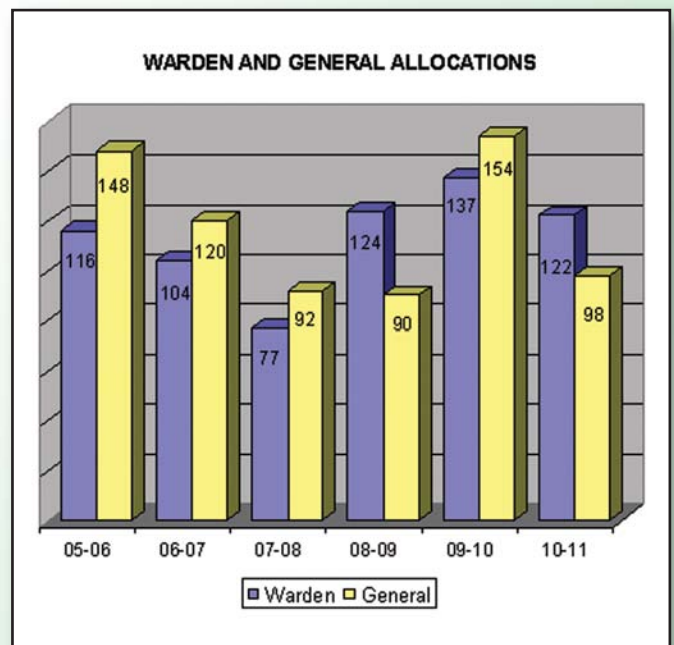
As the Council itself is unable to build more properties, vacancies only occur if someone decides to move; maybe to start a new job, move into a Care Home, or unfortunately, in the case of our oldest and infirm residents pass away. So roughly speaking, there are only about 200 vacancies a year in Council accommodation.

Sometimes, this creates the opportunity to move a few more people around. The Council has a Transfer Incentive Scheme, where tenants can get a cash payment of £500, plus the cost of removals, to move from a large family home to a small convenient flat, (ideal for those who are planning their retirement). So depending on which properties become available a few more 'allocations', to use the jargon, take place. But, sadly, 200 or 220 properties don't make much of an impact with thousands of people on the List. On top of this, there is the problem that a lot of the allocations are made to one and two bed 'Warden Assisted' properties for older, or severely disabled applicants. These will not suit younger people or families.

With this in mind there has been some rethinking taking place at the Housing Department. We are asking ourselves; 'Is it fair to even suggest to people that they might possibly get Council accommodation, when really they won't?'

Should we not be advising them about the best way to access the Private Rented Sector, or more recent innovations, e.g. Low Cost Home Ownership, or Intermediate Market Rents with a Housing Association? (Housing Associations are still developing some new housing and have their own waiting lists.) We'll tell you more when our research is a bit further along.

In the meantime, we have issued new application forms to everyone on the List as we have had to make a number of changes to the Council's Point's Scheme, to comply with High Court legislation. This new system will start in January. It will take a number of months to work through them but we will be writing out to say what your personal points total is. If you still want to be considered, and you haven't returned your new form, please send it in!



For further information please contact:  
Housing Options Team,  
64 Brighton Road, RHYL,  
Denbighshire, LL18 3HN  
[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)  
or phone - **01824 708367**

# CHICKEN & VEGETABLE CRUNCHY PIE

## Ingredients:

**PASTRY** 1 lb/500g Plain Flour  
 ½ lb/250g Margarine  
 Pepper

**FILLING** 670g Diced Chicken  
 335g Diced Carrots  
 335g Diced Swede  
 170g Diced Onions  
 1 tbsp Marmite  
 Pepper  
 1 tsp Mixed Herbs  
 600g of tomatoes (tin & chopped)  
 130g Chick Peas  
 100g Lentils  
 100g Gravy Mix

## Method:

1. Rub margarine and flour to form breadcrumbs, split mixture in half (keep ½ crumbs for topping). Add water to remaining ½ to make pastry.
2. Saute the chicken and onions, add seasoning.
3. Cover meat with water and simmer until tender.
4. Add vegetables and lentils, cook until softened.
5. Thicken with gravy mix, leave to cool slightly.
6. Place meat into pastry and top with crumbs.
7. Cook until golden brown. Electric 180° Gas 4 for 25 minutes.

**PORTIONS 6**



## CHILDREN IN NEED

# £450 RAISED

by the Housing Department

Diabetes Awareness – Joanne Berrisford and Louise Jones raised **£170** by walking around the Great Orme in Llanduduno.

St Kentigern's Hospice – Duncan Jones climbed up Kilimanjaro and raised **£1300** for the hospice.

Movember – Institute of Cancer Research and the Prostate Cancer Charity. The total amount raised is now **£206.50**.

It's time to wear it pink  
 it's time to beat breast cancer

## 'Wear it Pink'

# £241.83 raised

Making a grand total of **£2368.33** that has been collected for various charities by the staff of Housing Services.

## Energy Suppliers



Most of the main energy suppliers have a **Warm Home discount** initiative some on an **0800** number each with separate rules e.g. those with a long term illness or disability who are in receipt of means tested benefits or household income less than £16,190. Customers are also eligible if they spend more than 10% of income on keeping their home at 21C (70F) if that income is less than £16,190 (British Gas).

Others (NPOWER, Scottish Power and SSE) say their customers are eligible if they are on Income Support, income-related ESA or income based Jobseeker's Allowance and have a child under 5 or getting disability child tax credit or a disability premium.

**Please ask your energy supplier.**



**To improve our services we need your help, please join us. We are aiming for excellence and want to listen to our customers to help improve services.**

*“When residents become involved communities thrive”*

## **Housing Service Improvement Plan**

Denbighshire County Council’s Housing Services are preparing service improvement plans for the following areas:

- Responsive maintenance, empty properties and gas servicing
- Lettings and empty property management
- Major Repairs and Improvement Works
- Rent Income and arrears management
- Value for Money
- Diversity
- Access and customer care
- Housing Management – Anti Social behaviour & estate management

We are also preparing to draw up Lettable Standards; which will set minimum standards for empty properties.

We are looking for customers to help us to improve all of the areas above. If you would like to get involved we’d love to hear from you.

Looking forward to hearing from you.

**Name:** .....

**Address:** .....

**Telephone:** .....

**E-mail:** .....

Details to: Denise Roebuck, Tenant Participation Officer, 64 Brighton Road, Rhyl, Denbighshire LL18 3HN.

Telephone – **01824 712964** or email **denise.roebuck@denbighshire.gov.uk**

Alternatively go to [www.denbighshire.gov.uk/housing](http://www.denbighshire.gov.uk/housing) and follow the link to register your interest in participating.





# Have Your Say!

**Your comments and suggestions are welcomed !!**

We are interested in finding out how you feel about the Housing Service. Can you please spare 5 minutes to complete the following questionnaire?

The information you give will be used to help us to improve the way we deliver our services.

The information that you give us will be treated in the strictest confidence and will only be used for the purposes of this project. We guarantee that none of your personal information will be passed on to any other organisation or individual.

**1** How would you prefer to talk to us?  
Tick as many boxes as apply.

- Telephone
- E-mail
- Letter
- Fax
- In Person/Visit to Housing Office
- Public meeting
- In your own home
- In a small group
- Other, write in below

**2** How easy or difficult was it to contact the Housing Service? Tick one box only.

- Very Easy
- Fairly Easy
- Fairly Difficult
- Very Difficult
- Don't Know

**3** In what language would you prefer to communicate with Housing staff?

- Welsh
- English
- Other:

**4** **Your Neighbourhood** Are you happy with your estate or neighbourhood? If you are, what do you enjoy most?

How could your neighbourhood be improved?

**5** Please give us your contact details:

Name:

Address:

Postcode:

Telephone Number:

**6** **Newsletter:** What have you enjoyed most in this Newsletter?

What would you like to see in future Newsletters?

If you would like to participate and give your views to Housing Services please contact Denise Roebuck, Tenant Participation Officer, Tel: **01824 712964**

Please return:  
**Housing Services, FAO Denise Roebuck,  
 Tenant Participation Officer, 64 Brighton Road,  
 RHYL, Denbighshire, LL18 3HN.**  
*Thank you!*