

# SHELTERED HOUSING NEWS

## GARDENING CONTEST WINNERS ANNOUNCED

In August we announced the winners of our first gardening contest solely for sheltered housing tenants.

Winners and runners up were presented with certificates at their schemes by Cllr Lisa Phipps, the council's Cabinet Member for Homes and Places, who was accompanied by members of the judging panel: Clive Davies, Vice Chair of Caerphilly Homes Task Group and a tenant in Rhymney, Bill Rothwell, prize winning gardener and tenant from Markham, and Liz Bayliss, Tenant Participation Officer.

Prizes were also donated to winners by Ystrad Mynach based builders' merchants D Emlyn Lloyd, Woodfields Nursery, also in Ystrad Mynach, and Caerphilly Garden Centre.

Cllr Lisa Phipps said "This is the first year that we've held a gardening contest solely for sheltered housing tenants; the number and calibre of entries we've received has been incredibly high. I'd like to thank and congratulate everyone who entered for their efforts and to the judging panel for their time in the difficult task of choosing our winners."

WINNERS AND RUNNERS UP:

### **Best communal garden**

**1st place** - Maesteg, Pentwynmawr

**2nd place** - Highfield Court, Newbridge

**3rd place** - Ty Melin, Crospenmaen

### **Best hanging basket / pot / container**

**1st place** - Maureen Beddis, Horeb Court

**2nd place** - Pamela Gundy, Horeb Court

**3rd place** - Ernest Marshall, Greenacre Drive

### **Best garden (individual)**

**1st place** - Ronald & Margaret Jones, The Willows

**2nd place** - Helen Thomas, The Willows

**3rd place** - Susan Williams, The Willows



# PUZZLE PAGE

(ANSWERS CAN BE FOUND ON PAGE 8)

C	B	F	I	S	K	Z	Q	J	H	I	K	A	P	T
O	R	E	F	I	W	X	C	O	G	H	Q	M	T	R
N	T	C	E	I	D	A	L	W	J	L	I	M	O	O
W	D	K	A	R	D	Y	N	C	Q	D	E	P	N	P
Y	Z	S	Z	E	H	R	V	S	N	Q	V	Q	Y	W
N	Q	A	B	E	R	G	A	V	E	N	N	Y	P	E
Z	E	H	A	L	K	P	H	C	O	A	I	D	A	N
F	Q	D	V	O	E	T	H	C	P	U	B	S	N	U
E	L	A	D	N	R	E	F	I	S	W	I	Z	D	I
T	Q	G	U	A	Q	M	R	K	L	Z	Y	A	Y	Z
R	G	D	N	T	E	L	R	V	D	L	J	W	U	S
W	R	E	X	H	A	M	J	A	C	U	Y	N	N	Y
R	P	W	X	X	U	U	L	K	X	X	X	R	I	C
H	Y	N	R	F	S	B	X	G	L	L	Y	S	O	S
P	Q	K	V	V	K	S	N	A	L	H	N	A	T	W

## Word search

Find the hidden Wales place names.

Abergavenny

Caerphilly

Cardiff

Conwy

Ferndale

Holyhead

Newport

Penarth

Swansea

Tonypandy

Usk

Wrexham

		1		3	7	8		4
5				4				
				2		7	3	
							1	
			5		2			3
			3	1		6		
7		2	4			3	8	6
	1			7	8			2

## Sudoku

The rules of the game are simple - each of the nine blocks has to contain all numbers 1-9 within its squares. Each number can only appear once in a row, column or box.

# BE SCAM AWARE

Unfortunately anyone can be targeted by a scam at any time and in many cases the victim may not even realise that they have been targeted. There are many different types of scams and they take many different forms. It is important that you remain vigilant at all times and if you are unsure about something then make sure that you thoroughly check it out before going any further or seek advice. There is help out there, but ultimately if you are unsure then say no or do not proceed.

If you are a victim of a scam then the worst thing you can do is to do nothing. This will only result in the fraudster getting away with what they have done and is free to target other victims. By acting on your misfortune and reporting the scam you may well help to make sure that others don't fall victim to the same fraud. If the scam



is financial then you must contact your bank or card provider immediately, and tell them how you have been affected. This will enable your bank or card provider to act quickly and prevent you losing more money. They may even have a chance of pursuing the fraudster.

You can report the scam to the police and you can contact Action Fraud using the online fraud reporting

tool on their website **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**. You can do this any time of the day or night. You can also report fraud by calling the **Action Fraud team on 0300 123 2040**.

If you're concerned about any callers to your home or sheltered housing scheme do not allow them access and contact the **Older Persons' Housing Team on 01443 811431**.

## SERVICE CHARGES

Letters containing details of this year's service charges have now been sent out and all tenants should have received their copy.

If you have any queries, please contact the Older Persons' Housing Team on 01443 811431.

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# SHELTERED HOUSING TENANTS SUPPORT POPPY APPEAL

Tenants from a number of our sheltered housing schemes have been busy with their needles over the past few months knitting and crocheting poppies to donate to this year's Poppy Appeal.

Schemes that took part in poppy making include The Willows (Bedwas), Heol Islwyn (Nelson), Horeb Court (Trinant), Prospect Place (Abertysswg) and Woodland View (Wattsville).

The Poppy Appeal is the Royal British Legion's biggest fundraising campaign held every year in November, the period of Remembrance.



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## CHRISTMAS TREE CONTEST



We're very excited to announce that, following last year's success, our 'best dressed communal lounge Christmas tree' contest is back again!

Christmas trees will need to be ready by 8th December, ready for judging to take place the following week. Judges will be members of Caerphilly Homes staff from outside the Older Persons'

Housing Team. There will be 1st, 2nd and 3rd place prizes. Winners will be announced week commencing 16th of December.

If your scheme would like to take part please let your Sheltered Housing Officer know by Friday 22nd November at the latest.

## WOULD YOU LIKE TO HELP IMPROVE THE SHELTERED HOUSING NEWSLETTER AND OTHER INFORMATION WE SEND TO TENANTS?



If the answer is yes and you have some time to spare then we need you! We are currently recruiting for new Armchair Reviewers throughout the county borough. By becoming an Armchair Reviewer you have the opportunity to share your views on our draft

newsletters before they are sent out to everyone and all from the comfort of your own home.

In addition, every time you complete a survey you will be entered into a prize draw to win £25 in High Street shopping vouchers. For

more information about getting involved please contact either Liz or Gail on 01443 811433/434. You can also text the Tenant Community Involvement team on 07919 627530 or email: [tenantinvolvement@caerphilly.gov.uk](mailto:tenantinvolvement@caerphilly.gov.uk).

## STAY SAFE THIS CHRISTMAS

As the festive season approaches, we wanted to take this opportunity to offer some fire safety advice when thinking about your Christmas decorations.

- Keep all corridors and escape routes clear at all times.
- Don't obstruct fire doors.
- Don't cover any essential signage, e.g. emergency signs, fire notices, etc.
- Don't overload sockets or extension leads. If you

do use an extension lead make sure wires aren't trailing across the floor, causing a trip hazard.

- Don't place fairy lights next to any flammable materials and remember to turn lights off when you go out and overnight.
- Don't use outside lights in an inside area and vice versa.
- Avoid using candles.
- Avoid decorations made of light tissue or cardboard.

- Don't put decorations near any source of heat, e.g. on top of radiators. Also, if you have portable heaters, avoid placing them close to furnishings or decorations.

Please speak to your Sheltered Housing Officer if you would like further advice or a Home Safety Check carried out by South Wales Fire and Rescue Service.



## ACTIVITIES ROUND UP

The past year has seen over 200 activities, events and trips held for sheltered housing tenants.

As well as regular coffee mornings and bingo, tenants have also been getting creative in arts and crafts sessions. In addition, schemes have enjoyed school choir performances, pamper sessions delivered by students from Coleg Gwent and first aid awareness training from British Red Cross. Connect Gwent and South Wales Fire and Rescue Service have also delivered a number of crime prevention and fire safety talks in our sheltered housing schemes.

Future activities and events planned include gentle exercise classes, talks on preventing falls, IT classes and gardening clubs. We also hope to build on the success of the intergenerational project held between tenants at St Gwladys Court in Bargoed and pupils from the nearby Heolddu Comprehensive School, by rolling this out to other schemes.

### UPCOMING TRIPS:

**Wednesday 13th November -**

McArthur Glen Designer Outlet, Pen-y-bont ar Ogwr

**Wednesday 4th December -**  
Swansea Christmas Market

For more information about the trips or other activities and events available for sheltered housing tenants contact Victoria Roper, Activities Co-ordinator, on 01443 866449 or email [olderpersonshousing@caerphilly.gov.uk](mailto:olderpersonshousing@caerphilly.gov.uk)



# WELSH HOUSING QUALITY STANDARD UPDATE

Our Welsh Housing Quality Standard (WHQS) improvement programme continues to make great progress in our sheltered housing schemes.

Some schemes have had a considerable amount of work carried out and we're very grateful to all tenants affected for their patience and understanding.

## INTERNAL AND EXTERNAL IMPROVEMENTS

Since the start of this financial year, internal and external works have been completed at Ty Mynyddislwyn, Pleasant Place and Oaklands.

We're still carrying out work at a number of schemes,

including St Gwladys Court, Grove Estate, Alexandra Court, Prospect Place, Tredegar Court and Heol Islwyn. Works have also recently begun at Hafod y Bryn and works are due to begin soon at Greenacre Drive.

There are also a number of schemes where, due to the scale of the works needed, improvements will be carried out after 2020. Meetings have now been held with tenants at each of these schemes to inform them what to expect and when.

## ENVIRONMENTAL IMPROVEMENTS

Thanks to everyone who took the time to meet with our WHQS Environmental Officers to discuss improvements in the outdoor spaces at your schemes. Thanks to your input environmental improvements at sheltered housing schemes is also progressing well.

Environmental improvements have been completed at Horeb Court, Maesteg, Gwyddon Court and The Ranks. Work is still ongoing to deliver environmental improvements at Y Glyn, Prospect Place, St Clare's, Waunrhydd, Oaklands,

St Gwladys Court, Ysgwyddgwyn, Glynsyfi, Grove Estate 1 & 2, Pleasant Place, Ty Bedwellty,

Greenacre Drive, The Willows, Glyn Derw, Alexandra Court, Ty Mynyddislwyn and Woodland View.



## ANSWERS TO PUZZLES ON PAGE 2

C	B	F	I	S	K	Z	Q	J	H	I	K	A	P	T
O	R	E	F	I	W	X	C	O	G	H	Q	M	T	R
N	T	C	E	I	D	A	L	W	J	L	I	M	O	O
W	D	K	A	R	D	Y	N	C	Q	D	E	P	N	P
Y	Z	S	Z	E	H	R	V	S	N	Q	V	Q	Y	W
N	Q	A	B	E	R	G	A	V	E	N	N	Y	P	E
Z	E	H	A	L	K	P	H	C	O	A	I	D	A	N
F	Q	D	V	O	E	T	H	C	P	U	B	S	N	U
E	L	A	D	N	R	E	F	I	S	W	I	Z	D	I
T	Q	G	U	A	Q	M	R	K	L	Z	Y	A	Y	Z
R	G	D	N	T	E	L	R	V	D	L	J	W	U	S
W	R	E	X	H	A	M	J	A	C	U	Y	N	N	Y
R	P	W	X	X	U	U	L	K	X	X	X	R	I	C
H	Y	N	R	F	S	B	X	G	L	L	Y	S	O	S
P	Q	K	V	V	K	S	N	A	L	H	N	A	T	W

9	2	1	6	3	7	8	5	4
5	3	7	8	4	9	2	6	1
6	4	8	1	2	5	7	3	9
2	5	3	7	9	6	4	1	8
1	6	4	5	8	2	9	7	3
8	7	9	3	1	4	6	2	5
7	9	2	4	5	1	3	8	6
3	1	6	9	7	8	5	4	2
4	8	5	2	6	3	1	9	7

## Useful contacts

### Older Persons Services Team

Tel: 01443 811431

Email: [olderpersonshousing@caerphilly.gov.uk](mailto:olderpersonshousing@caerphilly.gov.uk)

### LOCAL HOUSING OFFICES:

#### Eastern Valleys

Tel: 01495 235974

Email: [eastvalleyaho@caerphilly.gov.uk](mailto:eastvalleyaho@caerphilly.gov.uk)

#### Upper Rhymney Valley

Tel: 01443 873535

Email: [urvaho@caerphilly.gov.uk](mailto:urvaho@caerphilly.gov.uk)

#### Lansbury Park

Tel: 02920 860917

Email: [lansburyparknho@caerphilly.gov.uk](mailto:lansburyparknho@caerphilly.gov.uk)

#### Graig-y-rhacca

Tel: 02920 853050

Email: [graisyrhaccanho@caerphilly.gov.uk](mailto:graisyrhaccanho@caerphilly.gov.uk)

### Report a repair

Tel: 01443 864886

Email: [dlopbe@caerphilly.gov.uk](mailto:dlopbe@caerphilly.gov.uk)

### WHQS enquiries

Tel: 01443 866497

Email: [whqsenquiries@caerphilly.gov.uk](mailto:whqsenquiries@caerphilly.gov.uk)

### Rents / Tenancy support

Tel: 01443 811450

Email: [rents@caerphilly.gov.uk](mailto:rents@caerphilly.gov.uk)

### Out of hours emergencies

Tel: 01443 875500

**If you suspect a gas leak call Wales and West Utilities on 0800 111 999**