

# OpenHouse

The Magazine for **Council Tenants and Leaseholders**

Issue 1 2023



Make the most of your space and help our estates to bloom by entering the Tenants' and Leaseholders' Gardening Competition – see details on pages 4-5



Return Address: City and County of Swansea,  
Civic Centre, Oystermouth Road, Swansea, SA1 3SN



Cyngor **Abertawe**  
**Swansea** Council

# What's Inside

## FEATURES

|  |   |
|--|---|
| The Welsh Housing Quality Standard ..... | 1 |
| Safeguarding and Abuse .....             | 3 |
| Your comments about Open House .....     | 3 |
| Gardening Competition 2023 .....         | 4 |

## LOCAL LINKS

|   |   |
|---|---|
| New walking and cycling routes in Swansea ..... | 6 |
|---|---|

## TENANCY AND ESTATE

|                                       |    |
|---------------------------------------|----|
| Renting Homes Update .....            | 7  |
| More Homes Update .....               | 8  |
| HomeSwapper .....                     | 10 |
| Swansea Spaces .....                  | 10 |
| Tenants' Voice .....                  | 11 |
| Independent Living News .....         | 12 |
| Repairs Reminder .....                | 14 |
| Keeping a Pet .....                   | 15 |
| My Housing - Your Online Solution ... | 15 |
| Support services .....                | 16 |

## GENERAL ADVICE

|  |    |
|--|----|
| Scams .....  | 17 |
| Condensation, mould and damp in your home .....                          | 18 |
| Gas Safety .....   | 21 |
| Working together to keep you safe - Fire Service training exercise ..... | 22 |
| Your waste, your responsibility! .....                                   | 22 |
| Recycling furniture .....  | 23 |
| Recycling Information .....  | 24 |
| Going Digital .....  | 26 |

## EQUALITIES

|                        |    |
|------------------------|----|
| Can we help you? ..... | 26 |
|------------------------|----|

**ALL INFORMATION IN OPENHOUSE IS CORRECT AT TIME OF GOING TO PRESS.**

# Welcome to Open House

Welcome to the latest edition of Open House. This edition starts with an update on the improvement works we are carrying out to our homes to ensure we meet the Welsh Housing Quality Standard (WHQS). The work doesn't stop there though as the Welsh Government is introducing new standards with a big emphasis on making homes more affordable to live in. We will keep you updated on the new standards and work to your home.

You can now enter our ever-popular Gardening Competition! We are continuing with a photo competition and there are lots of categories you can enter, whether you are a seasoned gardener or just discovering your green fingers. We love seeing your gardens and they brighten up our estates, so please enter! Details are on page 4-5.

Condensation, mould and damp has been in the news a lot recently and we know it's an issue for many people. We have put together information and advice on what to do if you are experiencing problems - see pages 18-21.

Finally, this is the last paper edition of Open House that will be posted to you. Future editions will be produced as a digital version that you can receive via email by signing up with us. We can still provide a paper version if you would prefer but you MUST let us know. Details of how to sign up for an email version or register to continue receiving a paper version are on page 26.

## Useful Contacts

|  |          |
|--|----------|
| Editor - Nicola Jackson .....            | ☎ 635045 |
| Repairs Contact Centre .....             | ☎ 635100 |
| Out of Hours Emergency Repairs .....     | ☎ 521500 |
| 24 hour Neighbourhood Support Unit ..... | ☎ 648507 |
| Housing Options .....                    | ☎ 533100 |
| Environment Contact Centre .....         | ☎ 635600 |
| Housing Benefit Queries .....            | ☎ 635353 |

### Central Area Housing Office

The CENTRAL AREA covers all the Townhill and Town Centre housing areas and are based in Townhill and Town Centre Housing Offices.

✉ [centralarea.housingoffice@swansea.gov.uk](mailto:centralarea.housingoffice@swansea.gov.uk) ☎ 01792 513900

### East Area Housing Office

The EAST AREA covers all the Eastside and Morrison housing areas and is based in Morrison Housing Office.

✉ [eastarea.housingoffice@swansea.gov.uk](mailto:eastarea.housingoffice@swansea.gov.uk) ☎ 01792 601720

### North Area Housing Office

The NORTH AREA covers all the Blaenymaes and Penlan housing areas and is based in Blaenymaes Housing Office.

✉ [northarea.housingoffice@swansea.gov.uk](mailto:northarea.housingoffice@swansea.gov.uk) ☎ 01792 534060

### West Area Housing Office

The WEST AREA covers all the Gorseinon, West Cross and Sketty housing areas and are based in Gorseinon Library Hub and Sketty Housing Offices.

✉ [westarea.housingoffice@swansea.gov.uk](mailto:westarea.housingoffice@swansea.gov.uk) ☎ 01792 897700

**If you require this information in a different format eg large print, Braille, disc or other, please contact Housing Customer Services ☎ 01792 635045 or visit our website**

🌐 [www.swansea.gov.uk/housing](http://www.swansea.gov.uk/housing) or email

✉ [housing@swansea.gov.uk](mailto:housing@swansea.gov.uk)

We welcome correspondence in Welsh and will deal with Welsh and English correspondence to the same standards and timescales.

# The Welsh Housing Quality Standard (WHQS) is the Welsh Government's target standard for all social housing in Wales



Llywodraeth Cymru  
Welsh Government

Since 2014 when the WHQS was first introduced, we have invested over £546m into improving our homes.

Welsh Government has contributed £165m towards the cost of the programme through their Major Repairs Allowance.

## Progress so far

The table below shows where the money is being spent. The largest area of spend has been on ensuring homes are in a good state of repair - this includes work such as improving homes with insulated render, renewing roofs, doors and windows.

| WHQS   | £                   |
|--|---------------------|
| In a good state of repair  | £217,934,000        |
| Safe and secure  | £68,355,000         |
| Adequately heated, fuel efficient and well insulated   | £33,630,000         |
| Contain up to date kitchens and bathrooms  | £147,218,000        |
| Located in safe and attractive environments  | £27,923,000         |
| Where possible, suitable for the specific needs of those living there, such as those with disabilities | £51,300,000         |
|  | <b>£546,360,000</b> |

## Compliance and Acceptable Fails

Each year, the Council has to update the Welsh Government on its progress on achieving the standard. Homes become WHQS compliant when



all WHQS elements are in reasonable condition and working as intended.

If any work is unable to be completed, it is referred to as an 'acceptable fail'. Examples include where the tenant is not able to have work done due to ill health, access cannot be gained to the property or the tenant has already carried out their own improvements.

As of 31st March 2022, 70% of Council homes are fully compliant and this is up from 57% the previous year. Of the remaining properties which have an acceptable fail, 15% is due to resident choice and



15% is due to timing (i.e. it wasn't convenient for the tenant to have the work done).

## WHQS Compliance

| WHQS Element       | Properties fully compliant | % of fully compliant properties |
|--------------------|----------------------------|---------------------------------|
| Roofing            | 13,447                     | 99%                             |
| Windows            | 13,634                     | 100%                            |
| Doors              | 13,535                     | 99%                             |
| Kitchens           | 12,117                     | 89%                             |
| Bathrooms          | 11,668                     | 86%                             |
| Heating systems    | 13,378                     | 98%                             |
| Energy rating      | 11,847                     | 87%                             |
| Electrical systems | 13,563                     | 99%                             |
| Smoke alarms       | 13,628                     | 100%                            |
| Gardens            | 10,980                     | 81%                             |

## Delivering WHQS and Supporting the community

Teams within the Council have worked hard to plan, design and deliver major repairs and improvements to large numbers of homes. A big part of the success has been the role of the Home Improvement Team (HIT) who have knocked thousands of doors to discuss the Council's planned improvements and ensure tenants know what has been planned for their home.

Investment in housing has a big economic impact locally - the Council's Building Services has appointed and trained over 60 apprentices and engaged a further 80 fully qualified trade employees in addition to the continued employment of over 300 staff.



The Council's Beyond Bricks and Mortar team helps local contractors provide training and job opportunities, especially for those who may previously have had barriers to employment in the past. The team helped create 89 jobs, 46 apprenticeships and numerous training and work experience opportunities.

## The Future

Welsh Government plans to raise housing standards even further - a new WHQS will have a big emphasis on homes being more affordable to live - the aim being to make them highly efficient, needing much less energy to heat but also for homes to be low carbon emitting places to live.



New standards are ambitious and homes will require new technologies, new skills to deliver these and major additional investment to achieve these.

Overall, the new standards will have a major positive impact on people's lives.

## More information

If you would like more information about major repairs and improvements planned for your home, please contact your Area Housing Office for details.

# Safeguarding and Abuse

Safeguarding simply means keeping people safe from harm. It's how schools, the police, social services, the health services and the public work together to keep children and adults who are at risk, safe from harm. Making sure that children and vulnerable adults are safe and protected is everyone's responsibility.

## Safeguarding children

If you think that a child - this is anyone under the age of 18 - is being harmed or neglected, or you believe them to be at risk, you should contact Swansea Single Point of Contact (SPOC). In an emergency situation where the child may be at immediate risk please contact ☎ **999**.

You can contact them on ☎ **01792 635700** in office hours or the Emergency Duty Team is available outside normal working hours on: ☎ **01792 775501**  
✉ [Singlepointofcontact@swansea.gov.uk](mailto:Singlepointofcontact@swansea.gov.uk).

## Safeguarding adults

A vulnerable adult is someone who is or may be in need of community care services by reason of mental or other disability, age or illness and who may be unable to take care of themselves or to protect themselves against harm or exploitation.

You can contact the Adult Safeguarding Team on ☎ **01792 636854** (in office hours)

✉ [AdultSafeguardingTeam@swansea.gov.uk](mailto:AdultSafeguardingTeam@swansea.gov.uk)

If you think that a criminal act has or may have taken place you can contact the police on ☎ **01792 456999** or ☎ **101**. In emergency circumstances please call ☎ **999**.

For more information please visit:

🌐 [www.swansea.gov.uk/safeguardingchildren](http://www.swansea.gov.uk/safeguardingchildren)

🌐 [www.swansea.gov.uk/childprotection](http://www.swansea.gov.uk/childprotection)

🌐 [www.swansea.gov.uk/safeguardingadultsconcerns](http://www.swansea.gov.uk/safeguardingadultsconcerns)

Once a report is received enquiries will be made which may result in different outcomes. Sometimes enquiries show no significant areas of concern for the child or vulnerable adult and there is no need for any further action to be taken. However it is better to have a situation checked out and find all is well than to ignore possible warning signs and endanger a child or vulnerable adult.

## Your comments about Open House

Do you have any comments about this edition of Open House magazine or any of the articles you have read? If so, you can either write to Housing Services, City and County of Swansea, Oystermouth Road, Swansea SA1 3SN, Freepost RSCT-JJZH-KLJZ or email to ✉ [housing@swansea.gov.uk](mailto:housing@swansea.gov.uk) or phone on ☎ **01792 635045**.

**Thank you for your time.** Please let us know if you are happy for your comments to be included in Open House magazine.

# Gardening Competition 2023

## We are pleased to announce the launch of the Tenants' and Leaseholders' Gardening Competition 2023!

This year, we are continuing with the photograph competition and there are plenty of categories for you to enter.

Whilst we are always happy to receive entries from our more experienced gardeners, you don't have to be an expert to enter. If you have recently discovered a love of gardening or you have made some improvements to your garden and would like to show them off, then this is the competition for you! What we really want to see is how you are making the effort to improve your surroundings and outdoor space. It really doesn't have to be perfect!

You can send us as little or as many photographs as you want to but please make sure you capture the amount of hard work and effort you have put in. Try to show your garden at its best!

The competition is open to all tenants and leaseholders in Swansea, so whether you have entered in previous years or are new to the competition, why not give it a go? You may even win a cash prize!

### This year's categories are:

- Best garden (1st, 2nd and 3rd place will be awarded)
- Best communal garden or sheltered complex
- Best use of a small space (container garden, baskets etc.)
- Best lifestyle garden
- Best edible garden
- Best wildflower garden
- Best newcomer
- Best sunflower (young person's category)
- Best eco garden (recycled materials, eco-friendly plants etc.)
- Best garden transformation



The garden transformation category is an ideal category to enter if you have been working hard at trying to improve your outdoor space. To be eligible to enter, you **MUST** send us a photo of your garden when you started the work and a photo as it is now. The transformation doesn't have to be complete - it can be a work in progress but we need to be able to see the difference you have made to the garden.



## How to enter

It is so easy to enter the competition. Please email a photograph(s) to: ✉ [Housing@swansea.gov.uk](mailto:Housing@swansea.gov.uk) or complete the online form on our website 🌐 [www.swansea.gov.uk/tenantgardeningcompetition](http://www.swansea.gov.uk/tenantgardeningcompetition)

Please include your name and address, the category or categories you are entering and your telephone number.

Alternatively, you can post your photo to Tenants' and Leaseholders' Gardening Competition, Swansea Council, Housing Services, Civic Centre, Oystermouth Road, Swansea SA1 3SN.

If you are unable to take a photograph of your garden, please email us or let your Housing Office know and we will arrange for someone to visit your garden and take one for you.

**The closing date for the competition is Friday 25th August 2023. Good luck!**

## Terms and conditions

- The competition is only open to tenants and leaseholders of Swansea Council.
- All photographs taken should be recent (within the last 6 months) and be an accurate reflection of your garden.
- A 1st, 2nd and 3rd place will be awarded to the winners of the Best Garden category. This can include either a front or back garden.
- Entries for the Edible Garden can be in containers or as part of a garden (indoor or outdoor).
- The 'Lifestyle Garden' must be well kept, but may not be considered a 'traditional' or 'formal' garden with a large variety of flowers and plants. It needs to make the best use of space to suit the lifestyle and needs of the family.
- The 'Best use of a small space' category refers to an area which cannot be considered a garden i.e. a small space outside a property.
- You do not have to be a new tenant or leaseholder to enter the 'Best newcomer' category but you must not have entered the competition previously.
- For the 'Best garden transformation', we would like to see how the garden looked previously and what you have done to transform it. It does not have to be a well-established garden or even finished, we are interested in seeing the work you have put into it. You will need to provide 'before' and 'after' photos.
- You can send in as many photographs as you want however, the competition will be judged on your gardening skills, not your photographic skills.
- The photographs should only show pictures of your garden and should not contain information that relates to your address or identifies you or members of your household.
- If you are unable to submit a picture yourself, you can ask another person to do so on your behalf. The person submitting the photograph must provide details of the competition participant.
- Please state clearly which category you are entering. You can enter more than one if you wish.
- We are unable to return any photographs that we receive by post.
- By entering the competition and sending us your photograph, you are giving your consent for us to use your photo on our website, social media pages and in future publications. We will retain the photograph for a period of 2 years after the competition closes.
- All entries will be checked and verified when the competition closes.

# LocalLinks

## New walking and cycling routes in Swansea



**Opportunities to walk and cycle in Swansea are increasing with the creation of three more routes across the city.**

Purpose built off road cycling and walking routes have been developed between Gorseinon and Penllergaer, along Ynysallan Road near Heol Las and between Morriston and Ynysforgan roundabout.

All the routes provide vital links to existing cycle and walking networks and enable residents to choose alternative ways to travel from one community to the next.

One recent route to get formally opened to the public is a section between Grovesend and Pontarddulais. The route at Grovesend has made use of a disused and overgrown railway track forgotten in time and has now been brought back to life, helping locals learn more about its industrial heritage.

As well as recently completing routes, there will be improvements to another off-road route stretching across Clyne Common between the village of Bishopston and Mayals Road.

Following completion of a route along Mayals Road last year, the latest plans will enable residents of Gower to safely walk and cycle between Gower and Swansea Bay.



### Want to contact the council?

Ever wanted to report an emergency to the council or someone else and not known who to call?

Keep this useful link close to hand:  
[swansea.gov.uk/emergencycontacts](http://swansea.gov.uk/emergencycontacts)

#HereFor  
Swansea





# Renting Homes Update

The Renting Homes (Wales) Act 2016 came into effect on 1st December 2022 and affects every tenant and landlord in the public and private rented sector in Wales, including Swansea Council as your landlord and you as our tenant.

## Working together

### for a safe home for all

One of the major changes introduced by the new Act is that 'occupation contracts' replace Tenancy Agreements. All tenants must be provided with a written statement of the contract. The written statement sets out the terms of your contract and explains what you can and cannot do and what Swansea Council, as your landlord, can and cannot do.

By now all tenants should have received a written statement of the contract.

You don't need to do anything with the contract, such as sign or return it. You should read it and keep it safe.

Also included with your contract is;

- Notice of Landlords Address Form RHW2 a form we are required to provide you with containing contact details for Swansea Council, as your landlord.
- Furniture Addendum only included if you have a furnished tenancy.

**If you find that any of the details on your new occupation contract are incorrect, such as the tenant's name, or you haven't received your contract, please advise your Area Housing Office.**

You can find out more information about the Renting Homes (Wales) Act 2016 on the Welsh Government's website: 📄 [www.gov.wales/housing-law-changing-renting-homes](http://www.gov.wales/housing-law-changing-renting-homes)

There is also an easy-read guide available to help you understand what is included in the new contracts. 📄 [www.gov.wales/tenants-housing-law-changing-renting-homes-easy-read](http://www.gov.wales/tenants-housing-law-changing-renting-homes-easy-read).

If you need more details about what this change means for you, please email

✉ [housing@swansea.gov.uk](mailto:housing@swansea.gov.uk) or call your Area Housing Office (details below) or Alison Winter, Participation Officer on 📞 **07775221453**.

**North Area Office** 📞 **01792 534060**

**East Area Office** 📞 **01792 601720**

**West Area Office** 📞 **01792 897700**

**Central Area Office** 📞 **01792 513900**

**NB Tenants who have begun their tenancy since 1st December 2022 will have received their written occupation contract when they signed for the property.**



**Whether you're a landlord or a tenant it is important you know what the changes mean for you.**

# More Homes Update

## New council homes ready to welcome tenants

Our More Homes programme continues to progress well. A number of new council homes have been built since the last update in Open House, along with conversions and purchases of ex-council properties.



The More Homes Programme is funded through various grants from the Welsh Government, for example, Innovative Housing Programme (IHP) grant, Social Housing Grant, along with money collected through council rents. We have an ambition to build 1,000 new energy-efficient council properties within a decade - the biggest council housebuilding project for a generation. This will help the council to increase amount the affordable homes in Swansea, reduce housing waiting lists and ensure we tackle homelessness effectively.

All our new build homes are built to a high standard, ensuring extremely high levels of insulation and include innovative renewable energy technologies such as ground source heat pumps, solar panels and tesla batteries. These ensure that the new homes are able to reduce the amount of energy used by tenants, for energy to be generated from the sun and for excess energy to be stored. This will ensure our tenants will have very low fuel bills and that our newly built homes are fit for the future.

## New builds

### Cherry Blossom Close, West Cross

The latest new council homes are in Cherry Blossom

Close, West Cross, on a site formerly known as The Circle. They were completed in March 2023. The new homes consist of 6 semi-detached bungalows.

The homes were built by the Council's Building Services team, helped along by a team of apprentices. The scheme provided the apprentices with the opportunity to build two properties themselves and to develop new skills working with modern energy related construction methods.

### Hillview, Clase

The Hillview Crescent in Clase development was completed in March 2022, consisting of 25 new energy efficient 3 bedroom homes. The new development is opposite the new YGG Tan-y-Lan Welsh medium primary School and also has an upgraded play area nearby.

**As well as the new build projects, work has been completed on converting empty properties:**

### Alexandra Road, Gorseinon

Two semi-detached three-bedroomed home conversions were completed in May 2023 at a former Social Services respite centre on Alexandra Road in Gorseinon.

Both new homes have been fitted out with new kitchens, new bathrooms, energy efficient uPVC windows, heating equipment and beautifully landscaped gardens - complete with a garden shed.



## Acacia Road, West Cross

Work was finished in December 2022 on the refurbishment of a former Social Services building in Acacia Road, West Cross. Two new three-bedroomed homes have been created - one of which is a fully adapted property.

## Ty Forest House

Ty Forest House was part of a terrace of council properties on Rhodfa'r Brain in Ravenhill and was converted into 3 family size houses in August 2022.

## Bryn House plus Residential Passivhaus Pods, Uplands

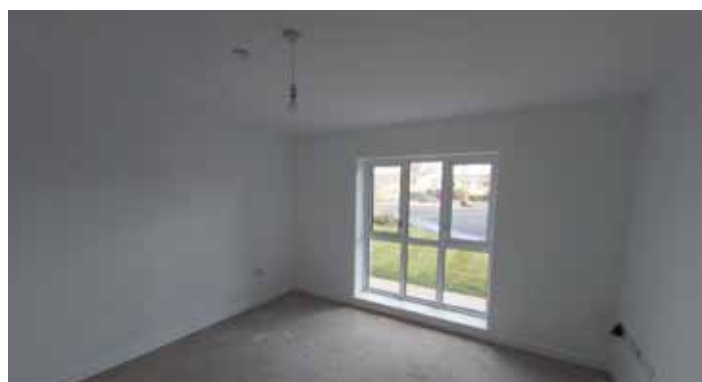
Work was completed in March 2022 to develop the former Bryn House Community Education Centre in Uplands to help tackle homelessness.

The building now provides four one-bedroom flats.

In addition, we have purchased five Passivhaus pods, the first of their kind in Swansea. The pods are self-contained one-bedroom apartments and are highly energy efficient, with minimal energy demand, helping to keep energy costs low. The pods were constructed off site and delivered via crane ready-built to speed up the construction process. They are providing much needed additional temporary accommodation for homeless households. The Welsh Government has provided funding for the scheme as part of its homelessness and housing related support services.

## Acquisitions

As part of the drive to increase the amount of social housing in Swansea, the Council also has an acquisition programme to buy back former council properties that were previously sold under the right to buy. To date 125 properties have been returned to the council's housing stock, which is an effective and quick way to add to the council's existing stock of 13,700 homes for rent to help ease pressure for more affordable homes for rent across Swansea.



# Want to move home?



## HomeSwapper can help!

HomeSwapper is the UK's biggest home swap service for social housing tenants and swapping your home with another tenant may be quicker than waiting for a transfer.

Swansea Council is a member of **HomeSwapper** and it's free for Swansea Council tenants to register and use.

You can register or log into your account at [www.homeswapper.co.uk](http://www.homeswapper.co.uk) or you can use the free **HomeSwapper app** on your phone or tablet - download the app from the Apple App Store or Google Play onto your phone or tablet.

You can find more advice and detailed articles about how to make the most of **HomeSwapper** at [www.homeswapper.me/homeswapper-blog/](http://www.homeswapper.me/homeswapper-blog/) or contact your local Area Housing Office.



## Swansea Spaces

**Swansea Spaces are places in Swansea that are offering a warm welcome to residents.**

You will not need to give a reason for your visit, just enjoy what's on offer in a safe, warm and welcoming space. There are a wide variety of places you can visit which offer different facilities, services and activities.

The council website has a map and a list of all the locations in Swansea and what you can expect whenever you visit.

Remember to also check what your local supermarkets and cafés are offering.

[www.swansea.gov.uk/swanseaspaces](http://www.swansea.gov.uk/swanseaspaces)



# Tenants' Voice



**My name is Alison Winter and I am your Participation Officer.**

**This is my regular update on tenant involvement in Swansea, where I provide you with news from local and citywide groups.**



## Return of Tenant Meetings

The last few months has seen the return of face to face meetings and it has been a pleasure to welcome so many familiar faces back. The Buildings and Repairs Group and Tenants Consultative Panel have been discussing damp and mould and specifically the recent measures the council has implemented to deal with this issue. The Open House Feedback Group met to discuss the last edition of Open House and the Independent Living Reps were given a presentation about Dementia. I look forward to seeing everyone again in the coming months for the next set of meetings. If anyone would like to have information about these groups please contact me.

## Participation and Engagement Strategy Action Plan

The Participation and Engagement Strategy and Action Plan is currently being reviewed. This strategy and action plan details how tenants can get involved in a way that suits them. More information about the strategy will be available in the next edition of Open House.

## “My Housing” Portal

The new “My Housing” Portal allows you to set up a personalised housing account from a smartphone, tablet, or PC that you can use at a time that suits you. It provides easy access to view your rent balance and transactions, pay your rent, request repairs,

keep track of any repairs reported, amend your personal details and send us messages or report housing management issues.

## Facebook

Swansea Council Housing has its own Facebook group, which any council tenant or leaseholder can join. We post useful information, advise you on updates and changes to the housing services and of course, answer any questions you may have. If you have any suggestions for topics that would like to include, please get in touch.

If you would like to join, search for Swansea Council Housing on Facebook, request to join and you will be asked the following questions 1. Lead tenant name, 2. Address, 3. Language Preference.

**Your request will only be approved if you answer these questions.**

## Have your say

You can get involved as much or as little as you like, you also don't need to attend meetings and can have your say from the comfort of your home.

If you would like to know more about any of the groups, portal or Facebook Group contact me by telephone on

☎ **01792 635043** or ☎ **07775221453**,

contact me via messenger or email me on

✉ **alison.winter@swansea.gov.uk**

# Independent Living News



## Celebrating the Coronation of King Charles III

Many complexes including Gelli Gardens in Birchgrove, William Morris Gardens in Port Tennant and Ty Dewi Sant held parties to celebrate the coronation of King Charles III. The festivities included an afternoon tea, a quiz, bingo and lots of fun and games. As you can see from the photos below, a good time was had by all!



## Communal Lounges

Phase 2 of the refurbishment of communal lounges in our Independent Living Schemes is nearly complete.

Dan Y Allt in Gowerton, Midland Court in St.Thomas and William Morris Gardens in Port Tennant have been redesigned with new furniture and accessories put in place.

Phase 3 will start in 2023 and we have a 5 year plan to upgrade as many of the lounges as possible in that time - by the end of this year we will have developed 12, so we are pleased with progress so far.

The lounges all receive high quality furniture and accessories suitable for use in older persons living schemes, giving them and future residents the ability to have multi-functional use of the rooms. Group activities, lunches, buffets and coffee mornings, social areas, comfortable snugs with sofas and chairs all allow our residents to make best use of the space and invite friends and family to join them.

It has been lovely to receive positive feedback from both residents and visitors, with many saying how homely, luxurious and elegant the rooms now look.



## Fun day at Maes Yr Efail

Maes yr Efail, Gorseinon and Dan Yr Allt, Gowerton were successful in their bids to Keep Wales Tidy for equipment to develop a community garden in the complexes. Both complexes received two planters, trellis and gardening equipment as well as a wildflower pack and an edible pack.

This has been a great opportunity for tenants to be involved with planting and education on different plants.

It has given us the opportunity to encourage tenants to start thinking about gardening and realising the benefits of making the sites more attractive themselves.

Dan yr Allt received hanging baskets and two nesting boxes which have a nest of young birds using this year.

Maes Yr Efail received insect boxes and bird boxes.

Lizzie Langshaw, Independent Living Officer at Dan Yr Allt said *"it was lovely seeing the tenants get involved and enjoy themselves. It has definitely sparked an interest from those involved to do more gardening on site which is great"*.



## Heol y Gors

Congratulations to the tenants at Heol y Gors, who have been busy planting and growing over the last year with the equipment they have received from the Places for Nature Grant. Well done and keep up the good work.



## Christine Bale, Conway Court

There were double celebrations for Independent Living Officer (ILO), Christine Bale of Conway Court, who has recently retired after working at the complex for 37 years. She has been the only ILO at Conway Court and has covered at other complexes too. Christine is loved and respected by both staff and tenants and everyone sends their love and best wishes for the future - you will be missed greatly.

Christine also recently celebrated a milestone birthday and we wish her many happy returns!



# Repairs Reminder

Did you know you can report a repair, track your repairs and view previous repairs on our Housing portal - Sign up/login here -  [housing.swansea.gov.uk](https://housing.swansea.gov.uk)

It's easy to report repairs online anytime, anywhere - just visit:  
 [www.swansea.gov.uk/requesthousingrepair](https://www.swansea.gov.uk/requesthousingrepair)

Report a repair online, the website is mobile friendly and perfect if you are on the go as you can use it at a time and place that's suits you.

If you can't get online, you can also telephone the Housing Repairs Call Centre on:

 **01792 635100**

They are open Monday - Thursday 8.30am - 5.00pm  
and Friday 8.30am - 4.30pm

## Emergency repairs

An emergency repair is any problem which could cause serious injury to you or anyone in your home.

They can only be reported by telephone to the above number. If it is out of hours (Monday - Thursday 5.00pm - 8.30am and Friday 4.30pm - Monday 8.30am) please ring:

 **01792 521500**

If you have a query about what repairs we will do, need an update on a repair you have already reported or just need general repairs advice simply  [hrcc@swansea.gov.uk](mailto:hrcc@swansea.gov.uk) or ring the above telephone number.



# Keeping a Pet

We understand that keeping pets can be important for tenants. They keep you company and can decrease stress, improve heart health, and even help children with their emotional and social skills.



If you are thinking about buying a pet, you must write to your Area Housing Office and ask permission first. We will not refuse your request if it is reasonable and your home is suitable. However, if your property is unsuitable for a pet, then your request may be declined.

If you already have a pet at your property and you have not informed your Area Housing Office, you will need to write and request retrospective permission. If we have not given permission, further action could be taken for breach of contract.

We do not allow pets in high rise blocks, however, some pets can be kept in low-rise flats as long as you have been granted permission from the Area Housing Office.

Pets must not cause annoyance to your neighbours or other residents.

You must also not keep horses, ponies etc. within the boundary of your home or on Council land.

If you require any further information on keeping pets, please contact your Area Housing Office.

## My Housing - Your Online Solution

**Available 24/7 and ready when you are.**  
**Managing your Council home - it's never been easier**

The online portal provides quick and easy access to all your household information.

- Pay your rent
- View your rent account
- Download and print your rent statements
- Report and then keep track of outstanding repairs
- View your details and keep them updated
- Report any household management issues
- Contact us



Sign up / log in here: [housing.swansea.gov.uk](https://housing.swansea.gov.uk)



# Support services

## Housing Benefit Claim

To make a new claim for Housing Benefit contact the **Take Up Team** ☎ **635353**

or email ✉ [newclaims4benefits@swansea.gov.uk](mailto:newclaims4benefits@swansea.gov.uk)

To discuss your existing claim with a Housing Benefit Officer please ring ☎ **635353** or email

✉ [benefits@swansea.gov.uk](mailto:benefits@swansea.gov.uk)

## Rents Team

If you are having difficulty with paying your rent account, contact the **Rents Team** on ☎ **01792 534064** or **07920 560243** ✉ [rentsteam@swansea.gov.uk](mailto:rentsteam@swansea.gov.uk)

## TSU Tenancy Support Unit

The **TSU** is run by the City & County of Swansea; they can offer a support worker to help with financial problems or any other support issues with your tenancy. Please contact your Rent Officer or the **Tenancy Support Unit** on ☎ **774360** if you feel you need support

## Housing Options

Money advice and debt advice -

Also free advice given if your tenancy is at risk.

☎ **01792 533100** ✉ [housingoptions@swansea.gov.uk](mailto:housingoptions@swansea.gov.uk)



## Swansea Citizens Advice

Second Floor, City Gates, 50a Wind Street, Swansea SA1 1EE

☎ **0300 3309 082** 🌐 [www.adviceguide.org.uk/wales.htm](http://www.adviceguide.org.uk/wales.htm)



If you are threatened with homelessness they will offer you free advice and assistance ☎ **01792 469400**

Housing Advice helpline ☎ **08000 495 495**

🌐 [www.sheltercymru.org.uk/shelter/home/](http://www.sheltercymru.org.uk/shelter/home/)



Stepchange Debt Advice ☎ **0800 138 1111**

🌐 [www.stepchange.org](http://www.stepchange.org)



For advice on how to get into work

☎ **01792 637112** 🌐 [www.workways.wales](http://www.workways.wales)

✉ [workways+@swansea.gov.uk](mailto:workways+@swansea.gov.uk)

# Scams

There are a number of scams currently circulating, which try to get personal information from you, enabling scammers to access your bank accounts.



## Cost of Living Payments

The Department for Work and Pensions has issued a warning following reports of scam phone calls, emails and text messages. The recipient is asked to claim or apply for the Cost of Living Payment by registering via a link. The links in the emails and texts lead to genuine looking websites that are designed to steal personal and financial information.

It is important to remember, if you are eligible for cost of living assistance, you do not need to apply for the payment or contact the DWP directly. Payment to you is automatic and the DWP will never ask for personal details by SMS or email.

Do **NOT** click on any links that may be sent to you via text or email.

**NEVER** provide Bank Details to an untrustworthy source. Official Bodies such as the DWP would never request this information from you via Text.

## Text and What's app scams

Scammers are increasingly using text messages to contact people. For example, you receive a text from a family member who claim they have lost their phone and need money from you. These texts can be very convincing and if



you reply to them, the scammer will engage in conversation with you. Please be alert when receiving this type of message! Never send money to **ANYONE** who contacts you out of the blue. Do some checks!

## Recognising a scam

It might be a scam if:

- It seems too good to be true - for example, a holiday that's much cheaper than you'd expect.
- Someone you don't know contacts you unexpectedly.
- You suspect you're not dealing with a real company - for example, if there's no postal address.
- You've been asked to transfer money quickly.
- You've been asked to give away personal information like passwords or PINs.
- You haven't had written confirmation of what's been agreed.

Don't click on or download anything you don't trust - for example, if you get an email from a company with a strange email address. Doing this could infect your computer with a virus. Make sure your antivirus software is up to date to give you more protection. **Do not give your personal information to anyone!**

If you believe you are the victim of a scam, you should report it to Action Fraud online at [www.actionfraud.police.uk/report\\_fraud](https://www.actionfraud.police.uk/report_fraud) or phone ☎ **0300 123 2040**. You can also report it to Trading Standards via the Council website [www.swansea.gov.uk/reportascam](https://www.swansea.gov.uk/reportascam)

# Condensation, mould and damp in your home

**We get lots of reports of condensation, mould and damp - all can be serious, but the way of dealing with them are different.**

Condensation is caused by too much moisture in the air and can lead to mould. Damp, which is not condensation, is usually caused by structural or repair issues, such as, a defective damp proof course or displaced roof tiles.

## What is condensation?

There is always moisture in the air, even if you cannot see it. It is produced from normal day to day living. Condensation occurs when warm moist air makes contact with cold surfaces, which then causes the air to cool down and turn into droplets of water - for example when your windows steam up.

Waking up to condensation on windows is a familiar sight for most people, especially

in winter. It is not usually a problem and will clear if windows are opened briefly to provide natural ventilation. However, if condensation occurs over a long time and doesn't clear due to lack of ventilation, other symptoms will start to appear such as damp patches on walls, peeling wallpaper and ultimately black mould growth. Most of our homes are also double glazed with draught seals on doors and windows which can also stop moist air from escaping.

## How do you know if you have condensation?

If your home is suffering from condensation you will start to see signs of it very quickly which include:

- Streaming windows (i.e. water droplets on them).
- Damp areas on walls.



- Wallpaper peeling.
- Signs of mould growth.
- Musty smell on clothes in wardrobes.

If condensation is left to develop into mould it can lead to an unsightly, musty property. It can also trigger or make worse health problems such as asthma and other complaints.

## Reducing condensation








You can reduce the amount of condensation in your home by producing less water and by letting moist air escape from your home. Here are some handy tips:

### General

- Open windows in the morning for 20 minutes to air your home.
- Leave trickle vents on windows open all year round.

## Do you know how much moisture everyday activities produce?

**Total amount of moisture produced in your home in one day 28 Pints**

|                                       |   |         |
|---------------------------------------|---|---------|
| Drying clothes                        |   | 9 Pints |
| Cooking & boiling a kettle            |   | 6 Pints |
| One Medium size pet                   |  | 4 Pints |
| Two People active for one day         |  | 3 Pints |
| Using a paraffin or bottle gas heater |  | 3 Pints |
| Having a bath or shower               |  | 2 Pints |
| Washing clothes                       |  | 1 Pint  |

- Do not block trickle vents and wall vents.
- Wipe down all surfaces and windows affected by condensation every morning - **this is your responsibility**.
- Try and keep heating on low for several hours a day when it's cold - if your home is warm condensation is less likely.
- Keep interior doors slightly open to allow air and heat to circulate (unless cooking or bathing).
- If you have Positive Input Ventilation (PIV) which is sometimes referred to as a Drimaster, leave it on at all times, keep windows and external doors shut.
- PIVs will reduce air moisture, (humidity) in your home. Homes containing high levels of humidity are more expensive to heat. PIVs can help reduce heating bills.
- Some extractor fans are designed to be left switched on all the time. They will activate themselves on and off as humidity (moisture in the air) increases. Do not switch them off at the wall.
- Most extractor fans fitted by the council cost around £5 a year to run.
- Leave a gap between furniture and the walls to

help air circulation.

- Keep lids on fish tanks.
- Don't use bottled gas heaters (Calor etc.).
- Make sure your home is insulated - the Council offers free loft insulation for its tenants.

### When cooking

- Always cook with pan lids on and turn the heat down once the water has boiled.
- Open kitchen windows slightly and shut doors and turn on your extractor fan if it is manually operated. Allow the fan to run for about 15 minutes after you've finished cooking.
- Extractor fans that are designed to remain on at all times will automatically remove excess moisture in the air.
- Don't use your gas cooker to heat your kitchen.

### When bathing

- When filling the bath, run the cold water first - it will reduce the steam that leads to condensation by up to 90%.
- Always use the extractor fan when having a bath or shower and let it run until the condensation has cleared.

- Keep the bathroom door shut to stop moisture escaping.
- Wipe all cold and moist surfaces with a dry cloth so they are dry.

### Washing and drying laundry

- Never dry washing on radiators - use an airer.
- Dry washing outdoors if possible, or put it in the bathroom with the door closed and the window open or extractor fan on.
- Vent your tumble dryer to the outside (you can buy DIY kits for this) unless it is a self-condensing type.

### Treating mould

If you notice mould growing in your home you should treat it straight away to prevent it from spreading and causing more damage.

- Do **NOT** use bleach to treat the mould.
- Sterilise the affected area with a suitable fungicidal wash (available from most DIY stores). Ensure that you follow the manufacturer's instructions.
- Keep checking the affected area for a week and if necessary, treat the area again.
- Using a mould inhibiting emulsion paint for walls and ceiling decoration will help prevent mould from returning.

## What happens when you report condensation, mould and damp to us?

We will arrange for a repairs inspector to visit your home to investigate what could be causing the problems.

The inspector will look to see if any underlying structural defects are contributing to the condensation and mould problems such as:

- water penetration through the external walls and roof.
- rising damp - dampness from the ground rising up into the building walls.
- unsuitable cavity wall insulation.
- Leaking internal water pipes.

They will also look at the levels of moisture/water

vapour produced inside the house as high levels can cause condensation which can lead to mould.

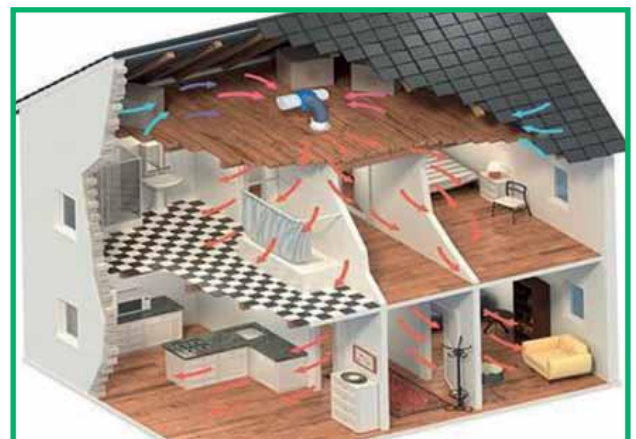
### Depending on what the outcome of the inspection is repairs and treatments may include:

- Repairs to building walls/roof to eliminate penetrating or rising damp.
- Increasing insulation.
- Installing wall extractor fans and positive input system (PIV) eg drimaster for ventilation throughout your home.
- Treat the effects of black mould caused by condensation with mould inhibiting solution.
- We will also give you advice on how to reduce condensation and mould and how to prevent it from re-occurring.

### PIV (Positive Input Ventilation) Systems

We often install PIVs to help with the ventilation in your home if you are having problems with condensation. These are also known as drimasters.

- They are usually installed into the attic of your home (or on the outside if you have no attic) and vents will be placed in your ceiling.
- You need to leave it on at all times, keep your windows and external doors shut but the trickle vents on your windows open. Most models will switch themselves on when needed and off when not automatically.
- They will reduce humidity in the air drawing clean, fresh air from the attic's natural ventilation points, through your home and push the moist air out through the trickle vents.
- They help reduce condensation, mould and damp and also help improve internal air quality.



If you have problems with condensation and mould in your home, please contact the Housing Repairs Call Centre on ☎ 01792 635100

📄 [www.swansea.gov.uk/requesthousingrepair](http://www.swansea.gov.uk/requesthousingrepair)

📄 [www.swansea.gov.uk/tenantcondensationproblems](http://www.swansea.gov.uk/tenantcondensationproblems)

My Housing app - Sign up / log in:

📄 [housing.swansea.gov.uk](http://housing.swansea.gov.uk)

For support and advice with your bills and cost of living:

📄 [www.swansea.gov.uk/costoflivinghelp](http://www.swansea.gov.uk/costoflivinghelp)



# Gas Safety

## What to do if you smell gas

- Turn off the gas emergency control valve (also called gas emergency shut off valve) at the meter unless the meter is in a basement or cellar or at the LPG bulk tank or storage vessels.
- Open doors and windows to get rid of the gas and get fresh air into property. If safe to do so. If not evacuate the property if needed.
- Extinguish all naked flames and don't smoke. Don't operate electrical switches (including turning light switches on or off) because this can ignite escaping gas.
- Call the National Gas Emergency Service on 0800 111 999, this phone number will be located on your gas meter, and it is a free number. Do not use the phone inside the property.

## Things you can do

- When buying your own gas appliance for example a cooker, make sure it is marked with the British Standard Kite Mark.
- Gas cookers **MUST** be installed by a registered Gas Safe Engineer. You can check your engineer's registration on the gas safe register and all engineers will carry ID.

- Only buy from a reputable retailer.
- Any other gas or heating work that is carried out at your property will need approval from your Area Housing Office.

## Who can help

- You must check and service your gas appliances regularly.
- The Council must, by law, carry out a gas safety check on all appliances once a year - **this is free**.  
You must allow us into your home to do this check.  
We will service and repair all appliances we have installed.  
Remember this is for your safety.
- During the check we will service the gas appliance or appliances.
- Gas cookers will be subject to a safety visual check.
- We will also need access to your gas meter and often flue inspections are carried out in the attic.
- If you miss the engineer call, a card will be left with a contact number for the gas section office. Tel: ☎ 01792 511011.

# Working together to keep you safe - Fire Service training exercise

The Fire Service and Housing work closely together to ensure our buildings and the community are safe.

One way we do this is through the fire service undertaking training exercises in our properties.

Earlier this year, our high rise blocks of flats hosted the Fire Service as they carried out training exercises on high rise fire-fighting techniques.

In the exercises, a dummy is placed in a flat and a smoke machine is used to fill the flat with smoke. A fire light was set up in a window as a visual clue of a fire. Crews are being trained to search for the dummies in the flat and different set-ups are used so as many crew members as possible can have experience of searching a flat.

The Fire Service and the Housing Service find these exercises to be really useful in helping to practice and maintain skills and procedures. We also both learn new things that could help the fire service in a real-life situation to tackle a fire as quickly as possible.



## YOUR WASTE, YOUR RESPONSIBILITY!



Fly-tipping is the illegal dumping of waste and can apply to everything from black bags to furniture, mattresses, electricals and more.

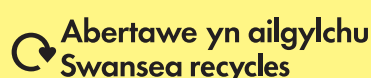
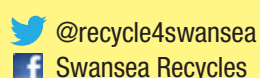
If you're caught fly-tipping you may be issued with a Fixed Penalty Notice for up to £400 with more serious cases carry unlimited fines and even imprisonment!

You may also be issued with a Fixed Penalty Notice of £300 if you give your waste to somebody who then goes on to fly tip that waste, instead of disposing of it legally.

### Need to get rid of some excess or bulky waste?

Don't sweat it, there are plenty of options available to you:

- ✓ To get rid of old furniture or large electrical appliances you can book a bulky waste collection through Swansea Council for a small fee at [www.swansea.gov.uk/bulkywaste](http://www.swansea.gov.uk/bulkywaste)
- ✓ Alternatively you can pay for a licensed waste contractor to remove your waste, remember to check they're registered first at [www.naturalresources.wales/checkwaste](http://www.naturalresources.wales/checkwaste)
- ✓ If the items you're getting rid of are still in working condition why not sell or offer them for free to others on an online platform or app?
- ✓ If you have a car you can take excess or large items of waste to a recycling centre free of charge. See a full list of locations and the items accepted at each at [www.swansea.gov.uk/recyclingcentres](http://www.swansea.gov.uk/recyclingcentres)





# Recycling furniture

**Before you go out and buy brand new items of furniture and white goods, it may be worth considering some of the other options available.**

Recycling or reusing items that still have plenty of use in them is now becoming the more responsible choice for people. Recycling reduces what goes to landfill sites, it reduces waste and is the more environmentally sustainable option to buying new. Also, choosing to re-use furniture and white goods is a lower cost option than buying brand new. If you are on a low income or are having trouble buying or replacing furniture and white goods in your homes, there are plenty of places in Swansea that offer a wide range of items for your home. Here are some places to try:

**Barnado's charity shops:** Here you will find homeware, pre-loved fashion and so much more. You can also donate goods and volunteer.

📍 [www.barnardos.org.uk/shops/our-shops](http://www.barnardos.org.uk/shops/our-shops)

**British Heart Foundation:** A great range of quality preloved furniture, electricals and homewares from sofas, tables, beds and wardrobes to TVs and home appliances. 📍 [www.bhf.org.uk/what-we-do/find-bhf-near-you/swansea2-furniture-electrical-store](http://www.bhf.org.uk/what-we-do/find-bhf-near-you/swansea2-furniture-electrical-store)

The nearest store is -  
Unit 8 St David's Retail Park, Llansamlet  
Swansea SA6 8QL

**British Red Cross:** Pre-loved furniture and electrical goods. 📍 [www/redcross.org/shop/find-a-charity-shop/swansea-furniture-and-electrical](http://www.redcross.org/shop/find-a-charity-shop/swansea-furniture-and-electrical)

The nearest store is -  
228 Oxford Street, Swansea SA1 3BJ



**Cancer Research Swansea Superstore:** Clothing, accessories, books, DVDs and CDs, homewares, furniture and small electricals.

📍 [www.cancerresearchuk.org/get-involved/find-a-shop/swansea-superstore](http://www.cancerresearchuk.org/get-involved/find-a-shop/swansea-superstore)

The nearest store is -  
Unit 3, Pontarddulais Retail Park  
Swansea SA5 4BA

**Enfys:** Buy donated furniture that has been restored. You can also donate furniture and other items.

📍 [www.enfys.org/](http://www.enfys.org/)

**Wales Air Ambulance charity shops:** Buy or donate furniture, homeware, clothing and more.

📍 [www.walesairambulance.com/pages/category/our-shops](http://www.walesairambulance.com/pages/category/our-shops)

**Tip Treasures:** A 'Reuse' shop that's sells a variety of items that have been taken to recycling centres or donated by residents of Swansea that are considered too good to go to landfill. Items available for sale and accepted for donation, Electrical goods, Furniture, Clothes, Homeware. Tip Treasures can be found at:

Llansamlet Household Waste Recycling Centre  
Swansea Council Baling Plant (commercial site)  
6, Swansea Enterprise Park, Ferryboat Cl,  
Llansamlet, Swansea SA6 8QN

More information can be found here:

📍 [www.swansea.gov.uk/tiptreasures](http://www.swansea.gov.uk/tiptreasures)



Siop Aildefnyddio  
**Trysorau'r Tip**



**Tip Treasures**  
Reuse Shop

[www.abertawe.gov.uk/trysoraurtip](http://www.abertawe.gov.uk/trysoraurtip)  
[www.swansea.gov.uk/tiptreasures](http://www.swansea.gov.uk/tiptreasures)

PRYNWCH BUY  
AILDDEFNYDDIWCH REUSE  
ATGYWEIRIWCH REPAIR  
RHOWCH DONATE

Canolfan Ailgylchu **LLANSAMLET** Recycling Centre

@ailgylchutawe @recycle4swansea  
Ailgylchu dros Abertawe Swansea Recycles



**PEIDIWCH Â CHAEL DIRWY!**

Ni ddylai deunydd  
**AILGYLCHU**  
fod mewn sach ddu



**DON'T GET A FINE!**

**RECYCLING**  
doesn't belong in  
black bags

@ailgylchutawe  
@Recycle4Swansea

Abertawe yn ailgylchu  
Swansea recycles

Ailgylchu Abertawe  
Swansea Recycles

# Reusable Nappy Cashback Scheme

Make the Switch to reusable nappies today and Swansea council will reimburse you up to **£100** towards the cost!



## Why Switch?

**Reduce Waste!** In the time it takes to potty train an average child will use **5,000** disposable nappies. That's **156** black bags going to landfill.

**Save Money!** Save up to **£500** per year on disposable nappy costs.

**No more Nappy Rash!** Reusable nappies are made from natural fibres so won't irritate the baby's skin.

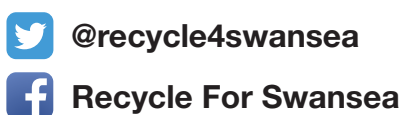
**Easy to Use and Wash!** Velcro and popper fastenings mean no pins are needed and nappies are machine washable.

**Fun & stylish!** They come in a wide range of colourful designs, patterns and fabrics.



## Apply today!

The scheme is open to all residents of the City and County of Swansea. For a full list of terms and conditions and to apply online go to [www.swansea.gov.uk/nappies](http://www.swansea.gov.uk/nappies)



## Need more Green bags or Food liners?

You can request these bags from the crews on collection day by attaching the reorder tag to your green bags or food waste bin on the kerbside. This is the most convenient and environmentally friendly way of obtaining green bags and food waste liners.

### If you're having problems getting bags this way?

Please email ✉ [recycling@swansea.gov.uk](mailto:recycling@swansea.gov.uk) or phone ☎ **01792 635600** so that we can look into the problem.

# Going Digital

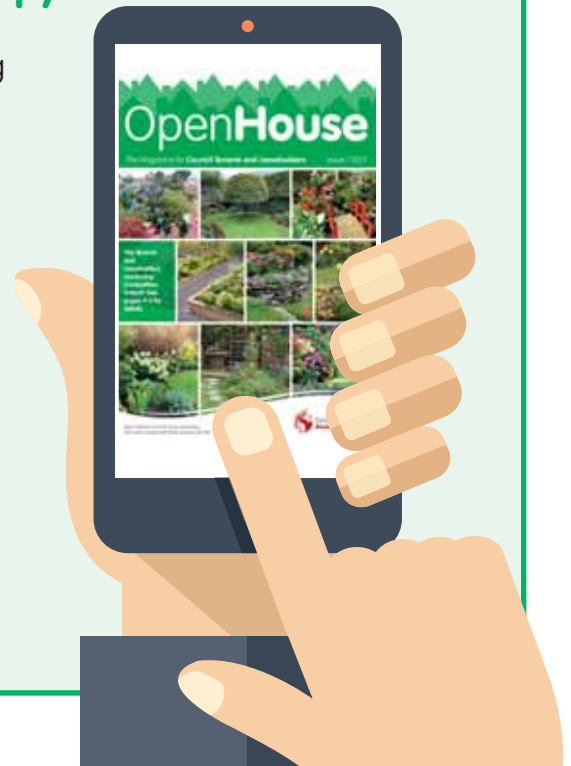
The Council is committed to working towards reducing our greenhouse gas emissions and achieving Net Zero by 2030. Everyone has a role to play in this and as part of our aim, we are taking steps to reduce our carbon footprint wherever possible. One way to contribute to this is to produce less paper. Therefore, this edition of Open House is the last one where you will automatically receive a paper copy.

For future editions of Open House magazine, we will be producing a digital version which you can receive via email. You can sign up for this via our website 📄 [www.swansea.gov.uk/openhouse](http://www.swansea.gov.uk/openhouse)

If you have already signed up for the digital version, you will continue to receive it providing we have an up to date email address for you. If you need to update your details, please get in touch.

However, if you would like to continue receiving a paper copy of Open House, you can do so but you **MUST** let us know. You can email us at ✉ [housing@swansea.gov.uk](mailto:housing@swansea.gov.uk) or telephone us on ☎ **01792 635045**.

Current and past issues of Open House are always available on our website for you to read and if you have requested alternative formats such as large print, these will continue to be sent to you.



## Can we help you?

Do you have difficulty reading small print or perhaps you sometimes feel bogged down by the amount of information you see on letters, leaflets and application forms.

If this is the case we can provide information to you in other ways. We can send you information in Large Print, Braille, or audio format. If you are a Welsh Speaker or are learning the language we can also provide information to you in Welsh.

To receive information in an alternative format, please let the staff at your Area Housing Office know or contact the Customer Services Team on ☎ **01792 635045** ✉ [housing@swansea.gov.uk](mailto:housing@swansea.gov.uk)

If you need help completing a form that we have given you, please ask your Area Housing Office staff for help.

It's important to us that you are able to have access to all of the services which are available to you from the Housing Service; so if you would like us to do things differently for you, please just ask and we will be pleased to do so.