

OpenHouse

The Magazine for **Council Tenants and Leaseholders**

Issue 1 2021



The Tenants and Leaseholders Gardening Competition is back! See pages 4-5 for details.



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



Cyngor **Abertawe**
Swansea Council

What's Inside

FEATURES

| | |
|---|---|
| Need help getting online | 1 |
| Climate Change | 2 |
| Cycle Paths | 3 |
| Gardening Competition 2021 | 4 |
| Changing the way we deliver the District Housing Office service | 5 |

TENANCY AND ESTATE

| | |
|--|----|
| Tenants' Voice | 6 |
| Decarbonisation week | 6 |
| Housing Estate Management Strategy 2021-2025 | 7 |
| Sheltered Housing News | 8 |
| New Homes Update | 9 |
| The Welsh Housing Quality Standard (WHQS) Capital Programme Update 2020/21 | 10 |
| Rent payment methods | 12 |
| Support services | 13 |
| Your Tenancy Agreement is changing | 14 |
| Your comments about Open House | 15 |

GENERAL ADVICE

| | |
|--|----|
| Contents Insurance | 15 |
| HomeSwapper | 16 |
| Recycling - Keep It Out! | 18 |
| Kerbside Recycling and Black Bag Collections | 19 |
| Book your visit to Llansamlet Recycling Centre | 20 |

EQUALITIES

| | |
|------------------------|----|
| Can we help you? | 20 |
|------------------------|----|

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

Welcome to Open House

Welcome to the latest edition of our tenants and leaseholders magazine.

We've included a very interesting article on climate change with information with what we, as a Council, are doing to help reduce our carbon footprint. Find out more about this on page 2-3

I am very pleased to say that the tenants and leaseholders gardening competition is back this year. Due to the pandemic we were unable to run the competition last year, but this year it's easier than ever to enter. Send us a picture of your garden, let us know what category you are entering, provide a few details and that's it. We welcome all entries - so why not give it a go! See page 4-5 for further details.

Following consultation we have a new Housing Estate Management Strategy 2021- 2025 in place, you can find out more details on page 7 The strategy outlines how services will be developed and delivered on your estates for the next 4 years.

We know from previous feedback that you enjoy reading about our new council homes so we've included the latest update on page 9. As well as our new build projects there's also other work ongoing to develop an existing building to help tackle homelessness.

We hope you enjoy reading Open House but as always, we welcome your feedback.

Rachel Cole, Editor

Useful Contacts

| | |
|--|----------|
| Editor - Rachel Cole | ☎ 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 will be based in Townhill and Town Centre Housing Offices.

✉ centralarea.housingoffice@swansea.gov.uk ☎ 01792 513900

East Area Housing Office

The EAST AREA covers all the Eastside and Morrision housing areas and will be based in Morrision Housing Office.

✉ eastarea.housingoffice@swansea.gov.uk ☎ 01792 601720

North Area Housing Office

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

✉ 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 will be based in Gorseinon Library Hub and Sketty Housing Offices.

✉ 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 or email

✉ housing@swansea.gov.uk

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

GET
SWANSEA
ONLINE



DEWCH
AR-LEIN
ABERTAWE

NEED HELP GETTING ONLINE?



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Email: lifelong.learning@swansea.gov.uk

Tel: 01792 637101



Cyngor **Abertawe**
Swansea Council

Climate Change

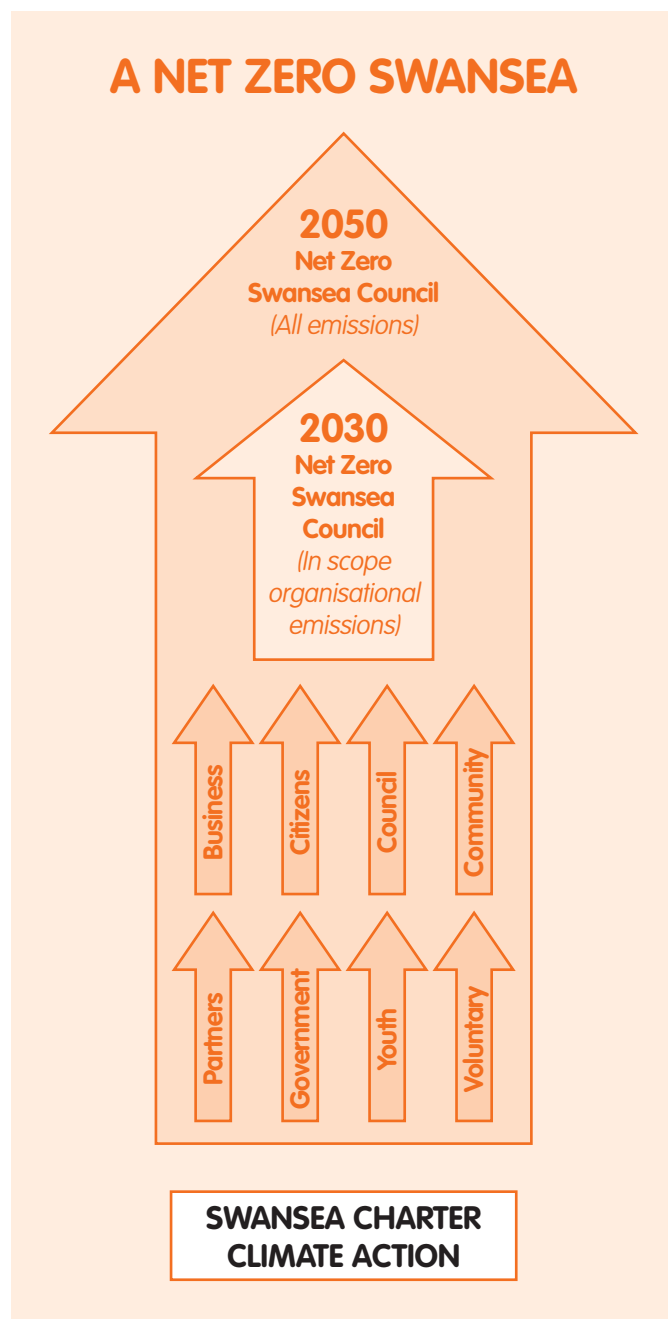
The effects of climate change are already being felt in Swansea. In recent years, Swansea has experienced flooding, extreme storms and wildfires. This means climate change is not only a global but a local problem with significant local impacts particularly for the most vulnerable members of our community.

Forecasts anticipate hotter, drier summers and milder, wetter winters with more extreme weather events. The Swansea our grandchildren will grow up in may be very different from our own, but the good news is we can work together to make that future positive.

Our climate emergency In 2019, Swansea Council declared a Climate Emergency and has followed this up with an action plan to reduce our organisational emissions, a policy review so we make sure we tackle climate change as part of everything the Council does and plans for engagement to work with partners and citizens in striving for a net zero carbon Swansea by 2050.













The Climate Change Charter In order to lead by example, Swansea Council has signed an organisational Climate Change Charter. This is so we can build on and accelerate the good work that reduced our carbon emissions by 55% from 2010 levels. We hope to encourage our partner organisations and the public in committing to a net zero Swansea.

The journey so far... We have an organisational target of **a net zero Swansea Council by 2030**. This means reducing and offsetting carbon emissions from the council's activities and estate. But to make a real difference the whole of Swansea has to reduce its carbon footprint. Everyone needs to get involved in making changes. Our ambition is **for a net zero Swansea by 2050**.



If you are keen to find out more about how you can get involved, please go to www.swansea.gov.uk/climatechange to register your interest.

A Net Zero Swansea Council by 2030 - The journey so far

| | | | |
|--|---|--|---|
|  <p>A 55% reduction on 2010 Carbon Reduction Commitment emissions in 2019/2020</p> | <p>A Pension Fund commitment to reduce fossil fuel investments by 50% over 4 years</p>  | <p>P </p> <p>12 Council car parks electric vehicle charge points installed serving 32 recharging bays</p> | <p>All our electricity if from 100% renewable energy sources</p>  |
|  <p>580kw of community solar energy panels benefit our schools and communities</p> | <p>New Council houses are super-energy-efficient built to a "Swansea Standard" with solar battery storage and air source heat pumps</p>  |  <p>Our cycle network has grown 25% over 3 years</p> | <p>Our fleet runs 40 electric vans and an electric car!</p>  |
|  <p>Eco-Schools early joiners</p> | <p>64% recycling levels by 19/20 target achieved by Swansea</p>  |  <p>21,053 street lights upgraded to low emission LEDs</p> | <p>Dragon Energy Island and Swansea Bay Tidal Lagoon championed</p>  |

Cycle Paths

Walking and cycling routes are being developed throughout Swansea to help improve the local environment and keep people healthy.

Swansea Council has received more than £3million from the Welsh Government Active Travel Programme which is being used to construct a number of shared use paths in communities across Swansea.

The new paths link up existing cycle and walking routes and help expand the overall cycling and walking infrastructure throughout Swansea.

The new paths include –

- A new 600m shared use path along Swansea's foreshore between St Helen's sports ground and the Guildhall.
- New off-road routes along Mayals road and through Clyne.
- A new 900 metre off-road link between the A48 and the DVLA to run adjacent to Clasemont Road, Morriston.
- A new 1.46km path in Townhill (the Ravine),

linking up with Carmarthen Road which will help provide direct links into the City Centre.

- An off-road link in Morriston with improvements to existing paths and better links to the main route along the River Tawe.
- Improved links to Swansea Enterprise Park, with a new 700m path alongside Jersey Road and will help boost links for residents in Winch Wen.

A 1.4km shared use path between Kingsbridge and Gowerton has recently opened and a further path is also planned to link directly to Gowerton train station.

If you fancy being more active and want to start walking or cycling more, now is the time to try! The Swansea Bayways website can help you plan your route 📍 www.swanseabayways.co.uk





Gardening Competition 2021

We are pleased to announce that the Tenants and Leaseholders Gardening Competition is back!

This year, it is slightly different in that we would like you to send us a photograph of your garden.

Whether you are a budding gardener or very green fingered and would like to show us your gardening skills, then send us a photo that shows the hard work and effort you have put in. 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?

There are cash prizes of £25-£100 to be won!

The categories for the competition are:

- Best Garden (1st, 2nd and 3rd place)
- Best Garden in a Sheltered Complex
- Best use of a small space (e.g. balcony, container garden, baskets etc.)
- Best Lifestyle garden
- Best Edible garden

Terms and conditions

- The competition is only open to Council tenants and leaseholders in Swansea.
- 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 balcony or a small space outside a flat.
- You can send in one photo or multiple photos, however the competition will be judged on your gardening skills and 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 photo 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.

How to enter

It is easier than ever to enter. You can email a photo of your garden to -
✉ Housing@swansea.gov.uk or complete the online form on our website
📄 www.swansea.gov.uk/tenantsgardeningcompetition

Please include your name and address, the category 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.

The closing date for the competition is Friday 20th August 2021. We look forward to seeing your gardens!



Changing the way we deliver the District Housing Office service

The Housing Service has been looking at ways it can modernise and improve the way we deliver our services to you.

What changes are we making?

We will be:

Reorganising the District Housing Office (DHO) service so staff will be working out of 4 areas covering the North, West, East and Central parts of the city.

Staff will be delivering services for:

- The North area covering Blaenymaes/Penlan housing stock from Blaenymaes DHO.
- The West area covering Sketty/West Cross/Gorseinon housing stock from Sketty DHO and Gorseinon DHO which has moved into the nearby library at West Street.
- The East area covering Morriston/Eastside housing stock from Morriston DHO.
- The Central area will cover the Townhill/Town Centre housing stock from the Townhill and Town Centre DHOs.

These changes will help us to improve services and:

- Carry out more home and estate visits and hold local Housing and Rent advice surgeries in community buildings for those who may be unable to travel to the nearest Housing office.
- Upgrade our telephone systems so you can contact your Neighbourhood officers directly via their individual telephone numbers in addition to the normal route of telephoning the main office numbers if needed.
- Improve our online services for how you can pay your rent, report repairs etc.

At the time of printing, Covid restrictions remain in place. Housing Offices will however reopen to the public as soon as restrictions are eased. In the meantime please be assured that housing staff are continuing to deliver services and can be contacted via the local Housing Offices.

📄 www.swansea.gov.uk/NOmap

📄 www.swansea.gov.uk/contacthousing

We will write to you nearer the time with more information on where we will hold the rent and housing surgeries and changes to online services.

Tenants' Voice



My name is Alison Winter and I am your Participation Officer

In past editions of Open House, I have used this page to update you on what has been discussed in Local Neighbourhood groups and City and Countywide groups. Whilst we have not been able to meet face to face in recent months, I have enjoyed speaking to many of you by telephone and having a chat and a catch up.



You can still continue to be involved, have your say and stay in touch.



As well as contacting me by telephone, you can text me on 📞 **07775221453**, contact me via Messenger or email me ✉️ **Alison.winter@swansea.gov.uk**

We continue to hold online meetings via group calls using Microsoft Teams. If you are interested in taking part, please can you send me your name, address and email address. Full support will be available to help you set this up on your device or mobile phone and your details will be kept securely at all times.

Decarbonisation week

TPAS Cymru recently held a low-carbon themed week for tenants and housing staff across Wales. It highlighted innovative ways that we can make a difference within housing and our communities to make them more sustainable and environmentally friendly. 🌐 **www.tpas.cymru**

There are many exciting projects taking place that will change how we live in our homes and communities in the future. For example, a community facility where you can borrow everyday household items for a low cost is being set up in Swansea. The idea is that instead of buying expensive items that you rarely use, like a power washer or a drill, you can borrow them. This facility will be combined with a repair café where you can take your faulty household items and experienced volunteers will try to repair them for you, so that fewer items are thrown away. Benthylg Cymru, Repair Café Wales and Swansea Council are working together to make this happen and it will be one of the first in Wales!

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 housing services and of course, answer any queries you may have. If you have any suggestions for topics that you 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.**

Housing Estate Management Strategy 2021-2025

The Housing Estate Management Strategy has recently been reviewed following consultation with the Estate Management and Caretakers Panel of tenants.

This updated strategy sets out how estate management services will be developed and delivered on Swansea Council housing estates over the next 4 years.

The aim of Swansea's Housing Estate Management Strategy is **"to ensure that council housing estates are safe and clean, with spaces for children to play, where people feel they belong and where anti-social behaviour is not tolerated"**.

We will aim to do this by:

- Ensuring council housing estates are kept free of litter and fly tipping, with open spaces maintained.
- Ensuring council housing estates are safe environments with opportunities for children to play and in which tenants and residents have a vested interest and sense of belonging.
- Ensuring anti-social behaviour is dealt with promptly and effectively, to minimise the impact on individuals and the wider community.

Priorities have been decided following discussions with Housing and other Council staff and with tenants. These can be summarised as:

Environmental improvements – this includes cleaner streets, more planting, softer landscaping, regeneration projects.

Developing Communities – this includes communal meeting areas, formal and informal play opportunities, communities to become engaged in relation to wider environmental improvements.

Responding to and reducing anti-social behaviour – this includes responding promptly to fly tipping, work with partners to reduce impact of drug use on communities, reduce nuisance from ball games by offering play opportunities.

The full Housing Estate Management Strategy is available here

📄 www.swansea.gov.uk/counciltenants

Updates on how we are working towards achieving these objectives will feature in subsequent editions of Open House.

If you wish to get involved and represent your local area by joining the Estate Management and Caretakers Panel please contact Alison Winter

☎ **01792 635043 / 07775221453**

✉ **alison.winter@swansea.gov.uk**

Sheltered Housing News

It has been a busy and enjoyable 6 months for Llinos Price who has taken over from Diane Thomas as Sheltered Housing Manager. Llinos has worked in Housing for many years and was the Area Housing Manager for Eastside and Morriston Area Housing Offices, before taking over from Diane.

Sheltered Festive Window Competition

During December, residents of our Sheltered Complexes took part in a festive window competition. The standard of the entries was very high and thank you to all the residents who took part. Heol Y Gors won the award for Best Overall Complex and a resident of Maes Yr Haf won the Best Individual Entry.

The residents from Heol Y Gors said " We wanted everyone to enjoy Christmas and brighten our complex up, it's been a difficult year and we loved that so many people enjoyed our decorations. Thank you, we didn't expect to win."

Congratulations to our winners!



The residents of Heol Y Gors have received new vegetable planters as part of a Housing Improvements scheme. So far, they have planted tomatoes, beans, carrots, parsnips, leeks, onions, cauliflower, cabbage and lettuce and are enjoying watching them grow! The other sheltered complexes will also be receiving planters as part of the same scheme.



Finally, we would like to say a big thank you to all the residents in our sheltered complexes, for working with us whilst COVID restrictions remain in place and helping us to ensure that the complexes remain a safe environment for all.

Any enquiries relating to the Sheltered service please email

✉ housing@swansea.gov.uk or contact your local Area Housing Office

New Homes Update

In the last edition of Open House we told you about the new council homes being built in Swansea. This article gives you an update on the developments.



Phase 2 of the Colliers Way development is now complete. The site consists of 8 x 1 bed apartments, 4 x 2 bedroom houses, 4 x 3 bedroom houses and 2 x 4 bedroom homes. They have been developed as part of the Innovative Housing Programme and are designed as mini power stations and known as Homes as Power Stations (HAPS). They include innovative renewable technologies such as solar panels on the roof that generate electricity and batteries which store this to be used by the occupants. This helps keep energy use to a minimum; ensuring energy bills are as low as possible.

Hill View Crescent/Beacons View Road

Building work is ongoing in Clase, Morriston. 25 new energy efficient homes are being built in Hill View Crescent and Beacons View Road. This scheme of 3 bedroom houses will also include renewable technology. Like Colliers Way 2, the homes will generate and store their own energy, meaning lower energy bills for the residents.

A new Welsh medium primary school YGG Tan-y-Lan is also being built on the adjacent land.

The homes will be completed by early 2022.

Bryn House and Residential Pods

As well as the new build projects, work has already started on developing the former Bryn House Community Education Centre in Uplands to help tackle homelessness. Once complete, the building will provide four one bedroom flats.

In addition, the Council has purchased residential pods, the first of their kind in Swansea. The pods are self contained one bedroom apartments, and are very energy efficient. They were delivered onto the site by crane and placed into position, ready for occupation. The pods are built to Passivhaus standard with minimal energy demand helping to keep energy costs low.

The Welsh Government has provided funding for the scheme as part of its homelessness and housing related support services. The project is expected to be complete by early Autumn.



The Welsh Housing Quality Standard (WHQS) Capital Programme Update 2020/21

Work is ongoing to improve homes and estates up to the WHQS, however there have been delays to a number of schemes due to the Covid-19 emergency response. The Council is working hard to ensure improvement works are rescheduled and completed. The Welsh Government has extended the deadline for the completion of WHQS work until the end of December 2021.

Work taking place this year

A number of kitchen and bathroom schemes are currently ongoing in Sketty, West Cross, Gower and Town Centre.

Wind and weatherproofing schemes (i.e. where walls are repaired/insulated and roofs renewed) are currently taking place in Waunarlwydd, West Cross, Blaenymaes, Fforesthall, Talcoppa, Gower (including Llanrhidian and Malthall Flats). New schemes are to start in Pentrechwyth, Penyrheol, Clase and Sketty and further wind and weatherproofing schemes will also begin on Jones Terrace, Evans Terrace and Wilks Row flats in Town Centre and Landore.



In addition, an External Wall insulation scheme is to start in Pantycelyn Road and Taliesyn Road in Townhill. A scheme is also planned for this type of work in Garnswllt and this project will also look at alternative heating and renewables such as solar



panels, battery storage for electricity and ground source or air source heating as this area is not on the gas grid.

Work to existing Voice Entry systems to flats are being completed in Blaenymaes, Winch Wen, Penlan and Sketty. A new scheme will start in Port Tennant Road and Rheidol Court in 2021 which will replace the main entrance doors and renew the wiring and intercoms to flats.

Electrical testing work is ongoing across a number of areas in Swansea. This work includes rewiring, checking/replacing smoke alarms and safety equipment.

Chimney removal schemes will start in Townhill, Mayhill, Penlan and Blaenymaes. This work involves the removal of chimneys if they are no longer in use and access will be needed to each property to isolate the gas whilst the chimney is being removed.

External facilities scheme

These improvements focus on the outside area of the property to tackle any accessibility and safety issues.

The work carried out will vary from property to property, depending on what needs doing, and will mainly focus on:

- Boundary walls, fences and hedges
- Paving, ramps and steps
- Handrails and guarding between levels
- Provision of drying areas
- Retaining walls
- Front and side gates
- Surface water drainage and gullies

The existing fences, paths, walls, patios or any other hard landscaping will not be renewed, however, repairs will be carried out if they are in poor condition.

External works to properties are currently underway in Penlan, Sketty and Landore.

This work will also continue throughout 2021 in other areas of Swansea including Loughor, Blaenymaes and West Cross.

Progress so far

Each year, the Council has to update the Welsh Government on its progress on achieving the standard. This includes what work has been carried out and any work it is unable to complete which 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.

The table below shows the work completed up to December 2020.

| WHQS Element | Properties Fully Compliant | % of Fully Compliant Properties |
|--------------------|----------------------------|---------------------------------|
| Roofing | 13,201 | 97% |
| Windows | 13,545 | 100% |
| Doors | 13,535 | 100% |
| Kitchens | 11,604 | 86% |
| Bathrooms | 10,907 | 81% |
| Heating Systems | 13,468 | 99% |
| Energy Rating | 11,847 | 87% |
| Electrical Systems | 13,417 | 99% |
| Smoke Alarms | 13,540 | 100% |
| Gardens | 9,154 | 68% |

Supporting the community

Contractors who are employed by the Council to deliver these major improvement schemes provide a benefit to the Swansea area. The contractors work with the Council to help those who are unemployed get back into the work place and gain new or updated skills.

Would you like more information?

If you would like more information about major repairs and improvements planned for your home, or would like to be included in a repair scheme you were unable to have the first time, you can contact your area housing office for details.

Rent payment methods



Forms are available on-line or you can request them from your Rent Officer on ☎ **601720 / 534094** or email request to ✉ rentsteam@swansea.gov.uk



You will need a Payment swipe card, ask your Rent Officer, or phone us on ☎ **601720 / 534094**. Payments made on a Thursday or Friday will not show until the following week



Payzone - You can use your Payment swipe card to pay at any retailer that displays the payzone logo. For a list of retailers please visit 🌐 www.payzone.co.uk

By contacting your Rent Officer

You can pay using Debit, Switch, Solo, Maestro or Credit Card by ringing ☎ **601720 / 534094** or your local DHO during Office Hours

Via the Internet



Please visit the Council's website 🌐 www.swansea.gov.uk Click **"Do It Online"** & **"Pay for it"**. If you have any difficulties, please call on ☎ **601720 / 534094** for assistance

Over the phone



If you know your rent reference number, you can phone our automated service **English** ☎ **0300 456 2765 / Welsh** ☎ **0300 456 2775** at any time. (If you do not know your rent reference please call ☎ **601720 / 534094**)



If you are on **Universal Credit** your **Housing Costs** will be paid to you directly by the **DWP**. Please contact the **DWP** on ☎ **0345 600 0723** if you have not received your Housing costs

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

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

✉ 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

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



Swansea Citizens Advice

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

☎ **0300 3309 082** 🌐 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/



Stepchange Debt Advice ☎ **0800 138 1111**

🌐 www.stepchange.org



For advice on how to get into work

☎ **01792 637112** 🌐 www.workways.wales

✉ workways+@swansea.gov.uk

Your Tenancy Agreement is changing...



The Welsh Government has introduced legislation that will make renting a home simpler and easier for tenants in Wales. The Renting Homes (Wales) Act 2016 became law in January 2016, and the Welsh Government is currently working on the guidance and regulations that all Welsh landlords, including the Council, will need to put into action. As yet there is no definite date for when the Act will be fully implemented but it is expected that it will be during 2022. The Council will keep tenants fully informed as more information becomes available from Welsh Government.

What does the Renting Homes Act mean for tenants?

Tenants are becoming Contract-Holders

Instead of tenancy agreements, there will be 'occupation contracts' – which will be set out by the Welsh Government. When the Act comes into force, all existing tenancy agreements will automatically be replaced by occupation contracts. Council tenants and Housing Association tenants will all have secure contracts.

When the Renting Homes (Wales) Act is implemented tenants will be issued with a new 'occupation contract.' There will be two types of contract:

- A secure contract, modelled on a Local Authority secure tenancy, which will be used by the Council and Housing Associations.
- A standard contract, which will operate in the private rented sector.

Your existing tenancy rights will not be reduced – but there will be some changes which will improve things for you such as:

- *Changes to joint tenancies:* A joint tenant leaving will no longer end the whole tenancy.
- *Succession rights:* There will be an additional right of succession and the new Act will also allow resident carers a right to succeed (only family members were previously allowed to succeed a secure tenancy.)

Debt Panic? Push the button!

Debts can be sorted out more easily than you think.

The Debt Panic Button will help you take control, and get proper, free support.

www.debtpanicswansea.org.uk



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](tel:01792635045)

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

WE BELIEVE IN FREE PERIODS!

Let us know if you need pads/tampons or would like to try a reusable option like a menstrual cup or washable pads.

bit.ly/GetStoppProducts



stopp.campaign@gmail.com
fb.com/SwanseaTakesOnPeriodPoverty
Twitter @SwansPeriodPov
instagram.com/stoppcampaign

Contents Insurance

Your home contains some of your most valuable possessions. However, if they were damaged in an incident, such as a fire or a flood, could you afford to replace them?

Whilst the Council would carry out repairs to your property, we do not insure the contents of your home. If damage is caused to your possessions by fire, theft, vandalism or flooding, you will NOT be covered UNLESS you have taken out contents insurance.

Having contents insurance gives you the peace of mind that if you did find yourself in a position where you lost something important to you, that you would have it covered.

There are many insurance companies that can provide you with cover, but please check policy details to ensure you have the right level of cover for your needs. Comparison websites will also enable you to check that you have the most competitive quote.

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 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.



HomeSwapper Matches

Housing Partners Limited · Social

★★★★☆ 425

Parental guidance

Contains Ads

Add to Wishlist

Install

Whether you're new to HomeSwapper or you are already using it, it's worth **reviewing your advert** to make sure you are getting the most from HomeSwapper and you've given yourself the **best chance of a swap** – here's a checklist:

1. Make sure you have good quality, recent photos of your home in your advert - most successful swaps had at least one photo of their home. Try to show your home at its best - nobody wants to see a close up of dirty dishes in the sink or a blurry image of the fence. Try and take your photos when the weather is bright and sunny as they look better. If you're worried about your home being identified, just take photos of the outside or garden. Try and get as much as you can in the picture.



2. It's easy to upload your photos onto your advert – it's easiest if your photos are saved on the device (phone, tablet or PC) you use to log into your account. Log into your account and click 'my details', then follow the few easy steps. You can add and edit your advert photos just like Facebook etc. You can give each photo a description of what it is showing.

3. Ensure the description of your home is detailed, with as much information as possible about the features it offers.

4. Include practical advice – for example, roughly how much the household bills cost each month, any restrictions on keeping pets and landlord responsibilities.

5. Include a review of the local area and the benefits it has to offer.

6. Be as realistic and honest as possible.

7. When thinking about **what you are looking** for it's often helpful to write a priority list of what you really need and what you would like to have but is not so important. If you have chosen a limited number of areas to swap to and have a strict set of features you may find you only get a few matches. This way you may find your dream home in an area you hadn't thought of before or with the features you prioritised but maybe without something less important.



8. Share your advert on the HomeSwapper Facebook page -
📍 www.facebook.com/HomeSwapperOfficial/



9. Remember to log onto your account frequently to check on potential swaps and to ensure your account stays live.



You can find more advice and detailed articles about how to take all of these steps on 📍 www.homeswapper.me/homeswapper-blog/ or contact your local Area Housing Office



KEEP IT OUT!

It's time for **EVERYONE** in Swansea to recycle

Over 80% of Swansea residents already recycle. Now it's time for **ALL households** to play their part.



Why do I need to recycle?

- It costs Swansea tax payers £3.5 million a year to send black bags to landfill, but half of this waste could be recycled instead saving money which could be spent on other important council services.
- The Welsh Government has set councils a target to recycle 70% of household waste by 2025. If we fail to meet this target then the Council could receive significant fines.
- Recycling your waste diverts it from landfill, conserves resources, saves energy and helps protect the environment for future generations.
- **Finally... Households that continue to place recyclable items in black bags and ignore our support to recycle will receive a £100 fixed penalty notice.**

These items are not accepted in black bags but must instead be recycled as shown in our guide opposite.



Paper & card

Cardboard

Cans & tins

Food waste

Glass bottles & jars

Plastic bottles & lids

Plastic pots, tubs & trays

Garden waste

For more information go to

www.swansea.gov.uk/keepitout

Contact Us:

 @recycle4swansea

 Swansea Recycles

 www.swansea.gov.uk/recycling

 evh@swansea.gov.uk

 01792 635600

 **Abertawe yn ailgylchu**
Swansea recycles

 Cyngor **Abertawe**
Swansea Council

Kerbside Recycling and Black Bag Collections

Green Week



Paper & cardboard together

Separate bags



Metal, glass & foil together



Garden Waste

Pink Week



Plastic bottles, pots, tubs and trays



Non-recyclable waste only

Every Week



Food waste

Recycling Centre



Accepted at all recycling centres



To find out your collection day and download a recycling calendar go to www.swansea.gov.uk/recyclingsearch or request one at your local library or housing office.



Place bags and bins out **after** 7pm the evening before collection day and **before** 7am the morning of collection.



Recycling bags and food bins are available to collect from libraries and recycling centres. For a full list of collection points go to www.swansea.gov.uk/morebags



Keep It Out! Black bags are for non-recyclable waste only. Recycle all accepted materials in the bags and bins provided as shown to keep them out of landfill.



If your bag is stickered and left uncollected you have made a mistake. Remove it from the kerbside to store/sort for the next collection or you could receive a fixed penalty notice.



Many **other items** can be recycled at Recycling Centres. For a full list of locations and items accepted at each go to www.swansea.gov.uk/recyclingcentres



We offer a chargeable '**bulky waste**' collection for large items of furniture and white goods. Only place these items out if you have booked a collection. Contact us via details on page 18 to book.

BOOK YOUR VISIT to Llansamlet Recycling Centre



If you want to visit Llansamlet Recycling Centre you will now need to book ahead before making your journey.



This new measure is being introduced to manage traffic levels at our busiest site and ensure social distancing can be maintained by residents and staff.



Bookings can be made online with a copy of the confirmation and proof of Swansea residency required to gain access on the day of your visit.



All other recycling centres will continue to operate as normal at this time. Please keep checking our webpages for the latest information.



For more information on the new measures and to book your visit go to:

www.abertawe.gov.uk/CAGClansamlet

✉ evh@swansea.gov.uk
☎ 01792 635600

 Abertawe yn ailgylchu
Swansea recycles

 Cyngor **Abertawe**
Swansea Council

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 on a Compact Disc. 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 District Office know or contact the Customer Services Team on ☎ **01792 635045** ✉ housing@swansea.gov.uk

If you need help completing a form that we have given you, please ask your District 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.