

Grapevine

Tenant Newsletter Winter 2018



Rob's journey into employment

Newport tenant talks about his recent employment success P14

Welcome...

from our CEO

to the Winter edition of Grapevine.

As Christmas fast approaches it's a great time to look back and reflect, and there's lots to shout about. From employment to award success, our tenants have been doing us proud.

Our front cover photo features Robert, a young tenant who recently began a new job at Lysaght Institute. You can read more about how Robert found employment and how brilliantly he is doing on page 14-15.

We have a guest feature from Kandy on page 4-5, a Newport tenant who has been getting involved with Linc and her local community. She's written a great article about the benefits of getting involved, definitely worth a read!

Our most recent self-evaluation is now online! It tells you about the homes we're building, our tenant satisfaction results and how we're moving forward. Our self-evaluation demonstrates the positive work taking place across Linc by tenants, staff and board members; you can view it here our-self-evaluation.linccymru-communications.co.uk

I hope you enjoy reading this edition of Grapevine.

Wishing you a Merry Christmas and a very Happy New Year!

Scott



In this issue...

Page 2 Welcome from the Chair

Page 4-5 Kandy talks 'getting involved'

Page 6-7 Current developments

Page 8-11 Charity work

Page 12 Mental health champions

Page 13 Steel Remembered

Page 14-15 Rob's journey into employment

Page 16 Council tax scheme

Page 17 News from Lysaght

Page 18 Delivering value for money

Page 18 Your home renovations

Page 19 TPAS Cymru Awards 2018

Page 20 Magic Matters

Page 21 Estate inspections

Page 22 Competition time

Page 23 Fun corner

Head Office will close from 2pm on Christmas eve and reopen on Thursday 27th December. We will also close on Tuesday 1st January.

Our usual out of hours emergency repairs service will operate on these dates (see Page 24 for contact details).

Welcome from the Chair of the Tenant Panel

We have had a busy and interesting few months and along with other tenants have been involved in bootcamps, awareness sessions and other events.

In September, Linc ran some Scrutiny Bootcamp sessions to test how well Linc welcomes and sets people up in their new homes. As a Panel who have been involved in testing services, we agreed to take a step back and bring some new people in – people who haven't tested services before. The group brought fresh ideas and reviewed our process from the first call you receive right through to the visits that take place in the year after. We're looking forward to seeing the changes that are made because of what you've said.

We are always looking for more volunteers to engage with scrutiny, helping Linc to make changes for the better for all tenants, so if you would like to be involved please let your Housing Officer know.

The Panel also attended a couple of sessions run by TPAS (Tenant Participation Advisory Service) looking at the use of IT and social media, the sessions were well-attended, and we were able to explore a variety of Apps and some useful ideas for using Facebook, Twitter, etc.

One of the many tasks that we carry out is that of evaluation. We spend a lot of time considering Linc's self-evaluation, reviewing and commenting on reports from the various departments. This gives us a lot of insight into the way they run the organisation and enables us to question their judgement where needed. We are happy to say that managers listen to our points of view and take action upon them where necessary. Carrying out these activities helps to ensure that tenants are really at the heart of the organisation. You can view the self-evaluation report on the website.

We recently held the Tenant Panel AGM (Annual General Meeting) and you can find more about the activities of the Tenant Panel in our annual report which is available on the website. If you don't have access to the internet, please let us know and we can send you a copy in the post.

Linc and the Tenant Panel are always looking for different and better ways for tenants to become more engaged. If you have something to offer and would like to become more involved then please get in touch, we would love to hear from you. It's not always necessary to attend meetings but technology can enable us to keep in contact. Keep in touch through Facebook and Twitter!

Finally, don't forget if you are organising community events and activities over the Christmas period, we'd love to hear about them. Here's wishing Seasons Greetings to you all and a happy, healthy and peaceful New Year!

Kevin Lawrence



Join the chat on Twitter & Facebook!

Follow us on twitter or like our Facebook page to keep up to date with all our latest news and competitions.

You can contact us directly through social media, between 9am and 5pm Monday to Friday, if you need any assistance regarding your home or if you simply want to share your own news, whether its showing off your winter warming recipes or your festive decorations!

Kandy from Newport



Get more involved with Linc, I am!

In the short time that I have been getting more involved with Linc (since May of this year), my confidence and self-esteem has increased tenfold. Even my writing has been encouraged (hence this article).

Writing has always been a passion of mine and now I'm being invited to events by my landlord with a view to writing about them afterwards. By doing so, I'm already getting something back by getting involved. Anyway, enough about my writing passion, let's talk a little about the two events I have attended recently.

The first event was the annual Tenant Participation Advisory Service (TPAS) Conference which I found particularly inspiring as one who wishes to become more involved with any community regeneration plans for the poor old Pillgwenlly area of Newport.

This conference involved a number of speakers presenting

their particular organisations and the work they do. Ranging from an economist to the project manager for a planned new-build site in Bridgend, all of whom made you think of ways that you could get involved with your own landlord.

'to get more involved is to be able to have your say, but it is also an opportunity to open up new doors that you may never have known were there'

For example, having a say in the maintenance of your own home, but also, getting more involved with your community and any regeneration projects that might be in the pipeline. Doing so means you increase your existing skills, learn new ones and generate relationships with other

members of the community and of different organisations.

If there's something you'd like to try, then ask as there may be a way of you doing so and possibly a qualification to be obtained at the end of it. I'm speaking from personal experience here because I recently obtained a food hygiene certificate with Linc's help (Cheers!!!).

The second event I was invited to attend was a visit to the Senedd in Cardiff Bay. It was a very enjoyable few hours and whilst we did not witness any parliamentary debates, it was interesting to see how issues were raised.

Aside from that, the eco-friendly nature of the Senedd building is amazing. There is no need for aircon as the high windows open and create draft in warm weather, whilst in winter, tunnels down a couple of hundred feet below the building into which water is →

poured means the building costs half the price you would expect to heat. Our tour guide mentioned that such eco-friendly buildings are the way forward and that as much as possible elements of the Senedd building will be used in future homes. It is just a shame that such eco-friendly builds have taken so long to arrive.

So, with regards to getting more involved with Linc, in the space of three short months, I

have been encouraged to write, gained a useful qualification and have even become a sort of mini film star! (You will have to wait until the video goes live on the Linc website though before I elaborate any further!).

All in all, what I'm trying to point out is that to get more involved is to be able to have your say, but is also an opportunity to open up new doors that you may never have known were there or that you

just never believed could open for you. They are there. They can be opened. All you have to do is choose which one and get involved.

Kandy



Could you benefit from the 'Help to Save' Scheme?

What is Help to Save?

It's a new savings account recently announced by the Government aimed at helping people with a low income. The great news is...if you qualify, the scheme offers you a bonus!

Who is it for?

Any adult working and getting Universal Credit or Working Tax Credits. The Government says up to 3.5 million people will be eligible!

How much is the bonus?

You will get 50p for every £1 you save over 4 years! You can save up to £50 per month. You get the bonuses at the end of the second and fourth year. You do not have to pay into it every month, and you can withdraw money from the Help to Save account whenever you want and close the account



whenever you want (but if you close it before the 2 years is up, you'll miss out on the bonus.)

How do I apply?

You need a Government Gateway account to apply, you'll have one if you are already on Universal Credit, but if you haven't, don't worry, go to [gov.uk /get-help-savings-low-income/how-to-apply](https://www.gov.uk/get-help-savings-low-income/how-to-apply).

If you have any questions, contact your Housing Officer on freephone 0800 072 0966 or online at [linc-cymru.co.uk](https://www.linc-cymru.co.uk).

A closer look at some of our new builds

We've got some exciting new developments taking shape over the coming months. Across South Wales we're building innovative and vibrant new homes, ranging from extra care schemes to family housing.

Bridgend

Sunnyside Wellness Village

In Bridgend we're combining health and housing, as we start the process of creating Sunnyside Wellness Village, where homes will be built to the WELL Building Standard.

The 79 new homes, made up of bungalows, apartments and houses, will feature air filters to help improve indoor air quality, edible planting including allotments and fruit trees, and electric car charging points.

A brand-new building on the Sunnyside development will offer GP services, dental services and education, training and research services.



BRIDGEND

Extra Care

Linc were chosen as the preferred provider to deliver two extra care facilities in the Bridgend Borough and schemes are nearing completion.

Tondu:
25 extra care flats, 15 residential care flats and 19 family homes.

Maesteg:
20 extra care flats, 10 residential care flats and 17 family bungalows.



Ebbw Vale

Gwaun Helyg

Gwaun Helyg sees the addition of 21 new family homes.

We're adapting two of the homes for people who need wheelchair access and specialist hoist equipment.

Matthew's father Ron, is one of the tenants moving in to a specially adapted home, he said:

"We cannot wait to be in the new building, having equipment which is designed for my Dad's daily use will definitely improve his quality of life and give him back more independence."

College Road

College Road in Ebbw Vale will offer 27 new apartments and 6 bungalows for people over 55's and will be linked to our existing extra care scheme Llys Glyncoed.

Keep in the loop with all our new builds!



EBBW VALE



NEWPORT

Newport

At Jubilee Park in Rogerstone we have 10 new family homes.

Durham Road in Newport sees 57 flats being built for over 55's.



Fundraising efforts at Linc fund chemotherapy treatment chair



Nicola Smith, Executive Director of Linc Homes, presents Linc's donation

For the past 18 months staff from across Linc have been raising money for Tenovus Cancer Care - organising fundraising activities from cake sales to quiz nights, bike rides to afternoon teas in our care schemes; our staff have certainly been busy. Some of our staff took on a walking challenge alongside BBC weatherman Derek Brockway, and our glamorous Charity Ball saw lots of generous donations. In total our staff raised a fantastic £14,528 for Tenovus Cancer Care.

Tenovus has recently launched their third Mobile Support Unit and at a ceremony in Cardiff Bay, HRH The Princess Royal, Tenovus Cancer Care Patron, officially launched the unit.

It's the largest mobile chemotherapy unit in the world, with seven chemotherapy chairs, it can see 30 patients a day and can deliver more than 8,500 treatments a year. We're proud that the money raised by Linc staff has funded a chemotherapy treatment chair for the unit.

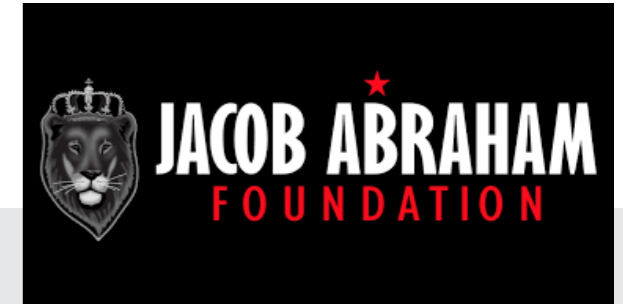
In total our staff raised a fantastic £14,528 for Tenovus Cancer Care



The money raised by staff funded a chemotherapy treatment chair

Thank you to all Linc staff who worked hard organising events and raising money to support Tenovus.

Announcing our new charity partnership



The Jacob Abraham Foundation was established by Nicola Abraham in memory of her son Jacob following his death in 2015. Jacob was 24 years old when he took his own life.

We are delighted to have chosen to support the Jacob Abraham Foundation as our charity of the year.

The foundation was set up to raise awareness about mental health and help other young people.

As Nicola explains *"I wanted to raise awareness of mental health and suicide. I wanted people to talk openly about mental health as we do physical health. I want people to talk openly – ask someone 'Are you ok?' 'What's happening for you?' Just for somebody to have someone to listen to them can make all the difference and save lives."*

The Jacob Abraham Foundation provide suicide prevention and intervention training, support bereaved families post-suicide, educate communities about suicide, and run preventative programmes with those experiencing poor mental health or suicidal thoughts.

We're passionate about mental health and are proud to be supporting the foundation to continue the wonderful work they are doing.



Nicola Abraham set up the charity following the death of her son

For more information about the Jacob Abraham Foundation, visit jacobsfoundation.org.uk



Jacob Abraham, who took his own life through suicide aged 24

'I wanted people to talk openly about mental health as we do physical health. I want people to talk openly - ask someone 'Are you ok?'

Charity Ball raises £15K for the Jacob Abraham Foundation

Linc organised the Charity Ball event to raise money for our chosen charity, the Jacob Abraham Foundation.

The glamorous 'Dapper and Diamonds' themed Charity Ball, which was sponsored by the Jehu Group, saw 160 guests generously support the charity.

Scott Sanders, Chief Executive for Linc said:

"At Linc we're passionate about creating the right environment to support good mental health for our staff and customers. It therefore seemed fitting that our staff chose the Jacob Abraham Foundation as our charity of the year.

The work the Jacob Abraham Foundation is doing in our local communities is invaluable and we're honoured to be able to support the charity.

I recently shared with staff how the Jacob Abraham Foundation attended my daughter's school to talk

Scott Sanders (CEO Linc Cymru) presents Nicola Abraham (Jacob Abraham Foundation) with the donation following the success of the event



to students about mental health and suicide, and to provide advice to those who have been affected by suicide. This was a touching reminder of the important work the charity is doing, and how vital it is that we talk openly about mental health.

I'd like to thank all our sponsors and guests for helping to make this event a success, thank you for your wonderful support and generosity."

The money raised at the Charity Ball will be used by the Jacob Abraham Foundation to build a

framework of support for those affected by suicide. The charity will also be using the money to provide training to community members and professionals.

Nicola Abraham, Founder of the Jacob Abraham Foundation, said:

"The ball was amazing! Knowing that community members, businesses and organisations are behind us, supporting the work we do, is a great feeling.

As we're self-funded, donations like the money from Linc really do keep us going.

This is an absolutely amazing amount of money and is invaluable to us."

Linc will continue to raise money and support the Jacob Abraham Foundation for the year ahead.



Guests join Executive Director of Property, Louise Attwood (middle)



Scott Sanders (CEO Linc Cymru) talks to guests



Main sponsor Jehu: Mark and Mel Jehu show their support



Nicola Abraham and Martin Hole from the Jacob Abraham Foundation show their excitement



Chair of the Linc Board, Richard Norton and his wife Miriam show their support

Linc staff now have a team of mental health champions

With 1 in 4 people experiencing mental illness each year, the Jacob Abraham Foundation and our Time to Change Pledge both place importance on the need to speak openly about mental health.

Over the coming months we'll be organising more mental health training for staff and keeping the conversation going about mental health and wellbeing.

'over 100 staff from across Linc have received mental health training'

As Scott Sanders, Linc Chief Executive explains,

"Mental health statistics tell us that 4 in 10 people experiencing mental health problems are too nervous to speak out and tell their employer.

It's important to us that our staff know that it's ok to speak out and talk about how they are feeling. We're here as one big team and we want to support each other!

Over 100 Linc staff have received mental health training and we've got a team of mental health champions who will be working across the business to end the stigma that surrounds mental health."

Vintage Days, designed with tenants has seen the importance of positive mental health and wellbeing reach our extra care schemes and sheltered housing.

With cakes, familiar tunes and plenty of Union Jack flags, the lively Vintage Days have had tenants looking back on the past with fond memories, a great way to inspire that feel good factor.



Lively vintage days have had that feel good factor

It's okay to talk

If you would like to talk to someone about your mental health, there are a number of charities who can provide advice and support:

Samaritans (24 hours a day, 365 days a year)
Call: 116 123
Email: jo@samaritans.org
Website: samaritans.org

Mind Cymru Infoline (9am to 5pm Mon – Fri)
Call: 0300 123 3393 Text: 86463
Email: info@mind.org.uk

CALL (Community Advice and Listening Line)
Call: 0800 132 737
Website: callhelpline.org.uk

Steel Remembered finale a great success

Steel Remembered was a two year project co-ordinated by Linc's community engagement team. It uncovered the stories of the Orb steel workers who marched off to war in 1914-1918, those who came back and those who are commemorated by the Orb Steel Works War Memorial.

'this project has engaged with so many people in the community'

There was also an emotive performance from the U3A choir and guest speaker John Griffiths, AM for Newport East, spoke of the success of the project and the importance of recognising the contributions of the steel workers in WW1.

Jessica Morden MP attended the event and said: *"The event today has been absolutely brilliant, it was really quite emotional. It's so important that we recognise people's history, and this project has engaged with so many people in the community to bring these stories to life."*



The play 'Men of Steel' was written especially for the project

The project, funded by the Heritage Lottery, saw hundreds of community members get involved in research to help bring the stories of the Orb Steelworkers to life. Steel Remembered culminated in a fantastic event at the Lysaght Institute.

Children from Millbrook Primary School performed 'Men of Steel', a play written especially for the project, that told the story of the brave steelworkers and their families.



Children from Millbrook Primary School have been learning about WW1



Rob's journey into employment



Robert is doing well in his new job at Lysaght

When 19-year-old Rob began working at the Lysaght Institute in Newport, he found a job he could throw all his passion and enthusiasm into.

After meeting Shelly from Linc's Community Regeneration team at a community event, Rob started receiving employment support. As Shelly explains, "I first met Robert when he was volunteering with his mum Caroline (also a Linc tenant and active member of the community).

We were presenting Steel Remembered at Newport Library & Museum and I was enchanted by his enthusiasm and knowledge of WW1, particularly weaponry. I admired how polite and engaging Robert was with visitors to the exhibition and wanted to learn more about him. We got chatting, something we're both very good at, he was very open about his autism, his hopes and dreams and plans to start work and earn his own money, and I knew I wanted to support him in any way I could."

Rob's journey into employment began with a volunteering opportunity at the Lysaght Institute. A knowledgeable gardener, on his first day as a volunteer Rob was out in the Lysaght grounds sprucing up the flowerbeds, deadheading, watering and planting.

Volunteering soon turned into employment for Rob as his enthusiasm and work ethic

were clear to see. Just a quick walk from home, Rob's new workplace suits him well; "I just find it so awesome, my work experience was here and now I work here. I remember saying at the time that I was doing work experience that I would love to work here, and now I do!"

Regularly working shifts at events like weddings and conferences, helping to set up and assisting with bar service, Rob has settled in well to his new role; "Awesome, I love it here.



Shelly has worked with Robert to support him into employment

'I remember saying at the time that I was doing work experience that I would love to work here, and now I do!'

My favourite part is meeting new people, I like people and getting to know them. I love working with everyone – I'm always happy and love being part of the team".

Of the support he received from Shelly, Rob said "She has helped me lots! She's helped me get my job and has helped me with a lot of stuff – like getting the confidence to look for a job."

Rob is now working regular shifts at Lysaght and has been a great addition to the team. Beck who works with Rob at Lysaght said, "The term 'AMAZING' doesn't quite cut it when it comes to the effort Rob puts in. From pot wash, to glass collecting, to constantly cleaning the bar and restocking the fridges; with Rob on board



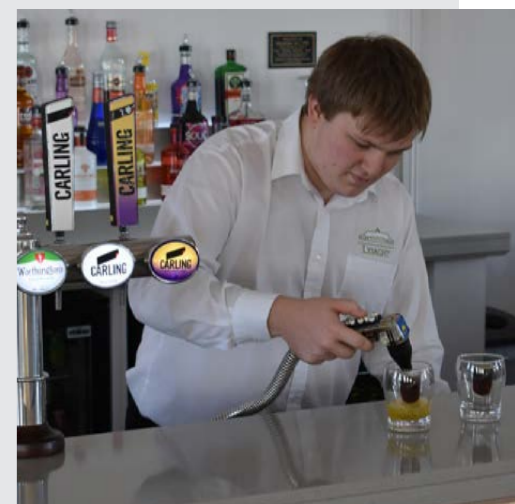
Robert's gardening skills are put to good use

we must have the tidiest, cleanest and most efficient bar in Newport. All of this teamed up with the grace of an absolute gentleman. He's so accommodating and polite, Rob has won the hearts of all at Lysaght and his efforts are just golden!"

A big congratulations to Rob on his new job! If you would like to speak to our Community Regeneration team about employment support, get in touch with Shelly. Call 0800 072 0966 or message us on Facebook.



Robert enjoys working behind the bar with his colleague Beck



Are you eligible to pay less council tax?

If your household is on a low income, you could receive support towards some or all of your Council Tax bill through the Council Tax Reduction Scheme.



If you are eligible for the benefits below, regardless of whether you are receiving them or not, then you can receive support towards your Council Tax bill:

- Job Seekers Allowance.
- Employment Support Allowance.
- Pension Credit.
- Income Support.

If you think your bill has not already been adjusted for this, you can contact your local authority's Council Tax department to have your entitlement assessed. You may also be able to

get support even if you are not eligible for these benefits.

To work out if you're entitled to a reduction and how much it would be, your local authority will look at your weekly income and any capital you may have. Capital includes savings and property that you own.

How much of a reduction you are entitled to also depends on who lives with you and their personal circumstances, and whether you are of working age or a pensioner.

You are not eligible to a reduction if you are:

- Aged under 65 and have capital of £16,000 or more.
- Aged over 65 and have capital of £16,000 or more

(unless you or your partner gets the Guarantee Credit part of Pension Credit).

If you receive Universal Credit you should contact your local authority to make sure that they have assessed you for a reduction to your Council Tax.

Local Authorities in Wales are responsible for managing Council Tax. If you think you may be eligible for a Council Tax discount or reduction you should contact your Local Authority Council Tax department. Contact numbers can be found at beta.gov.wales/pay-less-council-tax

Seal of approval

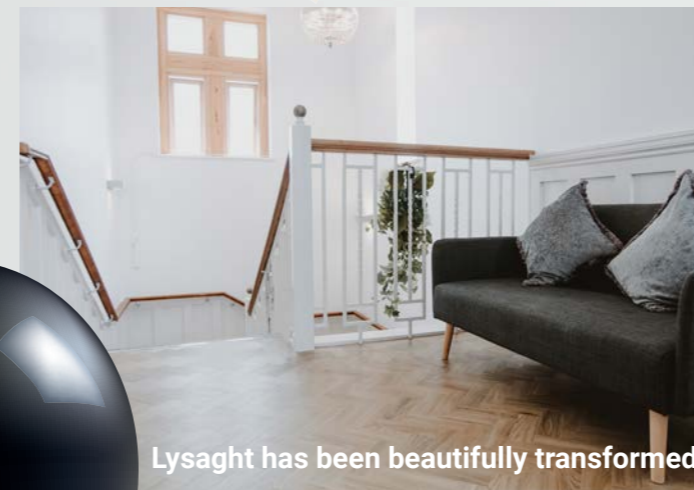
Our tenant Reading Group gave us their seal of approval on this Winter edition of Grapevine. Everyone who responded to us was entered into a prize draw to win a £20 shopping voucher.

Congratulations to Sasha from Pontprennau who won this time around! If you'd like to join our Reading Group please contact fiona.gardner@linc-cymru.co.uk



News from Lysaght

The Lysaght Institute has recently undergone a refurbishment which saw the venue beautifully transformed.

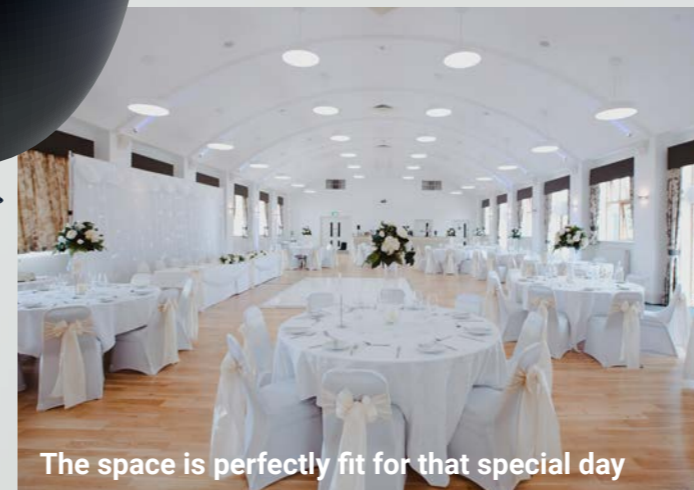


Lysaght has been beautifully transformed

There was a well-deserved win for the Lysaght team at the V Awards, scooping the prize for Wedding Coordinators of the Year!



The Lysaght team scoop up Wedding Coordinators of the Year at the V Awards



The space is perfectly fit for that special day



The grounds of Lysaght looking glorious



December 7th, 2018 marked the 90th anniversary of Lysaght Institute and to celebrate we launched a new project, 'Loving the Lysaght'.

'Loving the Lysaght', which is funded by the Heritage Lottery Fund Wales, will involve local residents, community groups, schools and other organisations in revealing the history of the Lysaght and the people who have been a part of its story.

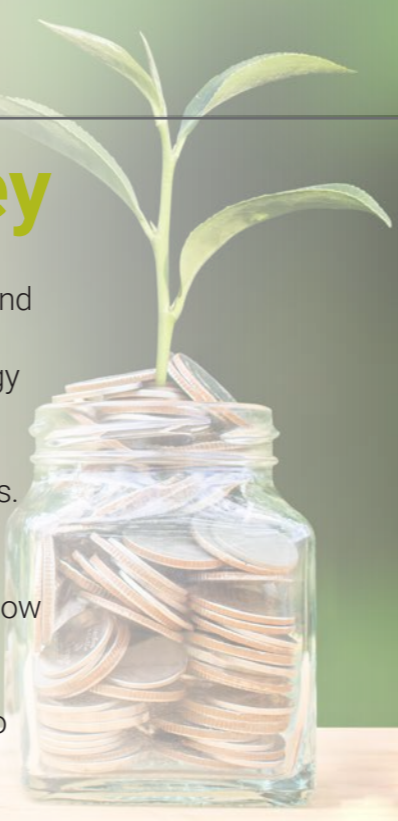
Stay tuned for more information on the Loving the Lysaght project!

For more information about Lysaght visit lysaght-institute.com or check out their Facebook page.

Delivering Value for Money

Our aim is to continually assess and enhance our services to tenants and residents and to actively involve them and our employees to achieve Value for Money (VfM) in all that we do. Linc has developed a VfM Strategy in conjunction with our tenants which has recently been approved by the Linc Board. Our Strategy sets out Linc's approach to delivering VfM and provides a framework for embedding VfM across all areas of the business. To read a copy please visit our website and let us know what you think.

Linc will produce and publish an Annual VfM Statement to demonstrate how VfM has been delivered in the previous financial year and this Statement will support our VfM Strategy. The Strategy will be reviewed annually and approved by the Board to ensure that it remains up to date and is linked to Linc's Annual Business Plan and our Strategic Corporate Objectives.



Wowing us with your home renovations

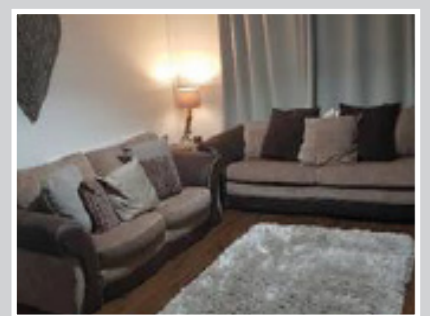
Over the Summer, we launched our first #doityourselfie competition with each monthly winner being awarded £100.

We asked you to share photos of your DIY successes and we received some great entries,

from landscaped gardens with patios and decking being laid to stripped wallpaper and colourful painting, it was difficult choosing just one winner a month. Thank you to everyone who took part, we loved seeing our tenants who have been busy making their house a home.



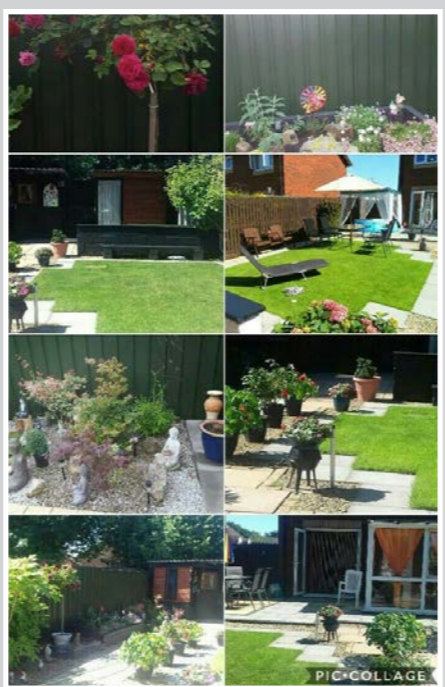
May's Winner



August's Winner



June's Winners



July's Winner

TPAS Cymru Awards 2018

Social housing tenants and landlords from across Wales came together in July to celebrate the very best in tenant involvement activity at the annual Participation Awards in Cardiff.

The TPAS Cymru (Tenant Participation Advisory Service) awards showcase the commitment, dedication, passion and flair of the innovative and creative people who are nominated. A variety of projects and schemes that

empower, involve and engage tenants were selected, along with the inspirational work carried out by individuals for the Tenant of the Year, Young Tenant of the Year and the Staff Team of the Year.

'we entered into five categories and were shortlisted for all of them'

According to TPAS, submissions were 'of a high standard and they truly captured the imagination of the judges, not only the quality of the written material sent in, but the innovative and imaginative range of projects and initiatives being undertaken in Wales.'

Here at Linc we entered into five categories and were shortlisted for all of them. For the first time in many years' it was a real triumph for the Valleys who came top in three awards.



Tenant of the Year Award: Brian Thomas from Cwrt Gwalia in Bridgend **1st**
Community Action Young People: Bad Bikes charity in Bridgend **1st**
Community Action Award: Aberbeeg Community Group **2nd**
Partnerships Award: Steel Remembered, a Linc community project **2nd**
Improving Services Award: Tenant Involvement in Asset Management **3rd**





Because it's Christmas, Magic Matters!

This year our Christmas campaign 'Magic Matters' is about sprinkling a little bit of festive magic by giving much needed items like clothes, food and more, to make a difference to people's lives.

Throughout November our donation stations were set up in our care homes and in head office, where staff, residents and their families kindly gave to our four chosen charities.

Week one saw donations of coats, hats, scarves and gloves to Wrap Up Newport. An initiative set up to provide warm clothing to those living on the streets.

Age Cymru were our next chosen charity, receiving items such as dominoes, playing cards, toiletries and Christmas chocolates – all with the aim of putting a smile on someone's face.

The third week of our campaign centred around Foodbanks, including tinned

goods, tea, coffee, fruit juice and a few Christmas treats.

Women's Aid were our final charity, where donations of Christmas presents, children's pyjamas and sweet treats will help add some magic to this Christmas.

As Christmas Day gets closer, our Linc elves are out and about making their special deliveries. We hope these donations bring some festive joy to people's lives, because it's Christmas, magic matters!

Thank you to everyone who donated, you've been so generous!

To see more of what we've been up to, check out #MagicMatters on social media...

 twitter.com/Linc_Cymru

 facebook.com/LincCymruHA

Estate inspection dates: Mid-December 2018 - March 2019

You can join us on our estate inspections to help us to continue to improve our neighbourhoods. If you'd like to come along, contact your Housing Officer.

Bridgend C.B.C

Lewistown	01.03.19
Llangeinor	01.03.19
Brackla	01.03.19
Kenfig Hill	01.03.19
Coity	01.03.19

Caerphilly C.B.C.

Hillside Ave	14.03.19
Glebe Road	14.03.19
Oak Tree Drive	14.03.19
Old School Grange	14.03.19
Parc Derwen	14.03.19
Cwrt Llanfabon	14.03.19
Pontypandy	14.03.19
Borfa Place	14.03.19
Pen-Y-Graig	14.03.19
Cwrt Golwy Y Sianel	14.03.19
Clos Tir Y Pwll	14.03.19
Hilary Court	14.03.19

Neath Port Talbot C.B.C

Melyn Fach	08.03.19
Danygraig	08.03.19
Llys Morfa	08.03.19
Abbots Mews	08.03.19
Llys Groeswen	08.03.19
Morrison Court	08.03.19

Linc Care Properties

Glyn Anwen	26.03.19
Capel Court	26.02.19
Llys Glyncoed	07.02.19
Llys Enfys	20.12.18
Plas Bryn	07.03.19
Wellwood	14.02.19
Willowbrook	21.02.19
Llys Yr Efail	12.03.19
Aberavon Court	14.03.19
Cwrt Gwalia	28.03.19
Ty Scott	20.12.18
Bill Harry Court	14.02.19
Ty Canol	20.02.19
Cwrt Cwm Derwen	04.02.19
Llwyn Onn	11.02.19
Village Court	15.01.19
Aberdulais Crescent	12.03.19
Brookside Bungalows	01.02.19
Park House	11.02.19
Albert Street	01.03.19



Competition time

Bauble all the way

We're kicking off the festive season with the launch of our Christmas competition in search of the best decorated Christmas tree.

To enter simply send your tree photo to us on Facebook Linc Cymru Housing Association or on Twitter @Linc_Cymru with #baublealltheway. Alternatively, you can email your photo to rebecca.bentley@linc-cymru.co.uk or send a copy in the post to Grapevine Competition, 387 Newport Rd, Cardiff, CF24 1GG.

The competition ends on 5 January. Enter now for your chance to win a prize to kickstart 2019!



Who doesn't love a cheesy Christmas cracker joke? The festive period just wouldn't be the same without them!

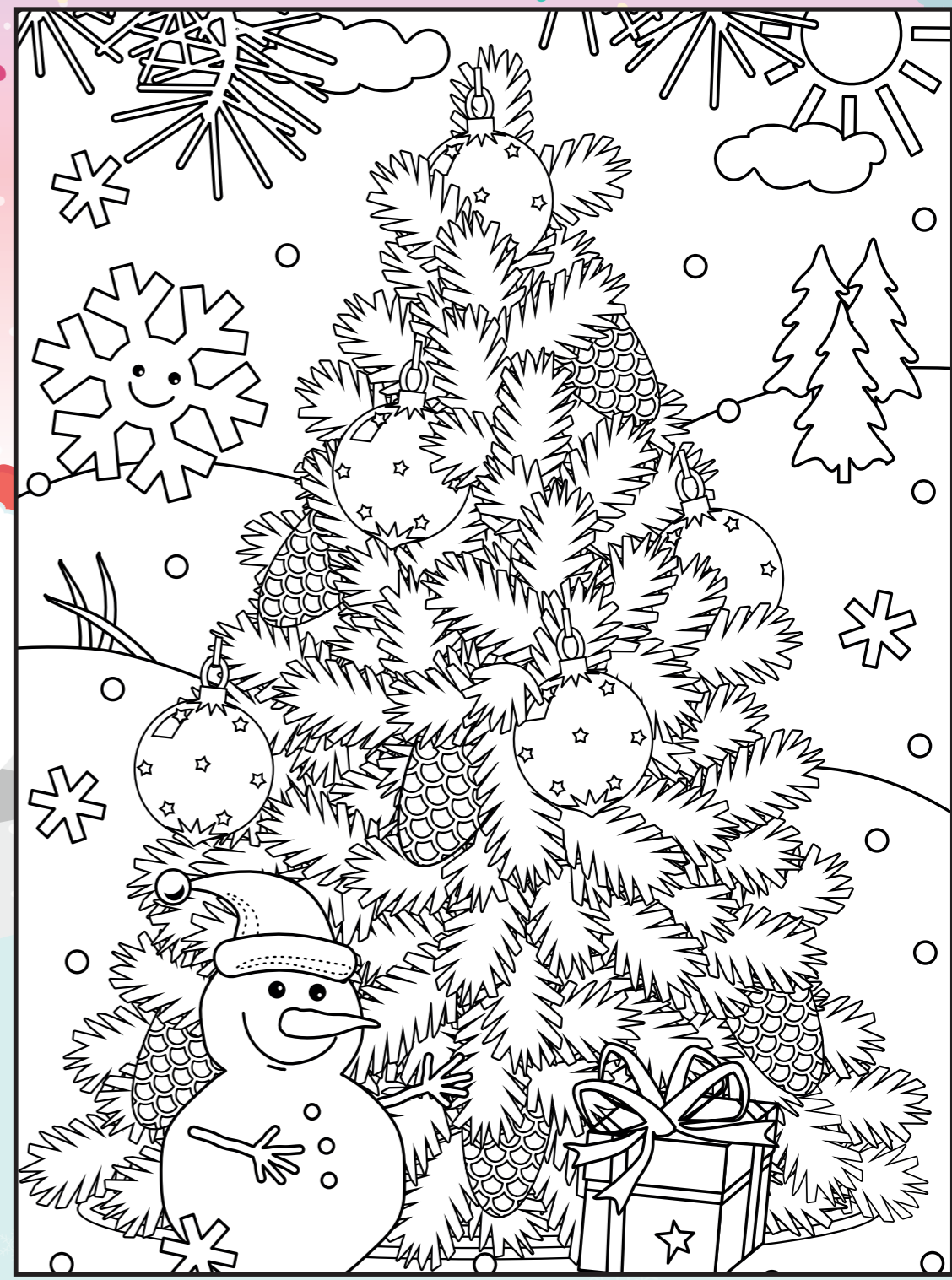
Who is Santa's favourite singer? Elf-is Presley

What do they sing at a snowman's birthday party? Freeze a jolly good fellow

What happened to the man who stole an Advent Calendar? He got 25 days!

Who hides in the bakery at Christmas? A mince spy!

Colour me in



Useful contacts

If you can smell Gas:

Please call the National
Emergency Gas Service on
0800 111 999
(24 hour freephone)



Other useful numbers

Citizens Advice Bureau

(Wales):

0844 477 2020

Step Change (debt advice):

0800 138 11 11

Money Advice Service:

0300 500 5000

Money Made Clear

(money advice):

0300 500 5000

Age UK (national charity for
older people): 0800 169 6565

Alzheimer's Society

(national dementia charity):

0300 222 1122

Mind (mental health charity):

0300 123 3393

Refuge (domestic violence help
for women and children):

0808 2000 247

Samaritans (supporting people
in emotional distress):

08457 90 90 90

Electricity, Gas and Water Supply

To find out who your electricity
supplier is please contact:

0845 601 5972

To find out who your gas
supplier is please

contact: 0870 608 1524

To contact Welsh Water
please call:

0800 052 0145

How to report a repair or make an enquiry

Customer Contact Team:

Mon-Fri 8:30am-5:00pm

0800 072 0966

(free from a landline & mobile)

Email:

contact.centre@linc-cymru.co.uk

Website:

www.linc-cymru.co.uk

Option 1 -

Heating and Plumbing

Option 2 -

Any other repairs

Hold the line for any other
enquiries.

Out of Hours:

Emergency Repairs*

0800 072 0966

(after 5pm & on weekends)

*An emergency repair is one which
involves an immediate risk to your health
and safety or serious damage to your
home.

Compliments & complaints

Customer feedback helps us to continually improve our services. We value your comments and will always do our best to respond to you as quickly as possible. If you would like to make a compliment or complaint, you can contact us on freephone 0800 072 0966 or submit your comments at www.linc-cymru.co.uk

Please remove and keep handy

