

# OpenHouse

The Magazine for **Council Tenants and Leaseholders**

Issue 2 2020



Our latest Council Housing development, Parc yr Helig, is now complete. See pages 6/7 for details.



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



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

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

# Welcome to Open House

Welcome to this edition of Open House. As usual, we hope that you find the contents useful but please do get in touch if you have any suggestions for future issues. We welcome your feedback and would love to hear from you.

We have included an update on our Capital Programme to tell you where we are with improving your homes and estates on pages 4 & 5.

There is also news of our exciting plans to build more new council homes. You can find out more about this on pages 6 & 7.

In the centre of the magazine you will find a tenant and leaseholder satisfaction survey. We would really like to hear your views on our housing service so please do complete it and send it back. Those tenants that return the survey will be entered into a free draw with a chance to win £50!

Stay safe

**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

### District Housing Office Numbers

Eastside District Housing Office .....	☎ 791251
Morriston & Clase District Housing Office .....	☎ 601720
Sketty District Housing Office .....	☎ 516810
Townhill & Mayhill District Housing Office .....	☎ 513900
Blaenymaes District Housing Office .....	☎ 534060
Gorseinon District Housing Office .....	☎ 897700
Penlan District Housing Office .....	☎ 582704
Town Centre District Housing Office .....	☎ 650486
West Cross District Housing Office .....	☎ 402500

All telephone numbers are Swansea based (01792)

### District Housing Email Addresses

- ✉ [Blaenymaes.DistrictHousingOffice@swansea.gov.uk](mailto:Blaenymaes.DistrictHousingOffice@swansea.gov.uk)
- ✉ [Eastside.DistrictHousingOffice@swansea.gov.uk](mailto:Eastside.DistrictHousingOffice@swansea.gov.uk)
- ✉ [Gorseinon.DistrictHousingOffice@swansea.gov.uk](mailto:Gorseinon.DistrictHousingOffice@swansea.gov.uk)
- ✉ [Morriston.DistrictHousingOffice@swansea.gov.uk](mailto:Morriston.DistrictHousingOffice@swansea.gov.uk)
- ✉ [Penlan.DistrictHousingOffice@swansea.gov.uk](mailto:Penlan.DistrictHousingOffice@swansea.gov.uk)
- ✉ [Sketty.DistrictHousingOffice@swansea.gov.uk](mailto:Sketty.DistrictHousingOffice@swansea.gov.uk)
- ✉ [Townhill.DistrictHousingOffice@swansea.gov.uk](mailto:Townhill.DistrictHousingOffice@swansea.gov.uk)
- ✉ [TownCentre.DistrictHousingOffice@swansea.gov.uk](mailto:TownCentre.DistrictHousingOffice@swansea.gov.uk)
- ✉ [WestCross.DistrictHousingOffice@swansea.gov.uk](mailto:WestCross.DistrictHousingOffice@swansea.gov.uk)

**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.

# My name is Mark Wade and I am the Council's Head of Housing and Public Health



**I know that this continues to be a difficult and worrying time for you. Spending time apart from friends, family and your usual support network is very hard for us all.**

I want to reassure you that our staff are still working hard each day to provide tenants with the help and advice that they need. In some cases we have needed to close our offices but our teams are still here for you and are available at the end of the phone and online. We will also arrange to visit you where it is safe to do so.

You will find all the contact numbers that you will need for our housing services, Tenancy Support Unit and other relevant support agencies inside this edition.

We understand that many of our tenants have been affected financially by the COVID-19 pandemic and our Rents Team continue to be here to offer advice and support you.

There have also been concerns about a rise in homelessness and rough sleeping in the city during the COVID-19 pandemic. The Council continues to do everything possible to support those that need help. We are hugely grateful to our partners for their ongoing efforts to help us prevent and reduce homelessness in Swansea.

In these difficult times, please do remember our staff are still here to support you.

Please also continue to follow the guidance and stay safe.

*Mark*

## Housing Commissioning Review

**The Housing Service has recently been looking at ways it can improve and modernise services. A widespread review has taken place, which included looking at how tenants use the district housing offices and contact services.**

A report on the findings was approved by the Council's Cabinet, following a tenant consultation exercise earlier this year. It was agreed that the service needs to increase the amount of home and estate visits carried out, improve its online services for tenants, upgrade telephone systems as well as holding rent and housing surgeries in local community venues for anyone unable to get to a District Housing Office. As part of these improvements, it was also agreed that the service would reorganise the number of District Housing offices it has from nine to six, resulting in the closure

of Penlan, Eastside and West Cross. Services will still be provided from the nearest housing offices.

Gorseinon District Housing Office relocated into Gorseinon Library a few months ago. We will write to tenants to advise them nearer the time as to when the offices in these areas will permanently close together with more information **on who to contact**, changes to online facilities and the rent and housing surgeries.

Our usual contact information is included in this Open House and you can also email

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



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

## **Workways+ offers training, paid work experience and volunteering opportunities to unemployed individuals over 25 to help them improve their lives by gaining sustainable employment.**

Many of the people that **Workways+** help have challenges to overcome including work limiting health conditions and care giving responsibilities.

Backed by £17.3 million of EU funds, **Workways+** will benefit people in Neath Port Talbot, Swansea, Carmarthenshire, Pembrokeshire and Ceredigion. This project has been supported by the European Social Fund through the Welsh Government.

**Workways+** support includes helping people search for jobs, develop their CV's, access funded training and qualifications, build their confidence, develop interview skills, access paid work experience and introduce people to potential employers.

**Workways+** project have already supported more than 900 people living in Swansea, we are celebrating this by sharing Good News Stories from some of our participants we have helped find secure employment.

With multiple health issues including severe arthritis, for Justin Davies-Jones getting a full time job was always going to be a challenge. At age 14, due to poor health, Justin left school without any qualifications. With low self-esteem and no work experience to call upon, aged 26, Justin was desperate to take control of his life.

Justin said "**Workways+** have been superb, they made me believe in myself and get my first ever qualification and a job. Through work my life has opened up. I now have new friends and my confidence has never been higher. I love having a regular wage and I have bought a car and now my partner and I have financial stability. I would thoroughly recommend **Workways+** to anyone that is looking to get into employment, no matter what barriers they face."



To find out more about **Workways+**

 **01792 637112**

 **Workways+@swansea.gov.uk**



# Employee of the month Steve Crouch loves his new job

Unemployed for 10 years, Swansea resident Steve Crouch aged 44 thought he may never get a job. Suffering from neurological damage affecting his back, Steve had severe pain and stiffness. This condition had prevented Steve from working. With the help of healthcare professionals, Steve made progress with managing his back issues. Steve longed to get back into construction work and he made the first positive step through contacting the Swansea office of Workways+. Workways+ helps people that are out of work get jobs. Workways+ services include developing CV's, mock interviews, help with job applications, job search and one to one mentoring. Workways+ also has a comprehensive network of employers that they work with. Workways+ can match the people they support with the employers in their network. Workways+ also offers training. In many cases they can fund the cost of the training courses, certificates and licenses.

Workways+ assigned Steve a dedicated Mentor, Tracy Bowen, to work with him on a one to one basis. Tracy worked with Steve to get him back into a construction role. The first stage was for Workways+ to fund the cost of a 'Construction Skills Certification Scheme' (CSCS) site safety test which would enable him to work on a construction site. The funding for the course was put into place and Tracy helped Steve prepare for the test. To everyone's delight Steve passed first time.

The second part of the plan was to arrange training for Steve. Tracy identified a 'Forward Tipper Dumper Truck' refresher training course. Steve was very keen and Workways+ paid for the course and the license. To do the course Steve would also need safety boots, a hard hat and high visibility clothing. Workways+ ordered these and funded the cost. Once again Steve was successful.

The third part of the plan was to get Steve a job in construction. Through their team of Employment Liaison Officers, Workways+ searched for a construction company in their network and working in partnership with the Swansea based organisation 'Beyond Bricks and Mortar' a vacancy was identified with one of the Contractors working on the site at the new Swansea Arena development. When this temporary role came to an end the Buckingham Group, who are the main contractor for the Swansea Arena, contacted Steve as they were impressed by his work ethic. Workways+ work closely with the Buckingham Group and have placed several workers there.

Workways+ in Swansea is staffed by Officers employed by Swansea City Council and are funded by the European Social Fund via the Welsh Government. **To get support from the Swansea Workways+ team please call 01792 637112 or for your local office please access [www.workways.wales](http://www.workways.wales)**



Steve said, "I received help from Workways+ after being out of work for over 10 years. I was desperate to return to construction so Workways+ funded my Forward Tipper Dumper Truck Licence and paid for my site safety card. They identified a vacancy and I was successful! Hard work, enthusiasm, support from Workways+ and the right training has got me the job I wanted. I am loving being back in employment, Thank you Workways+."

Jaime Bohata, Buckingham Group Contracting Ltd said, "Steven was originally introduced to us when he came to site working for our groundwork contractor. He very quickly demonstrated a very positive attitude towards all tasks including buying into Buckingham Groups procedures. When his role came to an end with the contractor we were looking for a site operative to join our team and there was no hesitation in contacting him to fill the position. Steven goes about his day to day activities with a refreshing positivity, irrespective of its nature.

He is diligent, very polite and observes elements outside his remit and reports back to the site team anything that may need attention. He has been awarded our 'Employee of the Month' award as a recognition of his efforts."

This project has been supported by the European Social Fund through the Welsh Government

**[www.workways.wales](http://www.workways.wales)**

# The Welsh Housing Quality Standard Capital Programme Update 2019/2020

Swansea Council has been progressing with work to improve homes and estates up to the Welsh Housing Quality Standard (WHQS) by 2020, 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, whilst staff and contractors adhere to social distancing guidelines.

## Funding to meet the WHQS

The Council receives a significant contribution of around £9 million each year from the Welsh Government to help deliver major repairs to Council homes.

The following information details what work was completed during 2019/20 and work underway this year.

## WHQS Works Completed in 2019/2020

Key Components	Actual to date
Roofs	386
Kitchens	2,276
Bathrooms	2,103
Central Heating Systems	271
Electrical Systems	557
Planned Mains Powered Smoke Detectors	897
Gardens	1,134

## Work taking place this year

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

In addition, Wind and Weatherproofing schemes (i.e. where walls are repaired/insulated and roofs renewed) are taking place in Waunarlwydd, West Cross, Blaenymaes, Fforesthall, Talycoppa, Llwynceithin Sheltered Complex, Gower (including Llanrhidian and Malthall Flats).

Existing Voice Entry systems to blocks of flats are being replaced in Blaenymaes, Winch Wen, Penlan and Sketty.

Work on the External Facilities scheme is continuing. These improvements focus on the outside area of your 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. Improvements to steps and paths will be undertaken.

External works to properties are underway in Birchgrove, Trallwn, St Thomas/Port Tennant,



Bonymaen, Winch Wen, Morriston.

Electrical work is ongoing across the city which includes testing, rewiring, checking smoke alarms and safety equipment.

## Supporting the community

Those 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 district housing office for details.

# 1000 new council homes on the way

Swansea Council is continuing with its new house building programme with a target to deliver 1000 new homes over the next 10 years.

## Birchgrove – Parc yr Helig

The new homes at Parc yr Helig in Birchgrove have now been completed and tenants have started to move in.



The 16 new homes (12 x 1 bed apartments and 4 x 2 bedroom houses) are designed as Mini Power Stations and are known as Homes as Power Stations (HAPS). They include innovative renewable technologies to help keep energy use to a minimum; ensuring energy bills are as low as possible.

The Council was awarded funding through the Welsh Government's Innovative Housing programme which has allowed the Council to include these technologies so that the homes will be able to generate and store energy through the use of Solar Roofs and Tesla Storage Batteries. The HAPS homes will also have Ground Source Heat Pumps to help reduce the energy needed to heat water and Mechanical Ventilation Heat Recovery (MVHR) systems to ensure the property is well ventilated by providing good quality fresh air, helping to reduce condensation and unpleasant smells.

## Penderry – Colliers Way Phase 2

A further 18 homes are being developed at Colliers Way as part of phase 2 of the development. The site will consist of 8 x 1 bed apartments, 4 x 2 bedroom houses, 4 x 3 bedroom houses and 2 x 4 bedroom homes. They are also being developed as part of the Innovative Housing Programme and are being



built as HAPS and will include the same renewable technologies as the Parc Yr Helig development. The development is likely to be finished in early 2021.

## 25 New homes are also coming to Clase in Morriston

Work is also starting on 25 new energy efficient homes in Hill View Crescent & Beacons View Road in Clase. This exciting scheme of 3 bedroom houses will also include renewable technology so the HAPS homes will all have Solar Roofs, Tesla Battery Storage, Ground Source Heat Pumps and a Mechanical Ventilation Heat Recovery (MVHR) systems.

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





## The Creswell Road & former Clase DHO

The site is currently occupied by a former office building which used to house the Tenancy Support Unit before they moved to the Housing Options building in High Street. Ground surveys have been completed and design options are being drawn up with a number of ideas being developed.

## New homes in West Cross

In addition to the new build projects, work has nearly finished on the refurbishment of an old Social Services building in Acacia Road, West Cross. Two new large family homes will be created and will be available for letting in the Autumn.



## Housing Minister visits a new energy scheme in Craig Cefn Parc - transforming very inefficient bungalows into modern Homes as Power Stations!

Swansea Council recently completed its retrofit project in Craig Cefn Parc in partnership with Cardiff University's Welsh School of Architecture. The Retrofit scheme is the first of its kind in Wales and consists of 6 bungalows which have had External Wall Insulation (EWI), new rendering, and new energy efficient windows and doors. Each property has been fitted with renewable technologies including Ground Source Heat Pumps, Solar Panelled integrated roofs, Tesla Battery Storage and

Mechanical Ventilation Heating Recovery (MVHR) units.

This will transform the bungalows into some of the most energy efficient homes in Wales substantially improving the warmth and comfort of the bungalows. Energy demand is significantly reduced thus reducing energy bills for the residents.

In September Julie James, Minister for Housing and Local Government visited Craig Cefn Parc to formally launch a £9.5 million Wales-wide housing improvement scheme – Optimised Retrofit Programme (ORP) and forms part of the Welsh Government Innovative Housing Programme.

"We've chosen to launch the programme in Swansea after seeing the Council do such a great job in retrofitting similar innovative equipment to their existing housing stock.

"I've met one of the tenants who is clearly delighted with the installation and their wellbeing has been improved by living in a beautiful home with very low energy costs."

Andrea Lewis, Cabinet Member for Homes and Energy, welcomed the launch of the new national programme. She said: "We're thrilled the Housing Minister has visited our completed scheme in Swansea and is able to see the benefits for tenants that new innovative technologies can bring to existing homes.

"The announcement of the new ORP scheme means this type of housing development can continue across Wales and we look forward to working with the Welsh Government to roll out more of this technology to council homes in the city."



# Want to move home?



## HomeSwapper can help!

It's very rare that the many people living across the world have the same experience as one another, however, when asked about 2020 most of us will agree we spent a lot of time at home!

Time at home has made many people ask whether they need more space, less space, to live in a different area, have a garden or be closer to their families.

Here's where **HomeSwapper** can help if you are looking to move home.

**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.



**HomeSwapper** is an online 'estate agent' of adverts from tenants who want to swap their homes. It's an easy way to browse homes and also allows you to filter properties by area, number of bedrooms, features etc. **HomeSwapper** will also find potential swaps for you based on the information you provide and will notify you if a potential swap is found.

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 it from the app store or Google Play.



HomeSwapper Matches

Housing Partners Limited · Social

★★★★☆ 429

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. Make sure you have good, recent photos of your home and include plenty of information about it. You also need to think about where and what you are looking for but be flexible on this so you get more potential matches.



## The UK's largest community for mutual exchange



**HomeSwapper**

It's free to join!

Easy to register!

Find your new home!

HomeSwapper allows you to:

- See how close a match your home is with a % match
- View who's liked your home
- Avoid timewasters with helpful profile badges
- Message with real-time chat
- See if another swapper is online.

14,000 new members each month

43,000 multiswaps created

95% of tenants use HomeSwapper for free

200,000 live adverts

Over 540 partner landlords

Join today at  
[www.homeswapper.co.uk](http://www.homeswapper.co.uk)



If you need any help with **HomeSwapper** or advice on moving from your council home, please don't hesitate to contact your local District Housing Office.





# Tenants' Voice



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

**I normally use this page to update you on what the Local Neighbourhood groups and City and Countywide groups have been discussing over the previous few months. However, due to the current pandemic, face-to-face consultation is currently on hold.**

**There are other ways for you to get involved, have your say and stay in touch. Below are some examples:**

## Phone or text



If you would like to contact me by phone, to have a chat or send me a text message, please ring me on 📞 **07775221453**.

## Microsoft Teams

We are holding 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.



## 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 us 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.**

## Messenger

If you have a query and do not want to discuss it in a public forum such as Facebook, or you just fancy a chat, you can contact me via Messenger.

## Email

As always, you can continue to contact me by email -

✉ **Alison.winter@swansea.gov.uk**



# What is Tenant Pulse?

Do you want to make housing better?



Tenant Pulse is the voice of tenants in Wales. It has been created by TPAS Cymru and is supported by Welsh Government. The main aim is to find out what matters most to tenants in Wales.

The results of their surveys are used by Welsh Government and decision makers to create housing policy which works for tenants, and which makes housing in Wales safer and fairer.

Have your say by joining the thousands of tenants already having their voices heard - 📞 [www.tpas.cymru/pulse](http://www.tpas.cymru/pulse)

## Contact information

The Council may need to contact you from time to time about your rent, property improvements or any other housing related matters so it is important that we have up to date contact information so we can contact you when necessary. This includes your home phone number, mobile phone number and email address.

The Council is increasingly contacting customers by text message. Many of the sections within the Housing Service such as the District Housing Offices, Rents Team, Housing Options and the Tenancy Support Unit are using text messaging. It is a really good way of getting messages to tenants quickly and we are finding that most tenants agree that it is an easy way of responding to us.

Please let us know if any of your contact details change so that we can update our system and continue to contact you when we need to.

## 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.

# Sheltered Housing News

**The Sheltered Housing service continues to provide support for tenants in sheltered complexes. Due to current restrictions, the wardens have replaced their daily visits with telephone calls and are ensuring that the residents have access to support services.**

In addition, the Sheltered Housing cleaners are helping to keep the residents safe by continuing to ensure that communal areas are cleaned to a high standard.

All Sheltered tenants have lifeline pull cords in their properties. The lifeline is a 24 hour service that operates seven days a week which they can use in an emergency or if they require assistance.

The current situation means that it is difficult for the tenants to socialise with each other, however the residents of Conway Court in Penlan are participating in a daily sing-song during the welfare telephone call. They have enjoyed this so much that they have encouraged other complexes to take part too.

## Retirement

Diane Thomas is retiring after nearly 40 years of working for Swansea Council's Housing department. Diane has spent the last 15 years as the Sheltered Housing Manager and will be greatly missed by colleagues and tenants.



**Any enquiries relating to the Sheltered service please email**

✉ **[housing@swansea.gov.uk](mailto:housing@swansea.gov.uk) or contact your local District Housing Office**



# How would you prefer to receive Open House?

Open House is currently circulated as a paper copy to over 14,000 tenants and leaseholders. It's also available in other formats such as CD, large print and on our website.



We are always looking at ways to improve Open House and save on costs at the same time. So we'd like to hear from you if you'd prefer to read Open House online. Instead of sending a paper copy, we'll send you an email version. You can then read it where and when you want to, using your phone, tablet or PC – it couldn't be easier! This makes it more accessible, sustainable and more cost effective as we'll be reducing the number of printed copies.

If you'd like to receive Open House online, you will need to complete our **"sign up"** form

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

Please provide us with your:

- Name and address
- email address
- telephone numbers

Just remember to keep us informed of any changes to your contact details.

If you prefer to continue receiving a paper copy of Open House, there's no need to do anything.



# 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](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)



# Local Area Coordination in Swansea

Supporting People to stay strong through friends, family and community

We provide **information** and advice and we can support **anyone** to build **relationships** within their **community**.

**We support people to:**

- Build their vision for a **good life**
- Stay **strong** and **connected**
- Feel **safer** and more **confident** in the future



**Team Manager**

Jon Franklin

☎ 07471 145351

## **Llansamlet, Trallwn, Pentrechwyth, Winch Wen and Bonymaen**

Anne Robinson ☎ 07966 245623

## **Townhill, Mayhill & Gors**

Bethan McGregor ☎ 07976 477451

## **City Centre North (including Dyfatty, Mount Pleasant, Waun Wen)**

Claire McCarthy-Reed Tel ☎ 07900 702829

## **Swansea Centre, Sandfields, Brunswick and Marina**

Dan Garnell ☎ 07966 246037

## **St Thomas (including Danygraig, Port Tennant, SA1 Waterfront)**

Dan Morris ☎ 07471 145352

## **Brynhyfryd, Cwmbwrla, Cwmdu, Gendros and Manselton**

Emma Shears ☎ 07966 246024

## **Pontarddulais Area (including Pontlliw, Tircoed, Penllergaer, Garnswllt, Felindre, Waun Gron, Grovesend and Penyrheol)**

Richard Davies ☎ 07900 702812

## **Uplands, Brynmill, Ffynone and St Helens**

Fiona Hughes ☎ 07966 246033

## **Gorseinon, Kingsbridge, Garden Village and Penyrheol**

Ronan Ruddy ☎ 07471 145353

## **Sketty, Sketty Park and Tycoc**

Tara Hughes ☎ 07976 395630

## **Blaen-y-Maes, Portmead, Penplas, Ravenhill and Fforestfach**

Pete Russell ☎ 07833 095498

## **Clase, Llangyfelach and Treboeth**

Beth Pike ☎ 07469 412175

## **Morrison North, Ynysforgan, Ynystawe**

Byron Measday ☎ 07900 702656

## **Landore, Plasmarl, Hafod and Morrison centre**

Cerri Goodfellow ☎ 07976 659082

## **Gowerton Loughor and Penclawdd**

Joanne Edwards ☎ 07810 506173

## **Clydach & Birchgrove**

SallyAnne Rees ☎ 07887 055240

Find us on Facebook Swansea\_LACs

**Local Area Coordination in Swansea**

☎ 01792 636707

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

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



Prifysgol  
Abertawe  
Swansea  
University



local area  
coordination



# EMERGENCY FOOD PROViSiON

## FOR PEOPLE WHO ARE VULNERABLY HOUSED

### Monday

Matt's Cafe (Matthew's House),  
82 High St, SA1 1LW

### Tuesday

Matt's Cafe (Matthew's House),  
82 High St, SA1 1LW

### Wednesday

St. Mary's Church,  
St. Mary's Square SA1 3LP

### Thursday

Zac's Place, George Street, SA1 4HH

### Friday

Zac's Place, George Street, SA1 4HH

### Saturday

i58 (City Church),  
Dyfatty Street, SA1 1QQ

### Sunday

Matt's Cafe (Matthew's House),  
82 High St, SA1 1LW

### Takeaway service

**11.30am - 1.00pm  
Every Day!**

We are trying our best to keep you safe and well fed during the current crisis.

If you have any symptoms of coronavirus **do not** visit any venue. Message us for support in another way.

Only use this provision if you are in need.

Social distancing and sanitising measures are in place at each venue. You **must** stick to these rules.

Please respect each venue and their volunteers. Help us to keep everyone (including you) as safe as possible.

For more information email  
[friends@matthewshouse.org.uk](mailto:friends@matthewshouse.org.uk)  
or message 07708 115903





# Helping people who are sleeping rough in Swansea

Swansea Council works with a number of organisations to identify people who are sleeping rough at the earliest opportunity and work with them to try to find them the right support and help.

## What should I do if I see someone sleeping rough?

You can make a referral to **StreetLink** which is a 24 hour UK wide service that enables local services to engage quickly with people who are sleeping rough so that they can get support and help.

 **0300 500 0914**  **[www.streetlink.org.uk](http://www.streetlink.org.uk)**

**Streetlink App** available from the App store or Google Play



You can also contact the local **Rough Sleepers Intervention Team (RSIT)** in Swansea between:

7am - 3pm Mon - Fri and 7am - 12pm Sat - Sun

 **07824 991448**  **[swansearsit@thewallich.net](mailto:swansearsit@thewallich.net)**



Please include a description of the person with the time and location that you have seen them.

**Call 999 if you think they are in danger of immediate harm or need medical attention.**



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



## What is sleeping rough?

Sleeping rough can mean anyone who is living and sleeping on the streets, in doorways, parks, bus shelters or in derelict buildings which are not designed to be lived in or used for temporary shelter.

## Who goes out to find people who are sleeping rough and what happens once someone has been found?

The Rough Sleeper Intervention Team (RSIT) from The Wallich visit all known people who are sleeping rough in Swansea every morning from 7am to offer a warm drink, hot food, toiletries, clothing and help to engage with support services.

The RSIT aim to identify those sleeping rough at the earliest opportunity to provide help and support to prevent sleeping rough long-term in Swansea by linking with agencies that can help.

## What other help is available?

Food is currently provided for takeaway from different locations organised through Swansea Together (Matts House and Zac's Place).

## Why, if help is being provided, do I see people sleeping rough?

There are many reasons why people become homeless and sleep rough. For some it is very temporary, for others it may be for longer and some sleep rough intermittently. Services will always try to find the right type of accommodation for each person sleeping rough.

## Further information

**Swansea Council Housing Options**

☎ **01792 533100**

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

**The Wallich** 📍 **[www.thewallich.com](http://www.thewallich.com)**

**Caer Las** 📍 **[www.caerlas.org](http://www.caerlas.org)**

**Crisis** 📍 **[www.crisis.org.uk](http://www.crisis.org.uk)**

**Shelter Cymru**

📍 **[www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)**



# SCAM ALERT!

## Trading Standards is asking Swansea residents to remain vigilant following a rise in coronavirus related scams

A number of COVID-19 scams have been identified, including the following:

### Doorstep scams

- Criminals target older people on their doorstep and offer to do their shopping. The thieves take the money and do not return.
- Doorstep cleansing services that offer to clean drives and doorways to kill bacteria and help prevent the spread of the virus.

### Online scams

- People are receiving emails that trick the recipient into opening malicious attachments. This puts you at risk of identity theft with personal information, passwords, contacts and bank details at risk. Some of these emails have lured people to click on attachments by offering information about people in the local area who are affected by coronavirus.

### Refund scams

- Companies offering fake holiday refunds for people who have been forced to cancel their trips. People seeking refunds should also be wary of fake websites set up to claim holiday refunds.

### Counterfeit goods

- Fake sanitisers, face masks and COVID-19 swabbing kits are being sold online and door-to-door. These products can often be dangerous and unsafe.

### Donation scams

- There are reports of thieves extorting money from consumers by claiming they are collecting donations for a COVID-19 'vaccine'.

### Loan sharks

- Illegal money lenders are expected to prey on people's financial hardship, lending money before charging extortionate interest rates and fees through threats and violence.

If you are in any doubt as to whether you are being scammed, or you would like to report a scam, you can report it online –

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

Alternatively, scams can be reported to Action Fraud online –

📧 [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

or phone ☎️ **0300 123 2040**



# Citizens Advice top tips for safe and savvy consumers



**The following Citizens Advice guidance will help you buy and budget “smart” and advise you on your consumer rights.**

**If you change your mind about a purchase:**

Unless you made your purchase online, shops are not legally required to accept returns for unwanted goods. Despite this, the shop may choose to have its own returns policy. If it does, they must honour it, so it's worth checking your receipt.

If you buy online however, unless it's bespoke or made to measure, by law you will get an automatic 14-day cooling off period. This starts the day after you receive your order, and there doesn't need to be anything wrong with the item for you to get a refund.

**If you're worried your purchase is faulty:** If something's gone wrong with an item you've bought, you may be entitled to a refund. You'll have legal rights if you unwittingly bought an item that is broken or damaged, unusable, not what was advertised or doesn't match the seller's description.

You'll have to move quickly, as you only have 30 days to return something that's faulty with the guarantee of getting your money back. Your rights don't end after 30 days, though after this period the retailer doesn't necessarily have to refund you, instead they have the option of repairing or replacing the faulty product.

**If you're worried about scams:** Be careful not to end up with a counterfeit item. Secure websites should start “https” and have a padlock symbol in the taskbar. Be wary of spelling or grammar mistakes, and companies that don't provide an address.

Also seek out reviews of the seller from other buyers as these can help you decide whether or not you trust the seller. If there is a lot of negative feedback from other people, it's a sign that something's not right.

If you're worried that something you've seen online might be a scam, you can get advice from a Citizens Advice Scams Action Adviser by calling ☎ **0300 330 3003**.

**If there's a problem with your delivery:** If you bought something to be delivered, it's the seller's responsibility to make sure the item is delivered to you.

If the seller used a delivery company, they should chase the company to find out what's happened to your order - it's not your responsibility.

Check the delivery address you gave the seller. Then contact them and ask where your order is.

**Tips to stay within your budget:** As well as making sure you're clued up on your consumer rights, don't get roped into buying something you can't afford. Citizens Advice offers the following tips to make sure you're staying within your budget:

- Spend time shopping around, researching what deals are on offer and getting advice.
- Always look at the total amount you will have to repay when borrowing money. A shorter repayment period may be better than a slightly lower Annual Percentage Rate (APR) amount.
- Take care when looking at buy-now-pay-later deals. It might seem like a good option but you'll need to make sure you pay on time in future. If you don't these deals can be very expensive.
- Never borrow money on the spur of the moment. Think about payment options beforehand. Work out your budget and stick to it so that you can afford the repayments.



# Condensation and mould in your home

## 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 hits cold surfaces, which then causes the air to cool down and turn into droplets of water. The build-up of water on surfaces can lead to the growth of patches of black mould.

Waking up to condensation on windows is a familiar sight for many people, especially in winter and is not usually a problem if it clears. However, if condensation occurs over a long time and doesn't clear, 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.

## 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

Having a bath or shower



2 Pints

Washing clothes



1 Pint

## 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)
- Wet walls
- 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

It is possible to 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:

### When cooking

- Always cook with pan lids on and turn the heat down once the water has boiled
- Only use the minimum amount of water for cooking vegetables
- Open kitchen windows slightly and shut doors or use your extractor fan if you have one
- Don't use your gas cooker to heat your kitchen

### When bathing

- When filling the bath, run the cold water first then add the hot - it will reduce the steam that leads to condensation by up to 90%

### Washing and drying laundry

- Never dry washing on radiators
- 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

## General

- Open windows in the morning for 20 minutes to air your home
- Wipe down all surfaces and windows affected by condensation every morning – **this is your responsibility**
- Leave trickle vents on windows open all year round
- If you have a Drimaster/Flatmaster fitted, leave it on at all times and keep windows and doors shut
- Leave a gap between your furniture and the walls
- Keep lids on fish tanks
- Try and keep heating on low for several hours a day when it's cold
- Don't use bottled gas heaters (Calor etc.)
- Make sure your home is insulated – the Council offers free loft insulation for its tenants.

## 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 an anti-mould paint will help prevent the mould from returning

**If you continue to 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/article/23191/Repairs-hints-and-tips](http://www.swansea.gov.uk/article/23191/Repairs-hints-and-tips)

# Be Mighty Recycle!

**Did you know Wales is currently the third highest household waste recycler in the world?**

**This feat has been achieved thanks to the support of residents nationwide who ensure that recyclable items are placed in the correct kerbside bag instead of black bags destined for landfill.**

In fact, between April and June during the height of the COVID-19 lockdown we were collecting more recycling from the kerbside than ever before, so we want to say a big **THANK YOU** to all residents!

But we don't want to stop there... Recycle For Wales recently launched the 'Be Mighty Recycle' campaign which aims to take Wales to number one in the world! In order to achieve this ambition we need **ALL** residents to recycle at home and ensure we don't lose valuable recyclable materials in the black bags.



None of the following items should be in your kerbside black bags as they can all be recycled in the appropriate container as listed:

- ✗ Cans & tins ► Green bag
- ✗ Glass bottles & jars ► Green bag
- ✗ Paper & cardboard ► Green bag
- ✗ Plastic bottles, tubs and trays ► Pink bag
- ✗ Food waste including meat, bones, cooked & uncooked food ► Food bin

Please remember to keep paper and cardboard together in a separate green bag to glass & cans and to keep all paper and cardboard in a securely tied bag to keep it as dry as possible.



Although most of your household waste can be recycled there are still some items which can't be and so are allowed in your black bags. These include

- |   |                        |
|---|------------------------|
| ✓ Used tissues and paper towels           | ✓ Wet wipes            |
| ✓ Soft plastic bags, wrappers & film      | ✓ Polystyrene          |
| ✓ Crisp packets, biscuit & sweet wrappers | ✓ Food & drink cartons |
| ✓ Nappies & sanitary products             |                        |

Recycling bags and bins can be collected for free from local collection points across Swansea with a full up to date list available at [www.swansea.gov.uk/morebags](http://www.swansea.gov.uk/morebags)

You can follow the recycling team on social media for helpful guidance and tips and up to date information on any service changes at: [@recycle4swansea](https://twitter.com/recycle4swansea) [f Recycle For Swansea](https://www.facebook.com/RecycleForSwansea)

If you have any questions about the service you can also contact the waste management team at:

☎ 01792 635600 ✉ [evh@swansea.gov.uk](mailto:evh@swansea.gov.uk)

 **Abertawe yn ailgylchu**  
**Swansea recycles**

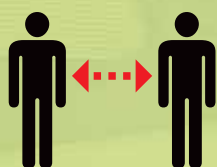


# BOOK YOUR VISIT

## to Llansamlet Recycling Centre



Residents will be required to book ahead before visiting Llansamlet Recycling Centre.



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.swansea.gov.uk/llansamletHWRC](http://www.swansea.gov.uk/llansamletHWRC)

✉ [evh@swansea.gov.uk](mailto:evh@swansea.gov.uk)  
☎ 01792 635600

 **Abertawe yn ailgylchu**  
Swansea recycles

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

## Healthy City Directory

Swansea's community resource  
for wellbeing and health



Swansea's Healthy City Directory is an on-line resource that enables you to search for a wide range of organisations and groups who can support wellbeing and health.

The Healthy City Directory holds one of the most comprehensive lists in Swansea of groups, clubs and organisations who can offer support, teaching and encouragement for you to help feel healthy and well. Use the search to find information on a range of local and national support organisations.

**[www.healthycitydirectory.co.uk](http://www.healthycitydirectory.co.uk)**

## 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](http://www.debtpanicswansea.org.uk)**



## 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](mailto: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.

# Tenant and Leaseholder Satisfaction Survey

We would really like to hear your views in order to help us improve Housing services. We appreciate that your time is precious and this survey shouldn't take longer than **10 minutes** to complete.

If you prefer you can complete this survey online by using this link:

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






By completing and returning the survey you will be entered into a free draw with a chance of winning £50.

## Q1. What District Housing Office area do you live in?

Townhill	<input type="checkbox"/>	Sketty	<input type="checkbox"/>	Gorseinon	<input type="checkbox"/>
Blaenymaes	<input type="checkbox"/>	Morryston	<input type="checkbox"/>	Town Centre	<input type="checkbox"/>
Penlan	<input type="checkbox"/>	Eastside	<input type="checkbox"/>	West Cross	<input type="checkbox"/>

*The following questions ask for your views on the Housing Service as a whole.*

## Q2. How satisfied / dissatisfied are you with the following?

	Very satisfied 	Fairly satisfied 	Neither satisfied or dissatisfied 	Dissatisfied 	Very dissatisfied 
The service provided by The Council as your landlord?					
Your neighbourhood as a place to live					
The way the housing service deals with repairs and maintenance					
That the housing service listens to your views and acts upon them					
Your landlord provides a home that is safe and secure					
Opportunities to participate in decision making processes					
Opportunities for you to have your say in how services are managed					

## Q3. How satisfied / dissatisfied are you with the following?

	Very satisfied 	Fairly satisfied 	Neither satisfied or dissatisfied 	Dissatisfied 	Very dissatisfied 
The overall quality of your home					
The way your landlord deals with anti-social behaviour					








**Q4. Are you a**      Tenant ☐      Leaseholder ☐      Sheltered ☐

*The next question is about your rent. Your rent covers the cost of your home and the housing services you receive such as repairs, looking after your estates etc. It does not include other council services such as rubbish collection, roads, education etc.*

*If you are a Leaseholder please miss out the following question and go to question 6.*

**Q5. How satisfied / dissatisfied are you that your rent provides value for money?**






Very satisfied 	Fairly satisfied 	Neither satisfied or dissatisfied 	Dissatisfied 	Very dissatisfied 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*Only answer this question if you are a Sheltered Housing Tenant or a Leaseholder.*






*Sheltered housing tenants pay a service charge for their warden service.*

*Leaseholders pay an annual service charge to cover the cost of repairs and maintenance, building insurance and other charges as set out in their leases.*






**Q6. How satisfied / dissatisfied are you that your service charges provides value for money?**

Very satisfied 	Fairly satisfied 	Neither satisfied or dissatisfied 	Dissatisfied 	Very dissatisfied 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Q7. To what extent do you agree with the following statement "I trust my landlord"**

Strongly agree 	Agree 	Neither agree or disagree 	Disagree 	Strongly disagree 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Q8. If you used a housing service during the COVID-19 period (i.e. reported a repair, paid your rent, contacted your DHO), how satisfied were you?**

Very satisfied 	Fairly satisfied 	Neither satisfied or dissatisfied 	Dissatisfied 	Very dissatisfied 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Q9. If you were dissatisfied, tell us about your experience and what you think we could have done better. This will help us to continue to improve services.**

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**Q10. Do you have any other comments?**

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# About You - Equalities Monitoring

To improve our services and service delivery to you and consider all your needs we hope you will complete the following questions.

In accordance with the Data Protection Act, any information requested on the following questions is held in the strictest confidence for data analysis purposes only. Any information you supply on the following questions **will remain anonymous**. The information will enable us to determine whether or not our services are equally accessible by everyone.

Completion of these questions is not required as part of the survey. **You do not have to answer any of the questions if you do not wish to do so.** Or you can choose to answer some and not others by selecting the “prefer not to say” option.

---

## Q11. Age

Under 18 ☐      18 – 24 ☐      25 – 54 ☐      55 – 70 ☐      Over 70 ☐

## Q12. Are you...?

Male ☐      Female ☐

## Q13. Is your gender identity the same as you were assigned at birth (i.e. born male and currently living as a man or born female and currently living as a woman)?

Yes ☐      No ☐      Prefer not to say ☐

## Q14. What is your sexual orientation?

Heterosexual / Straight ☐      Gay / Lesbian ☐

Bisexual ☐      Prefer not to say ☐

Other (please state) \_\_\_\_\_

## Q15. Would you describe yourself as... (Please cross all that apply or write in)

British ☐      Welsh ☐      Irish ☐      Scottish ☐

English ☐      EU National ☐      Prefer not to say ☐

Other (please specify) \_\_\_\_\_

## Q16. What is your ethnic group?

White ☐      Black ☐

Asian ☐      Chinese ☐

Arab ☐      Roma / Gypsy ☐

Mixed ☐      Prefer not to say ☐

Other (please specify) \_\_\_\_\_

**Q17. Language preference: What is your preferred language to contact the Council and to receive information?**

English ☐ Welsh ☐

Other (please specify) \_\_\_\_\_

**Q18. What is your religion or (non) belief, even if you are not currently practising?**

No religious belief ☐ Christian ☐ Buddhist ☐

Hindu ☐ Jewish ☐ Muslim ☐

Sikh ☐ Prefer not to say ☐

Other (please state) \_\_\_\_\_

**Q19. Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over time.**

Yes ☐ No ☐ Prefer not to say ☐

**Q20. Does this illness or disability limit your normal day-to-day activities in any way?**

Yes ☐ No ☐ Prefer not to say ☐

**Thank you for taking the time to complete this survey.**

**Your views are important to us and will help us  
to improve the Housing Service.**

## Free Draw

If you wish to be entered into the free draw, please fill in your name and contact details. The draw will take place on Wednesday 20th January 2021 at 11.00am.

The rules for the free draw are as follows:

- It is open to Swansea Council tenants and leaseholders only.
- Entries received after 12th January 2021 may not be included in the free draw.
- If the winner of the free draw has rent arrears, the prize money will be offset against the outstanding balance on their rent account.

This information will only be used for the purposes of the free draw and to update your contact details. It will not be recorded with the survey data.



# Free Draw Entry

If you wish to be entered into the free draw, please fill in your name and contact details and return this slip along with your completed survey.

This information will only be used for the purposes of the free draw and to update your contact details. It will not be recorded with the survey data.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

And finally, please let us know how you would like to receive Open House (the magazine for Council tenants):

Hard copy ☐

Do not want to receive a copy ☐

E-mail (please provide your e-mail address) ☐

\_\_\_\_\_

Swansea Council is the data controller for the personal information you provide on this form. Your information will be used in the exercise of our official authority and will not be used for any other purpose. We will not share your data with third parties unless we are required or permitted to do so by law.

Data protection law describes the legal basis for our processing your data as necessary for the performance of a public task. For further information about how Swansea Council uses your personal data, including your rights as a data subject, please see our corporate privacy notice on our website.

**Please return your completed survey  
along the with this free draw entry slip to:**

**Housing Services, City and County of Swansea,  
Oystermouth Road, Swansea SA1 3SN  
Freepost RSCT-JJZH-KLJZ**

