

OpenHouse

The Magazine for **Council Tenants and Leaseholders**

Issue 1 2020



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. We hope you will find the contents and the information on the various support services that you may require at this challenging time helpful.

We have included an update on essential Housing services that we continue to provide and advised on those services where we have needed to make changes (pg. 2). Unfortunately, we have had to postpone our gardening competition this year. It's a shame we won't get to come out and view your gardens when I'm sure some of you will have been busier than ever. Please do still send in some pictures of your gardens - we would love to see them!

For this edition of Open House we offered the opportunity to any children of council tenants or leaseholders to help us to design the front cover. I am pleased to say that we have included some of these lovely drawings on the cover. Our thanks to those children that sent in their pictures. It was nice to see what you have been doing during this extended period at home.

Finally, we have some useful information on scams on page 18. There are details of some new scams in relation to Coronavirus as well as those that have been around for longer. Please do take the time to read through so you are not caught out.

Stay safe and stay well.

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
Morrison & 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
- ✉ Eastside.DistrictHousingOffice@swansea.gov.uk
- ✉ Gorseinon.DistrictHousingOffice@swansea.gov.uk
- ✉ Morrison.DistrictHousingOffice@swansea.gov.uk
- ✉ Penlan.DistrictHousingOffice@swansea.gov.uk
- ✉ Sketty.DistrictHousingOffice@swansea.gov.uk
- ✉ Townhill.DistrictHousingOffice@swansea.gov.uk
- ✉ TownCentre.DistrictHousingOffice@swansea.gov.uk
- ✉ 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 or email

✉ housing@swansea.gov.uk

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

Hello, I am Councillor Andrea Lewis, Swansea's Cabinet Member for Homes and Energy.



I know that this is a very worrying time and we are all affected by the Covid virus pandemic. Everyone is suffering the emotional effects of social distancing, self-isolation and the separation from family and friends.

Whilst some people isolated at home will have support, for those that don't, the Council is working closely with partners to provide practical help to those that need it. In particular, our Local Area Co-ordinators and Swansea Council for Voluntary Services are co-ordinating a massive effort of volunteers in communities to help people. They can arrange help such as food parcels and deliveries for vulnerable people, access to food banks, collection of prescriptions and other essential tasks. It is wonderful to see communities pulling together to help the most vulnerable.

Although we have had to close our offices to tenants and residents, staff are still working hard to provide people with the help and advice that they need.

The Rents Team are able to help council tenants get the financial support they may need by providing advice, support and sign-posting in regard to welfare benefits; including Housing Benefit and Universal Credit. It is also important that tenants are

aware that the government has introduced additional protection for social and private tenants from eviction during the crisis period.

We are working hard to ensure that our own council properties are ready to let to make sure that people are able to continue moving on to permanent accommodation as soon as they are ready and able to do so. We are also continuing to make offers of accommodation to those who are most in need at this time.

We want to reassure our tenants that help and advice continues to be available, whether it relates to your housing circumstances, financial situation or those that may find themselves in distressing situations such as experiencing domestic abuse or anti-social behaviour. You will find useful contact information for Council services and support agencies on pages 12-13.

This remains a fast moving situation so the Council is providing daily up-dates on its website so please keep checking for new information. Please take good care of yourself and your families and follow the Government guidance to stay at home wherever possible and remember that help and support in this difficult time is just a phone call away.



Information on the provision of Housing services during the Coronavirus crisis

During the current coronavirus pandemic, the Council is working hard to deliver all of its services. However, following Government advice we have to prioritise what housing services are essential. We have put together a list of housing services that are affected and those that are still running. We will be dealing with the majority of service requests over the phone and by email. If we do need to see someone in person, we will do so but this will be subject to some health screening questions.

The Housing Service is continuing to support those that are homeless, vulnerable and current tenants by delivering important frontline services and the following include those identified as key priority areas:

Housing and homelessness advice - The Housing Options service continues to be available via telephone ☎ **01792 533100**, 8:30am to 5.00pm Monday to Thursday & 8:30am to 4:30pm Friday and by email at ✉ **housingoptions@swansea.gov.uk**. The service is continuing to process housing applications which can still be made over the phone or using the online form.

District Housing Offices (DHOs), Tenancy/estate management service - All DHOs are closed to the public. Tenants are being asked to telephone their local DHO as normal and officers will help with their housing enquiries/rent payments.

Phone lines are open 8.30am - 4.30pm Monday to Thursday & 8.30am - 4.00pm on Friday.

Townhill and Mayhill	☎ 01792 513900	✉ Townhill.DistrictHousingOffice@swansea.gov.uk
Blaenymaes	☎ 01792 534060	✉ Blaenymaes.DistrictHousingOffice@swansea.gov.uk
Sketty	☎ 01792 516810	✉ Sketty.DistrictHousingOffice@Swansea.gov.uk
Gorseinon	☎ 01792 897700	✉ Gorseinon.DistrictHousingOffice@swansea.gov.uk
Eastside	☎ 01792 791251	✉ Eastside.DistrictHousingOffice@swansea.gov.uk
Town Centre	☎ 01792 650486	✉ TownCentre.DistrictHousingOffice@swansea.gov.uk
Penlan	☎ 01792 582704	✉ Penlan.DistrictHousingOffice@swansea.gov.uk
West Cross	☎ 01792 402500	✉ WestCross.DistrictHousingOffice@swansea.gov.uk
Morrison	☎ 01792 601720	✉ Morrison.DistrictHousingOffice@swansea.gov.uk

Rent payments and advice - We understand that coronavirus may seriously affect tenants income and we can provide advice and support. No one should find themselves homeless at this difficult time and there will be no evictions from council properties during this crisis. If tenants do run into difficulty or need advice, the Rents team can be contacted by phone ☎ **01792 534094** or by email

✉ rentsteam@swansea.gov.uk. For rent payments, the best way to pay is by arranging a monthly (choice of 2 dates) or a weekly direct debit, or by using the Council's online payment system detailed below together with other ways to pay rent.

Direct Debit Request a form by phone ☎ **01792 534094** or email ✉ rentsteam@swansea.gov.uk

Online Visit 🌐 www.swansea.gov.uk/payments and select Council House Rents.
Tenants will need their rent reference number

Post Office Payments can be made using a Post Office payment swipe card

Payzone Payments can be made with the Payment Swipe Card at any shop displaying the Payzone logo. (Visit 🌐 www.payzone.co.uk for list)

By phone Payments can be made via the automated service at any time.
English ☎ **0300 456 2765**. Welsh ☎ **0300 456 2775**, using a rent reference number.
Tenants can also ring the Rents team on ☎ **534094** or a DHO but these lines are very busy.

Letting properties - We will continue to let accommodation to those with urgent rehousing need and offer furnished tenancy packs but we will need to ask for the new tenants co-operation to ensure we can undertake this work safely.

Requests to end tenancies - Requests can still be made by phoning the DHO and we will arrange for a Neighbourhood Officer to make contact.

Mutual exchanges (requests to swap properties) - We are unable to process mutual exchange requests at the current time whilst staff prioritise emergency and urgent work. Tenants can continue to register with Homeswapper to look for potential matches but we will be unable to approve swaps until we get back to normal.

Anti-Social Behaviour (ASB) - The Neighbourhood Support Unit (NSU) are not currently undertaking routine foot patrols during this time, to avoid all unnecessary travel in line with current restrictions. The NSU will continue to respond to incidents of ASB over the phone, however, staff will not routinely attend incidents. The NSU can be contacted by phone ☎ **01792 648507** 24 hours a day. Incidents of ASB can still be reported online at 🌐 www.swansea.gov.uk/article/4121/Report-anti-social-behaviour-on-council-estates?

Noise nuisance - We will continue to investigate all instances of anti-social behaviour and take appropriate action where it can be evidenced. Incidents of noise nuisance can be reported online or to the local DHO or Anti-Social Behaviour Support Team on ☎ **01792 534060** during working hours. Reports can also be made to the NSU out of hours and weekends ☎ **01792 648507**.

Estate caretaking service - The team is currently operating a reduced service across the city. Enquiries can be made via the local DHO.

Sheltered housing service - Sheltered wardens are continuing to offer services to residents living in Council sheltered schemes, but are contacting them via the pull cord system and telephone to minimise face to face contact. They will however respond as appropriate in an emergency, and the lifeline system continues to operate 24 hours a day, 7 days a week.

Furnished tenancy scheme - The scheme is currently concentrating on deliveries for the reduced number of people we are rehousing at the moment and urgent exchanges of appliances for existing tenants who have packs (e.g. faulty cookers etc). The team can be contacted on ☎ **01792 584042** Monday to Friday 8.30am - 4.30pm or via email at ✉ furnished.tenancies@swansea.gov.uk.

Tenancy Support Unit (TSU) - The TSU is still operational to receive referrals, undertake assessments and provide housing related support. The TSU are not able to undertake face to face visits but are providing telephone and email support to tenants and residents throughout Swansea. The telephone lines are open and a Duty Officer is available Monday to Friday 9.00am - 4.30pm for referrals, housing support queries and assistance on ☎ **01792 774360** or via the online referral form at 🏠 www.swansea.gov.uk/requesttenancysupport or email ✉ tsu@swansea.gov.uk.

Repairs - Tenants can contact the Housing Repairs Call Centre on ☎ **01792 521500** (Monday to Thursday 8.30am - 5.00pm & Friday 8.30am - 4.30pm, or report the repair online at 🏠 www.swansea.gov.uk/requesthousingrepair. For out of hours emergency repairs, tenants should phone ☎ **01792 521500** (Monday - Thursday 5pm - 8.30am & Friday 4.30pm to Monday 8.30am). Information on emergency repairs can be found on the website 🏠 www.swansea.gov.uk/article/23201/Emergency-repairs. If tenants are suffering from any symptoms of Covid-19 (Coronavirus), it is important they make staff aware at the time the repair is reported. Staff will adhere to the Government's social distancing guidelines and tenants will be asked to respect this.

Major internal works - New work on replacing kitchens and bathrooms had been suspended but this work will resume in the coming weeks. Staff will adhere to the Government's social distancing guidelines and tenants will be asked to respect this. For any enquiries please contact the Housing Improvements team on ☎ **01792 635117** or email ✉ HousingILT@swansea.gov.uk.

Leasehold services - The Leasehold team continue to provide advice and support to leaseholders by phone ☎ **01792 635223 / 635011** and email ✉ leasehold@swansea.gov.uk.

Disabled facilities grants (DFGs) - Most housing grants and loans services including DFGs are currently on hold at the moment due to social distancing restrictions. Some schemes that are restricted to external works only will recommence shortly. Other schemes will be prepared by officers ready for works to commence once restrictions are removed where grant applications have been completed. These arrangements are under constant review in adherence with the latest Government guidelines.

New build council house projects - All building work was temporarily suspended at Parc Yr Helig, Birchgrove, but has now restarted. We are continuing some ground works at the Colliers Way site in Blaenymaes. The More Homes team can be contacted on ☎ **01792 635047**.

General Housing queries - These can be directed to ✉ housing@swansea.gov.uk or tenants can join our **Facebook group 'Swansea Council Housing'** which is being updated with the latest news.

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

www.swansea.gov.uk/localareacoordination



Prifysgol
Abertawe
Swansea
University



local area
coordination



Tenants' Voice



Hello. My name is Alison Winter and I am the Participation Officer. This is my regular update on tenant involvement in Swansea, where I provide you with news from local and countywide Groups.



Darren Whetton, Risk Management Surveyor attended a meeting of the **Tenants Consultative Panel** to give an update on fire safety. The group discussed topics that included the installation of sprinkler systems in sheltered complexes, the importance of fire evacuation plans and home fire safety checks that are carried out by the Fire and Rescue Service. Roger, Gowerton said "I enjoyed attending the meeting and found it very interesting"



Dave Bratley, Housing Asset Manager delivered a presentation to the Tenants Consultative Panel on what's next for housing once we achieve the Welsh Housing Quality Standard. Josie, Gendros said "I found the meeting to be interesting and informative". The group discussed topics that included making homes more energy efficient and making local communities more attractive and greener.

Any tenant or leaseholder can be a member

of the Tenants Consultative Panel. You will be asked for your views on existing and new service developments or changes to any policies and procedures. This may be undertaken through questionnaires, via email or text or attending meetings – its up to you.

TPAS Annual Conference 2019

During November 2019 I attended the **TPAS Annual Conference** with 3 tenants. We travelled to the Hotel Metropole, Llandrindod Wells and met other tenants from Local Authorities and Housing Associations from across Wales. The theme of the conference was Homes and Involvement in the Future. Pauline, Treboeth said "I'm new to participation but enjoyed meeting other tenants from around Wales. I had a wonderful time and will continue to get involved"



Congratulations to Mrs Williams, Pontardulais who completed the **Tenant Satisfaction Survey** during 2019 and won second prize of £50. Mrs Williams said " I am really happy to win £50 and for just saying what I think".



If you would like to have your say and get involved you can contact Alison Winter, the Participation Officer on ☎ **01792 635043** or email ✉ **alison.winter@swansea.gov.uk** or text your comments along with your name and address to ☎ **07775221453**

Gardening Competition

Due to the current pandemic situation, this year's Tenants' and Leaseholders Gardening Competition has been postponed until 2021.

However, please do still share with us photos of your gardens so we can enjoy seeing how busy you have been. You can email any photos to us at ✉ **Housing@swansea.gov.uk** or if you are a member of our Swansea Council Housing Facebook group, you can also post the photos there.

We look forward to seeing your gardens!



Are you aged 60 or over?

We have a wide range of Sheltered Housing across the city

Sheltered Housing might appeal to you if you want to live independently, in a smaller and easy to manage home, and like the idea of having someone to call on if there is an emergency.

Our Sheltered accommodation is not an "old folks home" - it provides people with the security of their own home with the benefit of being able to access onsite support and facilities as and when they are needed.

While our 31 complexes vary, most will provide: -

- self-contained flats with their own kitchen and bathroom (some newly fitted)
- a laundry
- a communal lounge
- optional social activities
- communal gardens
- a guest room for overnight visitors
- security and safety features
- scheme manager (warden)
- a 24 hr alarm line

It is important to be clear about what the Warden's role is. The Warden is not there to provide care for residents or carry out tasks such as shopping or cleaning.

The Warden will keep in regular contact with residents, checking all is well each day, and helping in emergencies.

Please note you can still apply for services such as meals at home or home care services if you live in Sheltered Housing.

Who is eligible?

Our 31 schemes across Swansea are open to people who are aged 60 or over. You can be a single person or in a couple. If you have any particular support needs these will be discussed with you before you move in to ensure we can

offer the right support and the home is suitable for your needs.

The process is the same as applying for any Swansea Council home. You need to contact our Housing Options team on ☎ **533100** to join the Housing Waiting List and then you will be asked if you wish to be housed in sheltered accommodation.

The Housing Offices for the areas in Swansea you would prefer to live in, will make all offers and allocations of available sheltered properties.

Social activities

The Warden is there to encourage and help residents to organise social activities and events. Joint activities between complexes are often arranged. Popular and frequent social activities and events include:-

- coffee mornings
- bingo
- day trips and short holidays
- interesting talks and seminars
- theme nights
- hobby groups e.g. gardening, craft

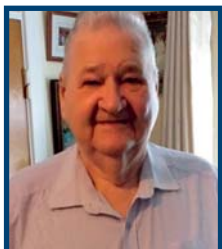
Residents may join in with these activities as little or as much as they choose but many find they are great fun and can help some feel much less lonely or isolated.

If you would like further information on applying for sheltered housing, please contact ☎ 01792 635034 or email ✉ housing@swansea.gov.uk

Sheltered Housing News

Tenant Satisfaction Survey Prize Winner

Congratulation to Mr Perrins, Clydach, who completed and returned the Tenant Satisfaction Survey and was selected at random to win the prize draw of £100.



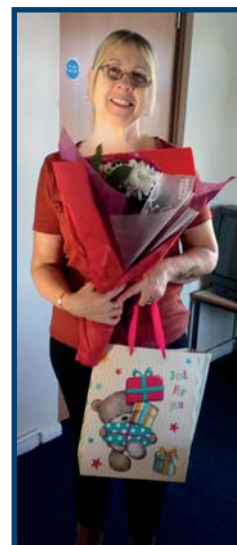
Ty Dewi Sant

Ty Dewi Sant raised £1500 by holding a Macmillan Coffee Morning. Jayne Hughes, who is the warden at the complex said "All residents worked so hard to make cakes and handy crafts, it was such a successful day" Everyone who attended the coffee morning said how much they enjoyed it and that they intend to do it again next year."



Tirdeunaw

The residents of Tirdeunaw Sheltered Complex, Treboeth, recently held a presentation for their cleaner Liz Frowhein, who has worked at the complex for 22 years. The warden, Julie Thomas, said "we presented Liz with flowers, cards and gifts as a thank you for the long standing commitment she has shown to residents and guests".



Gloucester House

The residents of Gloucester House enjoyed a visit from Appletree Nursery just



before Christmas. The children arrived at the complex dressed in their festive outfits and sung a few Christmas songs for the residents.

Your comments about Open House

Do you have any comments about this edition of Open House magazine or any of the articles you have read? If so, you can either write to Housing Services, City and County of Swansea, Oystermouth Road, Swansea SA1 3SN, Freepost RSCT-JJZH-KLJZ or email to [✉ housing@swansea.gov.uk](mailto:housing@swansea.gov.uk) or phone on [☎ 01792 635045](tel:01792635045)

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

Gorseinon District Housing Office is on the move...

Gorseinon District Housing Office will soon be moving into Gorseinon library.

The library is a modern, accessible space close to public transport links and large car park. Library and Housing services will work side by side meaning that tenants and residents can benefit from accessing these services under one roof. Staff from the District Housing Office will move to the new premises shortly and will continue to deliver the same level of service as currently offered, we will even keep our existing phone number.

We will write to all tenants and leaseholders, who live in the Gorseinon District Housing Office area, with more detail in the coming weeks.

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



Llywodraeth Cymru
Welsh Government



Cyngor Abertawe
Swansea Council



Swansea Council Housing

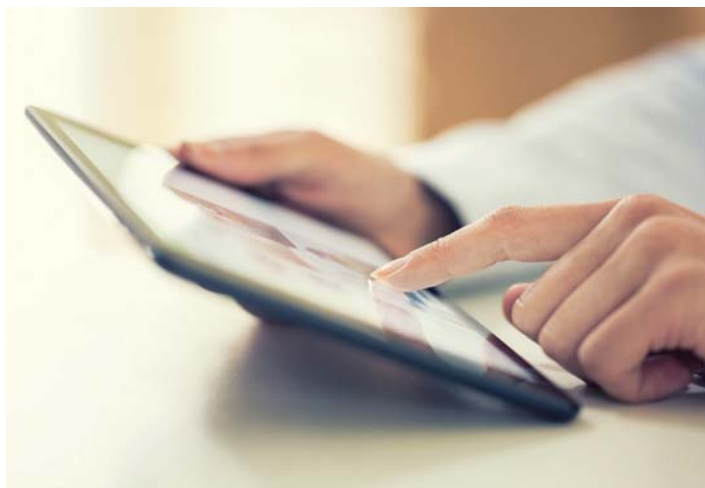
There is now a Facebook group for all current tenants and leaseholders of Swansea Council!

If you would like to be part of this, search for 'Swansea Council Housing' on Facebook and send a request to join the group. You must provide us with the address of your council tenancy or leasehold property, name of the lead tenant and your language preference. Without this information, we are unable to accept your request to join.

We post lots of useful information, as well as keeping you up to date on Housing news and events in your area.

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

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

To discuss your existing claim with a Housing Benefit Officer please ring ☎ **635353** or email ✉ benefits@swansea.gov.uk

Rents Team

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

TSU Tenancy Support Unit

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

Housing Options

Money advice and debt advice -

Also free advice given if your tenancy is at risk.

☎ **01792 533100** ✉ housingoptions@swansea.gov.uk



Swansea Citizens Advice

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

☎ **0300 3309 082** 🌐 www.adviceguide.org.uk/wales.htm



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

Housing Advice helpline ☎ **0845 800 4444**

🌐 www.sheltercymru.org.uk/shelter/home/



Stepchange Debt Advice ☎ **0800 138 1111**

🌐 www.stepchange.org



For advice on how to get into work

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

✉ workways+@swansea.gov.uk



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**

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**



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?

There are drop in centres in the city providing food throughout the day including Zac's Place, Matts Café, Missions of Charity and Ogof Adullam. Services providing advice and support include Caer Las Access Point, Crisis, The Wallich, Shelter Cymru and Housing Options.

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

The Wallich 🖱 www.thewallich.com

Caer Las 🖱 www.caerlas.org

Crisis 🖱 www.crisis.org.uk

Shelter Cymru

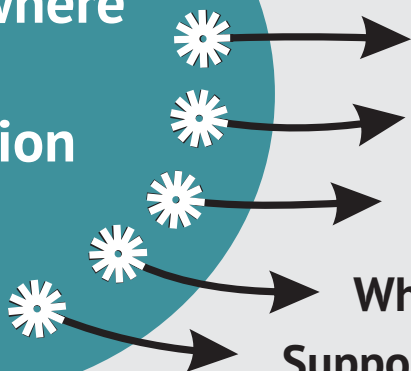
🖱 www.sheltercymru.org.uk





...our support for individuals during Coronavirus

Unsure where to find information about...



Local support to help you?

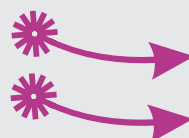
Support if you're lonely or anxious?

Online resources to look after your wellbeing, or keep the kids entertained?

Where you can get food?

Support for a specific health condition?

...and if you're on the government's shielding list, or are classed as vulnerable, we can also help with...



Telephone befriending
Prescription delivery

Where do you live?

To make sure our information's specific to where you live, there's an SCVS team leader for each area:

- 1 - City Team - DanielleLockCovid@scvs.org.uk - Danielle Lock (07946 535304)
- 2 - Cwmtawe Team - AmyMeredithCovid@scvs.org.uk - Amy Meredith-Davies (07538 105287)
- 3 - Penderi Team - DanielleLockCovid@scvs.org.uk - Danielle Lock (07946 535304)
- 4 - Llŵchwr Team - AmyMeredithCovid@scvs.org.uk - Amy Meredith-Davies (07538 105287)
- 5 - Bay Team - EmmaCrockerCovid@scvs.org.uk - Emma Crocker (07943 189233)



Please note: This is not a crisis response service -
The SCVS team are available Mon-Fri, 9am-5pm.

If your enquiry is urgent, please call the Swansea Council helpline number: 01792 636363

Find resources, information and more at -
www.scvs.org.uk/coronavirus-inds

Swansea Council for
Voluntary Service
(SCVS) - Registered
Charity No: 1063242

Get in
touch



Cut out and keep me or take a photo with
your mobile phone so you always have the
contact numbers to hand

Useful contacts

Homes and Estates

Contact your local District
Housing Office (DHO):

Blaenymaes DHO ☎ 534060

Eastside DHO ☎ 791251

Gorseinon DHO ☎ 897700

Morryston DHO ☎ 601720

Penlan DHO ☎ 582704

Sketty &

Gower DHO ☎ 516810

Town Centre DHO ☎ 650486

Townhill DHO ☎ 513900

West Cross DHO ☎ 402500

Improvements to your home
to meet the Welsh Housing
Quality Standard ☎ 635215

Refuse collection /
recycling / furniture disposal
Environment call centre
☎ 635600

Your Rent

Rents Team ☎ 534094

Direct Debit ☎ 635015

Help and Support

Tenancy Support Unit
☎ 774320 / 774360

Tend and Mend ☎ 525152

Furnished Tenancies
☎ 584042

Adaptations to your home
☎ 635330

Report it

**Anti Social Behaviour
(24 hours) Neighbourhood
Support Unit** ☎ 648507

Repairs

Repairs call centre ☎ 635100

**Out of hours emergency
repairs** ☎ 521500

Emergency gas leak
**National Gas Emergency
Service** ☎ 0800 111999

**Problems with road
drains, street lights
and pot holes**

Highways ☎ 843330



Be Scam Aware

In previous editions of Open House we have advised you of potential scams that are designed to con people into parting with their money. Advances in modern technology means that scams are becoming more sophisticated as victims are targeted via social media and the internet.

There are many types of scams. Some examples include:

- **Lottery or prizes draw scams** - You will be notified that you have won a large sum prize on a lottery or draw that you didn't enter. To claim the winnings victims must send a fee to release the funds.
- **Dating/Romance Scams** - scammers set up fake profiles on dating websites and try to build up a friendship or relationship with their victim. The scammers then try to persuade their 'friend' to send them money.
- **Catalogue Scams** - Victims are encouraged to buy products which promise 'miracle cures' at bargain prices. But these products are of little value, do not achieve what they promise and may not even arrive.
- **Investment Fraud** - This involves cold calling consumers to offer products such as wine, diamonds and land as an investment opportunity. Often, the products do not even exist and even if they do, the financial returns promised simply fail to materialise.
- **Recovery Room Fraud** - Victims who have already lost money to an initial investment scam are contacted again to be told that their investment can be recovered on payments of further fees or on purchase of other commodities.
- **TV Licence, HMRC Scam** - You will receive a phone call informing you that you have not paid your TV licence or owe money to HMRC. You will be told to make a payment within 24 hours or

there will be a warrant out for your arrest.

- **Bank Transfer** - Victims are contacted over the phone and informed their Bank account has been hacked and they need to transfer money into a new account. Never give your details over the phone, contact the Bank yourself on the telephone number you have on your statement not on any numbers given by the caller.

What you can do to protect yourself...

- Only give out your personal details when absolutely necessary and when you trust the person you are talking to and **NEVER** give your pin number to anyone.
- Destroy personal information. Make sure you shred all documents, old credit and debit cards which include your personal details.
- Treat personal details like you would money. Don't leave them lying around for others to see.
- Avoid transferring or sending any refunds or overpayments back to anyone you do not know.
- Never reply to spam emails, even to stop them. Often this just serves to verify to scammers that the email address is active. Just delete any suspicious emails without opening them.
- Make sure you have up-to-date antivirus software installed on your computer. **DO NOT** purchase from someone contacting you via email or phone. Go to a reputable computer shop.
- Never call a telephone number or trust any contact details in a spam email.

If you or someone you know has been a victim of a scam, you can report it to the national Citizens Advice Consumer helpline on ☎ **08454 040506**. Alternatively, you can report the matter to Action Fraud either by telephone on ☎ **0300 12302040** or online at 🌐 www.actionfraud.org.uk

Should you require any further advice please contact Trading Standards on ☎ 01792 635600.



Trading Standards is also aware of a number of scams circulating that are linked to the Coronavirus pandemic. The following are examples of recent scams -

- People impersonating healthcare workers, claiming to offer home testing for coronavirus or offering cures or vaccines.
- Home decontamination services.
- Fake products available online that apparently offer you protection from coronavirus. Please ensure that any protective products you buy (such as hand sanitizer) are purchased from genuine companies.
- Mobile phone applications that claim to give you updates on the virus but instead lock your phone and demand money to unlock it.

- There are many cases of people knocking on doors to offer to do shopping or collect medication, asking for money upfront and then disappearing.
- Impersonation of officials, such as HMRC and government agencies, often these are received as a text telling you that you owe money.

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

Alternatively, scams can be reported to Action Fraud online at 🌐 www.actionfraud.police.uk/reporting-fraud-and-cyber-crime or phone ☎ **0300 123 2040**.

Free Telephone Support Service

Are you:

- **Over 70?**
- **Or over 50 and living with a health condition or disability?**

Register NOW for free help and advice.

Call: 01792 648886

Email: enquiries@agecymruwestglamorgan.org.uk



Swansea Council recycling and waste collections update



Collection crews are working hard to maintain the kerbside collection service during the Corona virus outbreak which as of 23rd April is still operating as normal. The only change to the collection service is an earlier start time of 6am so we recommend residents place bags out the evening before collection day.

Some services have had to be reduced however to comply with government guidance and safeguard front line services.

Please note the situation can change quickly so we recommend you check the council website regularly or follow the Recycle for Swansea social media pages at:

 www.facebook.com/recycleforswansea

 www.twitter.com/recycle4swansea

Replacement recycling bags

Replacement green bags and food liners can continue to be requested at the kerbside using the reorder tag.

All council recycling bag collection points including libraries and housing offices are now closed. We have introduced a number of temporary outlets to replace these in many areas in shops and post offices to be used when carrying out essential shopping. A full list of locations can be found at

 www.swansea.gov.uk/morebags


Food bins, reusable pink bags, garden bags green and food can all be ordered for delivery online at

 www.swansea.gov.uk/requestmorebags



How you can help our crews

Please follow these steps to help support our crews during this period:

- Continue to recycle as much of your household waste as possible to keep to the three black bag limit.
- Avoid doing big clear-outs which will create more waste for crews to collect. We need you to hold onto large items, such as furniture and mattresses, until the outbreak has subsided and services return to normal;
- Minimising the amount of rubbish, recycling and food waste we produce. Find tips for reducing food waste at  lovefoodhatewaste.com - including how to store food correctly and use leftovers, to make your food last longer and reduce the frequency we need to visit the supermarket.
- Not burning waste at home. This creates air pollution that could harm people nearby who may already have breathing difficulties due to COVID-19. There is also the danger that fires could get out of control. Fire services around the country are reporting an increase in callouts due to garden fires.

Protecting yourself and crews from the virus

When putting out waste and recycling bags, and caddies, there are a few things we must all do to ensure we're doing this as safely as possible:

- If you're self-isolating and feeling unwell, double-bag your personal waste (such as tissues or cleaning cloths) and put aside for at least 72 hours (3 days) before putting them out for collection;
- Do not put tissues into your recycling bags as they cannot be recycled. Place these in your black bags only.
- Keep your distance when our workers are collecting your waste and recycling;

- Disinfect your bag, bin, box and caddy handles again, before and after collection;
- Put wipes, cloths, gloves, etc. used for cleaning your bags, bins, boxes and caddies into your non-recyclable waste bin or bag, as these can't be recycled.



Many thanks for your support and understanding during this period especially to all the residents who have expressed their appreciation and thanks to our hard working collection crews since the outbreak began - it is greatly appreciated.

The Recycling Team

#HereForSwansea



Recycling Centre Update 3rd June 2020

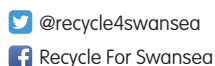
Following a further review it's been decided that Recycling Centres will be able to accept **ALL RECYCLABLE** materials once again, with immediate effect.

Please see the full list of accepted items for each site and review the remaining restrictions before planning a visit at www.swansea.gov.uk/recyclingcentres

Please note that sites will still **NOT** be accepting black bags or non-recyclable waste at this stage.

We'd like to say **THANK YOU** once again to all residents for their continued patience and understanding during this time.

#HereForSwansea



Information is changing constantly so please check our website or the recycling Facebook page for the latest information.

Live Fear Free Helpline

For confidential information, advice or support around domestic abuse, sexual violence or violence against women anyone can contact the Live Fear Free Helpline in any language 24 hours a day 7 days a week by...

Phone **0808 80 10 800**

Text **07860 077333**

Email **info@livefearfreehelpline.wales**

Webchat **<https://gov.wales/live-fear-free/contact-live-fear-free>**



For more information, please visit
<https://gov.wales/live-fear-free/contact-live-fear-free>



Can we help you?

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

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

To receive information in an alternative format, please let the staff at your District Office know or contact the Customer Services Team on
01792 635045 ✉ housing@swansea.gov.uk

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

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

