



TENANT NEWSLETTER

Pembrokeshire County Council

Message From The Director



Jonathan Griffiths

I want to take this opportunity to express my thanks to you all as Pembrokeshire County Council tenants for adhering to the government guidance to stay at home in order for us to limit the spread of Coronavirus. It has made a significant impact on reducing the number of cases in Pembrokeshire and it has been wonderful to witness and hear how communities are pulling together and supporting each other during this difficult time.

I know many of you will be frustrated by having to remain at home, but I need to stress how vitally important it is that we continue to follow the government guidance in order to limit the loss of lives and protect the most vulnerable in our communities.

As your landlord, we are committed to keeping you safe and secure in your homes. We are here to support you to find solutions if you find you are having difficulty paying your rent and we will do everything we can to support your wellbeing.

I hope you will find this newsletter useful as an update on how the housing services have had to change as a result of the Coronavirus and what support is available to you at this time and how you can get in touch with us.

We are all in this together and continuing to be considerate to our neighbours will help us get through this. Please keep safe.



Housing Services Facebook Page

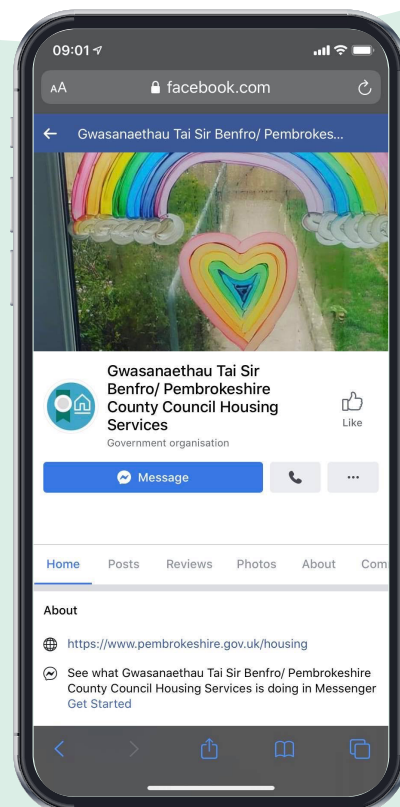
There is a new way to keep up to date with Housing news- by following the brand new Pembrokeshire County Council Housing Services Facebook Page!

The page aims to provide our tenants and future tenants with information on the latest Housing updates, community events, new developments and training opportunities. We will be sharing lots of positive content to keep spirits up and of course giving our followers plenty of opportunity to win vouchers through regular competitions.

Most importantly, this is your page, and we want you to shape it...so please let us know if you have any ideas about what you would like to see featured.

We would like to take this opportunity to say congratulations again to our first competition winner- Llinos Harries who won a £20 Tesco gift card for her fantastic Rainbow Picture entry! Well Done Llinos!

Don't forget to Follow, Comment, Like and Share our page!



PCCHousing

Keeping in contact with us

Tenancy Management Team - ✉ tenman@pembrokeshire.gov.uk or ☎ 01437 764551

Housing Advice Team - ✉ housingadvice@pembrokeshire.gov.uk or ☎ 01437 764551

Choice Homes and Allocations Team - ✉ haalloc@pembrokeshire.gov.uk or ☎ 01437 764551

Housing Customer Liaison Team - ✉ HousingCLO@pembrokeshire.gov.uk or ☎ 01437 776556

Don't forget you can now also contact the Housing Services through our new Facebook page:
f www.facebook.com/PCCHousing

Choice Homes

In response to queries we are receiving regarding when the Choice Homes advert will be back up and running, we do not anticipate that this is likely until after lockdown has been lifted.

Customers can still apply to join the Choice Homes @Pembrokeshire Housing scheme, however there may be a delay in processing your application as we prioritise other areas of service.

If you would like to discuss your housing application, you can email the team on:

haalloc@pembrokeshire.gov.uk or telephone on: **01437 764551.**

If you have any information to add to your application, please email a picture or a scanned copy to: haalloc@pembrokeshire.gov.uk. Please avoid sending anything in the post.



Housing Advice Team Update

In order to adhere to Government guidelines, the Housing Advice Team are currently working from home. Staff are still available however, to give advice and assistance over the telephone to those who may be at risk of becoming homeless in the near future.

If you are homeless or likely to become homeless and need advice, contact the duty team by emailing **housingadvice@pembrokeshire.gov.uk** or phoning **01437 764551** and asking for the housing advice team.

Emergency Legislation has been introduced which stops both social and private landlords from starting possession proceedings to evict tenants for three months, from the start of the lockdown period.

**This service is available
Monday - Friday, 9am - 5pm**





Sheltered Housing Update

Procedures are still in place in Sheltered Housing complexes to protect tenants from Covid-19. These include:

- No visitors to enter your property (unless for care needs)
- Visitors to only come to drop off essential food and medication ensuring, a 2 meter separation when in contact.
- Communal lounges remain closed until further notice.
- Wardens are carrying out welfare phone calls and visits to those who don't have phones.

If you have any queries or concerns, please call the warden as they are keen to help you in any way they can or refer you on to other support that is available.


Tenancy Management Update

The Tenancy Management Team are mostly working from home, however some staff are out and about on estates carrying out essential safety and welfare checks.

During lockdown you may receive a phone call from the team to check that you are ok, safe and to see if you need any support during Covid-19. Please note the number will appear as 'unknown' but the staff member will introduce who they are and the reason they are calling. If you're uncomfortable or think the call may be a scam, you can end the call, phone the Council number and ask to be put through to the staff member, to make sure it is genuine.

If you need to speak to your Housing team, please call **01437 764551** or email tenman@pembrokeshire.gov.uk

Customer Liaison Team Update

Due to the ban on community events during Covid-19, the Housing Customer Liaison Team have quickly found other ways to engage with tenants. We've recently set up a Housing Facebook page to provide information to our tenants and prospective tenants and to keep in touch with everyone. If you'd like to keep updated with housing and maintenance news, why not give us a like!  **PCCHousing**.

We are keen to hear from our tenants about what you would like to see the Housing Department doing more of, especially during Covid-19. What information would you like to see? Get in touch with us via Facebook, email housingCLO@pembrokeshire.gov.uk or call **01437 776556**.



Housing Maintenance

Our Maintenance teams are working hard to bring services to your home. While all non-essential Maintenance jobs have been on pause during lockdown, we have kept up with urgent and emergency repairs in homes. We have completed on average 20 repairs a day, such as roofing issues, boiler breakdowns and electrical faults.

With careful planning and teamwork (at a distance!), our staff have been getting empty homes ready to let to new tenants, while making sure they are up to the Welsh Housing Quality Standard.

We have prepared 17 of these properties for keyworkers, and homeless and vulnerable people in this time of great need. We are also visiting our building sites to keep them secure and safe.

Our heating appliance contractors are out and about servicing and repairing your boilers, and serviced 430 in April alone! This work is essential for your safety, as well as a legal requirement for the Council.

Thanks to all tenants who have understood the need to continue this important work. If you are concerned about your own heating servicing check, call the number given on the letter or our Council's contact centre for more information.

All Council staff and contractors have strict rules to follow when visiting your home to make sure that staff, as well as you and your family, are all kept safe.

Remember, if you need to report an emergency repair you can still do it in the normal way – call the Council's contact centre on **01437 764551**.



Bin Day

The great news is that your kerbside waste collections did not change despite weeks of lockdown. Grey bags are still picked up every 3 weeks with food waste, blue bags, red bags and paper boxes being collected weekly.

Remember:

- Personal waste such as used tissues should be double bagged and left for 72 hours before including with your grey bag.
- Keep your distance – our collection staff are key essential workers and we need to keep them safe! Show your support in other ways – some of our tenants have been leaving thank you messages in their windows!

For any queries with your waste and recycling, or if you are experiencing problems with the temporary closures of the waste and recycling centres, you can call the Council's contact centre or email wasteandrecycling@pembrokeshire.gov.uk.

Free School Meals



The Council is now paying for Free School Meals directly into your bank account! Although 1410 payments have been made to date, the Council is still waiting for the bank details of families of around 750 eligible children.

If you haven't had a letter about this, or you need another one, please email fsmpayments@pembrokeshire.gov.uk, or telephone **01437 775250** as soon as possible.

Are you a Council tenant struggling to pay your rent or in hardship as a result of Coronavirus?

We appreciate that this is a challenging time and that many people will find themselves in hardship as a result of the Coronavirus. In line with Welsh Government legislation, we will not be taking action against tenants at this time but we want you to know that we are here to help and support you should you need it.

If you are struggling to pay your rent or need support with debt problems, please contact us on **01437 764551** and ask to speak to your area Housing Team. They can give you advice about your tenancy and put you in contact with an advisor who can check if

you are entitled to financial assistance. The team can also link you in with essential services in your community through our Community Hub. We don't want you to worry on your own about this – **we are here to help you.**

Other Useful Info:

H-West CAB - **01437 806070**
(Open daily from 10-2pm)

DWP - **0800 7317898**

Go to '**MyAccount**' to pay online



Fire Safety at Home

Due to the pandemic and people with respiratory conditions such as asthma, we are currently advising people **NOT** to burn during the pandemic.

Fire can be very unpredictable and uncontrollable when burning garden waste or rubbish. Burning these items also causes toxic air that is dangerous to breathe in. There are more environmentally friendly ways to dispose of garden waste or rubbish

such as using Pembrokeshire County Council recycling facilities. Keep checking our Facebook page for updates about when the recycling centres will be re-opening.

Please keep your family and community safe and do not burn. For further information or advice, please contact Pembrokeshire County Councils Environmental Services on **01437 764551**.

Neighbourhood Issues

Noise complaints have increased during the Covid-19 period. Please remember that more people than normal are at home during lockdown, therefore there is going to be an increase in the level of noise. Residents are asked to please think carefully about noise levels of music and DIY, particularly in garden areas, that will affect those living nearby.

Cllr Cris Tomos, Cabinet Member for Environment, Public Protection and Welsh Language, said: "We are seeing an increase in noise complaints with far more of us at home than normal but please remember we are all in this together and a little thought can help this period pass without extra stress and conflict." If you are concerned about any breaches in regards to Social Distancing or Anti-Social Behaviour, please report to the police on 101.

Stay Updated

Stay up to date and in touch as we enter the next stage of lockdown by following us online, on Pure West Radio and Radio Pembrokeshire, on local media such as the Western Telegraph and via our own outlets. Remember to like and follow us at:

 **PCCHousing**

 www.pembrokeshire.gov.uk/advice-on-the-coronavirus

 **PembrokeshireCountyCouncil**

 www.gov.uk/coronavirus

Finally, make sure to get your news from a trustworthy source like BBC News.

Get Help...

Help and support for those who are experiencing or know someone experiencing domestic abuse and sexual violence during the Coronavirus emergency.



Live Fear Free Helpline Llinell Gymorth Byw Heb Ofn
0808 80 10 800

How you can stay safe:

- Stay in touch with family and friends where you can – there are a number of useful apps to visually stay in touch: Skype, FaceTime, Video calling, just remember to do these safely. Others may be listening
- Where you can safely access support, contact your local domestic abuse service or the helpline to establish a safe plan at home or a safe leaving plan
- Establish a code word or an emergency sign/signal to let those close to you know you need help and to call the police
- Where you can, keep a bag of essential items safe, consider options for storing this safely; leaving with a trusted neighbour
- Use local shops where online shopping slots are unavailable and speak to someone
- **Silent calls to police – dial 999 – then 55 if you can't talk.**



A one-stop shop for all your support needs during COVID 19

Are you self-isolating? Do you need a little bit of help?

Do you want to find out what is available in your area?

If you need help with essential tasks, such as shopping, collecting medication or other supplies, or just need a friendly voice on the other end of the phone - help is out there.

Give us a call on **01437 776301**
or drop us an email communitycovid19@pembrokeshire.gov.uk
#connect2kindnesspembs



Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



 **My Account**

Save time and do it online with "My Account"
- Your Online Council Account