

22 Getting involved



As a tenant or resident of Tai Cymdogaeth, you can make a difference to your community. You can have a real say in the services Tai Cymdogaeth delivers to you.

These services include

- your home
- the repairs service
- the way we deal with your concerns and problems

How do I get Involved?

As Community Liaison Worker for Gwalia Claire Bates aims to ensure that any residents who want to become involved can be. She has developed a Resident Involvement Database of interested residents so they can be contacted when we wish to consult on specific issues.

For more information about getting involved contact Claire on 01792 460609 or email claire.bates@gwalia.com



Residents' Partnership

The Residents' Partnership is a meeting that brings together interested residents to encourage further participation within Gwalia whilst promoting residents' rights and obligations regarding housing management, maintenance and the improvement of housing services, amenities and local environment.

How often does the Residents' Partnership meet?

Every 3 months – just prior to the Tai Cymdogaeth Board so that there is an opportunity for the elected Resident Board Members to put forward specific issues.



What kinds of things are discussed at the meetings?

The residents control the agenda for the meetings and invite various staff from Gwalia to go along and provide presentations on certain service areas. This includes changes to Tai Cymdogaeth policy and issues affecting all residents. Elements of the Community Investment Strategy and other resident involvement initiatives are also discussed.

How many people attend the meetings?

Around 15-20 residents, from Swansea, Neath, Llanelli and as far away as Rhayader, attend each meeting.

Who can attend the meetings?

Any resident of Tai Cymdogaeth can attend the meetings. Just look out for the date published in the News 'n' Views magazine, on the Tai Cymdogaeth website or fill in the form in your Tenant Information Pack to join our Resident Involvement database and to be kept informed of future meetings.

What's in it for you?

In order to encourage residents to come along we make sure that no-one is out of pocket by paying travel, parking and childcare costs. We also provide refreshments throughout the meeting and buffet lunch afterwards.

Tai Cymdogaeth Board Members

Tai Cymdogaeth residents can put themselves forward for nomination to become a Board Member on the Tai Cymdogaeth Board of Management annually.

Board Members will:

- Be elected by other residents
- Be part of the Tai Cymdogaeth Board for 2 years
- Attend quarterly Board of Management meetings
- Feedback issues from the Residents' Partnership meetings
- Feedback issues from the Board Meetings to the Residents' Partnership



Resident Volunteers

Resident Volunteers work on a voluntary basis to assist other residents to get the best out of the service Gwalia provides. The Resident Volunteers are known to Gwalia staff and are able to speak to them on your behalf to help resolve or assist with any problems you may have.

The role of the Resident Volunteer is:

- To create a link between Gwalia and residents by being a 'good neighbour'
- To create a link between residents and Gwalia by informing Gwalia of issues concerning the tenants in your area
- To help if you have any concerns about the service that Tai Cymdogaeth provides to you
- To help you if you want to get more involved in your local area

You can make use of this valuable service by contacting the relevant Resident Volunteer who will all be more than happy to help you.

Resident Volunteers for Geographical Areas:

Rhayder, Porth and Penarth **01597 810662**
Swansea West **07855 433691**
Swansea East **01792 613065**
Neath **07890 316819**

Resident Volunteers for Specialist Areas:

People over 55 **01792 882953**
Disabled & Mobility Issues **07973 306786**
Black & Minority Ethnic Residents **07814 462406**

Resident Volunteers are not employed by Gwalia.

Customer Service Inspectors

The Customer Service Inspectors are a group of residents who work on a voluntary basis to carry out research into some of Gwalia's key service areas. They gain feedback from other residents so that they can make recommendations as to how services can be improved.



Disability Group

The purpose of the Disability Group is to:

- Work with Gwalia to improve services to disabled residents and their families
- Meet the needs of residents
- Consult with residents on issues that affect them
- Provide advice and information to assist residents



Community Chest

The Community Chest provides grants of up to £500 for resident groups or individual residents to organise events to develop community spirit.

To be eligible to apply you must:

- Ensure that a Tai Cymdogaeth tenant is the main organiser of the activity
- Organise the activity to include Tai Cymdogaeth tenants
- Provide a small article and photo for News 'n' Views
- Account for the money spent

To apply for funding fill out the form included in this pack.

Community Initiatives

Grŵp Gwalia and Tai Cymdogaeth recognise that communities are made up of people, not houses.

Here are some examples of the initiatives that Grŵp Gwalia is involved with to improve the quality of life of our tenants.

- 104 Community House, Blaenymaes
- GATE Project (Gwalia Action for Training and Employment)
- Family Centres in Penplas and Clase

