



You said, we did
You said, we didn't





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Communication

1. Newsletter

You said – That the council only really contacts you when they need something – such as chasing rent, or access to property. There is nothing positive that comes through, such as information about what happening in the area, or any other useful news.



What we did – We reflected and agreed – we recalled that we used to send out a regular newsletter, which over the years stopped.

We asked our Working Group members to be part of a newsletter panel and relaunched the newsletter. The newsletter will provide a range of information to our tenants and residents.

Following a recent review of the relaunched newsletter and feedback, we now send a small newsletter with the rent statement every quarter – this means regular news is sent out in a smaller, bite sized, user-friendly format. Not only is this more effective but it reflects a cost saving of 7k per annum.

2. Easy Reading – larger font publications

You said – That some publications font sizes are small and publications going forward need to be of a larger font size.



What we did – We spoke with our corporate team about this and publications going forward will follow the correct guidelines.

Additionally, all documents and publications we produce will state that these documents can be made available in larger font sizes.

We have now produced two “Easy Read” versions of the following documents **Tenant Participation Terms of Reference** and **Tenant Participation Code of Conduct**.

We aim to produce easy to read documents for most of our publications going forward.

3. Who to contact

You said – That residents often don't know who their Housing Officers or Housing Assistants are.



What we did – In the newsletters we stated the areas covered by which Housing Officers and Housing Assistants.

Furthermore, we updated our webpages and provided contact details of the Neighbourhood Managers and the Neighbourhood Assistants.

4. Website

You said – That our web pages are outdated.



What we did – We agreed with this – since then four officers have received training on the website – and the website will be updated on a more regular basis in 2026.

We have started consultation and co-development work on producing our new content and new look web pages with our tenants, as part of the Service Quality Assessor's (SQA) work.

Getting your voice heard and influencing your area.

5. Sheltered Housing Schemes

You said – You were unhappy about the temporary staff members covering the Sheltered Housing schemes – you felt that this would slowly result in staff not being employed in the long run.



What we did – We recognised residents concerns and listened – we undertook a large-scale survey to all the residents in the schemes. Over 70% stated that they wanted full-time permanent wardens, which we now have in place.

6. Penarth Food pod

You said – That you were unhappy about Penarth Food Pod closing in July 2025 following its launch in 2021. You wanted us to reopen the food pod.



we didn't because Of the staffing constraints placed on the team.



What we did – We worked with a group of tenants, residents, volunteers and community groups to help support them to take on the running of the Food Pod.

After several months working with Stride Treglown, Penarth Town Council, Family Action, the Council's wider teams, and other relevant departments, we were able to support the local residents in becoming a constituted group and helped them apply for funding to relaunch the Food Pod. In 2026 Penarth Community Group will aim to set up and become a Charitable organisation.

The Food Pod will be reopening in the New Year - The Council will look to support the local residents to help achieve their aims and objectives.

Getting your voice heard - Influencing service change

7. Repairs Service



You said – That you had some concerns in the way that the repairs were dealt with. In some cases, you stated there were delays, in other cases you stated there was a misdiagnosis of the repair problem.



What we did – We agreed to investigate and worked with a number of tenants, who are now an integral part of a customer journey mapping exercise.

This customer journey mapping exercise will look at how the customer experiences their repair journey, through the eyes of the customer. We will understand how our service is being received and what changes we need to make to our repairs service to get things right the first time.





Creating pride in place – your voice your changes

8. Redlands Housing Sheltered Scheme

You said - The paint to the front of the building at Redlands house was peeling away, and the pathway to the front of the building, was dirty and unwelcoming



What we did - The Housing Manager took this on board and arranged for the front of the building to be painted, and the front and back jet washed.

9. Bins, St Lukes

You said - You have concerns around the amount of litter and refuse waste in the area



What we did - We undertook a number of changes to help this, including helping with litter picks, recycling schemes and shed clearances.

However, the problem still persisted. The Housing Manager worked with the waste team and has now provided wheelie bins. The area is looking much cleaner and residents are a lot happier.

10. Ty Ffynnon, Ramsey Road

You said - The area needed a bin store following the changes made to the refuse collection in the Vale.



What we did – The Housing Manager worked with the local residents and took their suggestions on board. Following the consultation, a bin store was installed.



11. Owains Court of St Athan

You said - You wanted planters and wanted the obsolete bin store to be removed to gain an extra parking bay in Owains Court.



What we did – The Housing Manager following consultation with the residents removed the bin store to gain an additional parking bay and an area for planters was created.



12. Driveway decision

You said *we didn't because*

You asked for driveways to be installed in the front of your properties. Following consultation and budget discussions, it was considered financially unfeasible due to council budgetary constraints to do this work. The local Housing Manager worked with the local residents to help facilitate the advice needed from planning to enable residents to get driveways at their own cost. Local residents then followed this through and got the driveways they wanted.



13. Dale Court area

You said *we didn't because*

You asked for parking bays to be installed in the Dale Court area of Barry. Following feedback from the Highways department, we were unable to install extra parking and hatched boxes for access. This was due to an initial application of a Traffic Regulation Order (TRO) which would incur a cost of up to £5k and then further additional costs to install the bays. This was not cost effective or value for money so we didn't agree to doing this.





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Vale of Glamorgan Council

