

Activities Newsletter FOR TENANTS

A MESSAGE FROM THE ACTIVITIES CO-ORDINATOR IN THE OLDER PERSONS HOUSING TEAM

Hello everyone,

I hope you are all feeling as well as can be expected after a strange couple of months.

As we begin to adjust to the 'new norm' our team remain determined to keep in touch with all our tenants. We want to use this edition of your Newsletter to send you lots of pictures and features on what is happening at our schemes, as well as some helpful advice.

It has been a pleasure to hear about the range of activities you have been taking part in over the last few months. I have seen wonderful cakes, read beautiful poems and watched many tenants dedicating their time to helping others by making face masks, helping their neighbours and knitting items of clothing and blankets for new-born babies.

I hope you enjoy this edition of our newsletter packed full of activities in a pull out. You will find various activity items such as Sudoku's, crosswords, brain teasers, quizzes, colour by numbers and word searches.

If you have any other ideas, please contact me and perhaps we can share them.

In this newsletter, you will also find a digital questionnaire. We would like to know if you are able to use any form of technology to assist us to plan different ways of involving and contacting you in the future.

We would be grateful if you could please return the completed survey to your scheme office.

Until then, stay safe and healthy, and enjoy this edition of our newsletter!



Victoria Roper
Activities
Co-ordinator



LIBRARYLINK BOOK LENDING AND DELIVERY SERVICE



The Caerphilly Library Service are now offering a book lending and delivery service to the home of eligible residents.

Delivered through the LibraryLink Home Delivery Service, eligible residents will be provided with reading or listening materials specifically chosen by our knowledgeable library staff. Deliveries are made every 6 weeks.

To request this service applicants must meet one of the following eligibility criteria. Please note the offer

can only be made to the individual and is not open to others residing at the same address unless the eligibility is met.

- Be currently registered users of the LibraryLink service
- Be over the age of 70 and have no access to the library service eDigital offer of eBooks, eAudiobooks, eMagazines or eComics

To register for the LibraryLink service please visit the Caerphilly County Borough Council's website or please

call one of the telephone numbers below and a library service advisor will complete and submit the application for you.

Monday to Friday, 9am to 1pm and 2pm to 5pm

07523 931965
07523 931969
07713 399806

Monday to Friday, 4.30pm to 6pm

07523 931956

Saturday, 10am to 3.00pm

07523 931956

WHAT TENANTS HAVE BEEN GETTING UP TO DURING LOCKDOWN

Here are poems we received have received from tenants:

*Boris on the telly Covid Nineteen again,
Another day in lockdown until god knows when.
How many days is it now a hundred plus or more,
Another death from Covid racking up the score,
How many more must die before they find a cure.
Social distancing, stay safe and protect the NHS,
Covid Nineteen the whole dammed world's a mess.
Staring at four walls and still no end in sight,
Nothing we can do but carry on the fight.
And fight we will this dammed disease,
Every cough and snuffle, every little sneeze.
Boris eased the lockdown in England yesterday,
What does he think he's doing, Covid hasn't gone away.
It's still killing people daily at an alarming rate,
We won't just sit and take it, we won't accept our fate.
Boris on the telly again, what the score today,
Over 40,000 plus, three hundred yesterday.
Covid's just a virus, some day we will find a cure I guess,
But until we do, stay safe and protect our NHS.*

M. Morris – 7/07/20



Some
Tenants
Have Been
Baking
Cakes...

*A new year starting
Like many gone before
Little did we know
Facing a silent war
An invisible presence
Hovered over the world
No naked eye could see
No bullets flying will destroy humanity
Isolated in your home
Families and those alone,
Hospitals full to overflowing
New ones being built
Patients being held and growing
Masks and hand wash
Cleansing products to rid us of germs
These are now the expected terms
A two-meter distance
Must be adhered to,
No hugs or kisses for family and you,
A lot of waves and tears
Till this tragedy ends our fears
Doctors and nurses
At the front line,
Working together to heal
Your families and mine
Many thousand lost
And many saved
Caring NHS staff so very brave
Care and key workers
Volunteers as never seen before,
Kind eyes visible wearing masks
Dropping food, medical packages
And any help needed at your door
Single elderly with no folk near,
So grateful for that tap on the window
Shedding a gentle tear
Windows festooned with rainbows
Weekly hand claps every folk would bestow,
In spite of this adversity
Through this darkness and gloom
A light will come shining through every room
Thank you, NHS you are the best,
Happy 72nd birthday!*

Mrs Dobson

VOLUNTEERS

Caerphilly Miners Centre were looking for volunteers to knit rectangles to create blankets for families in the local community, our tenants at Alexandra Court and Ty Melin decided they wanted to take part in this project and knitted many squares for the blankets:

Below are some ideas for you do at home or out and about, some of you are already taking part in some of these:

- Share a life story by emailing or writing to us
- Share your experiences so far in lockdown by emailing or writing to us
- Brain teaser games (you can find these online)
- Quizzes (you can find these online)
- Share a recipe by emailing or writing to us or share one with other tenants
- Make or write a thank you card for NHS staff, friends and family or anyone that has helped you during this difficult time.
- Letter writing – do you know anyone who would like regular contact or who may feel lonely? Letter writing is a lovely way to keep in touch.
- Phone a friend – have a chat and a catch up from a distance with your friends

- Colouring/ colour by numbers (in the pack or you can find these online)
- Art work – if you feel artistic we would be happy to see and share your pictures
- Baking/ cooking a new recipe
- Gardening
- Write a poem
- Scrapbooking photographs
- Read books/ audio books
- Jigsaws
- Chair based exercises (these were included in the first pack you received from us)
- Crosswords (you can find these online)
- Walking but remember to keep your social distance from others



We love hearing and seeing all the activities you have been taking part in.

If you have any photographs you would like to share of you taking part, please can you email them over to: OlderPersonsHousing@CAERPHILLY.GOV.UK, with your names and consent for them to be published.

CONTACT TRACING SCHEME

We have already written to you to tell you that 'Test Trace Protect' is now taking place in the Caerphilly county borough and across the Aneurin Bevan University Health Board region.

If they call you it will be from the number 02921 961133. Beware of scam phone calls going around – you will NOT need to provide them with any payment or bank details.

The scheme is a key part of Welsh Government's Covid-19 recovery plan. It helps us to find a way to live and work alongside the virus, while containing its spread.

The system works by:

- Testing people who have coronavirus symptoms, and asking them to isolate from wider family, friends, co-workers and their community while waiting for a result
- Tracing individuals who had close contact with

someone that tested positive for coronavirus, while requiring them to take precautions and self-isolate for 14 days

- Providing advice and guidance particularly where the person who tested positive or their contacts are vulnerable or at greater risk
- Ensuring that if someone tests negative, they can return to work and their normal routines as soon as possible

COVID-19 ADVICE -

Stay safe and help prevent the virus from spreading

Coronavirus is still with us and we still must take steps to prevent its spread. The restrictions must be followed by everyone, including residents and any essential visitors to your sheltered housing scheme, and will remain in place until the time they are eased by the Government.

Your Sheltered Housing Officer is currently unable to work on site but will regularly visit your scheme to undertake essential Health & Safety checks and to carry out your fortnightly remote pendant check over the intercom system. Face to face contact and home visits are not taking place currently, and if you see a member of staff on site please keep your distance. If you have any queries, you should telephone for assistance or contact Careline using your pendant.

To ensure infection is not spread and to help save lives can I please remind you of the actions you need to take:

- If you develop a new continuous cough OR a fever you must let your Sheltered Housing Officer know and remain in your home for 7 days in order to avoid contact with any other person - you must keep contact with those you live with to a minimum.
- If you have someone living with you and that person develops a new continuous cough OR a fever you must remain in your home for 14 days from the day the other person's symptoms started.

You can help reduce the risk of coronavirus by:

- Wash your hands with soap and water often, and sanitise in between

- If you go out, ensure you wash your hands as soon as you get back home and wear a face covering when travelling on public transport, shopping or completely any activity indoors as per Welsh Government guidance
- Avoid touching your face or mouth
- Avoid shared areas within your scheme as much as possible
- Keep a minimum of 2 metres apart from others.

If you have signs of coronavirus you should get a test. You can book a test by:

- Calling 119 - people with hearing or speech difficulties can call 18001 119. If you feel you cannot cope with your symptoms at home or if your condition gets worse, or your symptoms do not get better after 7 days, use the 111 online coronavirus service or call 111. In a medical emergency - dial 999.
- Visiting the NHS website online

If you are unable to book a test yourself, the Sheltered Housing Officer will be able to assist you.

For the latest advice on staying safe, staying at home and testing, you can visit gov.wales/coronavirus. The local and national requirements are subject to regular changes, if you are in doubt as to what is required of you, please ask your Sheltered Housing Officer.

Please do not visit your GP surgery or hospital to request a test. The test is only effective for those who are experiencing coronavirus symptoms and needs to be taken in the first 5 days of having symptoms.

Useful numbers and information

Caerphilly County Borough Council support services:

Latest information on Council services and Government advice during the Coronavirus outbreak can be found on the website

www.caerphilly.gov.uk/Coronavirus

Caerphilly County Borough Council Financial Support Line to help with Covid-19 related financial concerns -
Telephone: 01443 866534

LOCAL HOUSING OFFICES: EASTERN VALLEYS

Tel: 01495 235974

Email: eastvalleyaho@caerphilly.gov.uk

UPPER RHYMNEY VALLEY

Tel: 01443 873535

Email: urvaho@caerphilly.gov.uk

LANSBURY PARK Tel: 02920 860917

Email: lansburyparknho@caerphilly.gov.uk

GRAIG-Y-RHACCA Tel: 02920 853050

Email: graigyrhaccanho@caerphilly.gov.uk

Report a repair: 01443 864886

WHQS enquiries: Tel: 01443 866497

Email: whqsenquiries@caerphilly.gov.uk

Rents / Tenancy support: Tel: 01443 811450

Email: rents@caerphilly.gov.uk

Bulky Items to be collected: 01443 866533

Housing Allocations: 01443 873552

Tenancy enforcement: 01443 811448

Refuse/recycling: 01443 866533

Tell us once (registrars): 01443 863478

Pest control: 01443 866544

Council Tax: 01443 863002

Housing benefits: 01443 866567

Out of hours emergencies: 01443 875500

IF YOU SUSPECT A GAS LEAK CALL WALES AND WEST

UTILITIES ON: 0800 111 999

**Information, Advice and Assistance (IAA)
for Adult Social Services:**
0808 100 2500

CCBC Drug and Alcohol Team:
02920 859872

**The Wales Illegal Money Lending Unit
(WIMLU):**
0300 123 3311

COMMUNITY CONNECTORS

Advice and information for people who are isolated from their community or family, people who have low confidence or individuals who appear lonely. Provide information, advice and assistance; help people remain as independent as possible; help people improve their sense of wellbeing; help people feel less lonely; help people feel part of their community.

Telephone: 0808 100 2500

Email: asdit@caerphilly.gov.uk

MEALS DIRECT

(MEALS ON WHEELS)

**Telephone 01443 863053 or
01443 864055**

Email: meals@caerphilly.gov.uk.

SUPPORTING PEOPLE

Telephone: 01443 864548

Email: supportingpeople@caerphilly.gov.uk

ANEURIN BEVAN UNIVERSITY HEALTH BOARD

Telephone: 01443 864548

Visit: <https://abuhb.nhs.wales/>

Getting Messages to patients:

MessagesfromHome.ABB@wales.nhs.uk

FOODBANKS IN CAERPHILLY COUNTY BOROUGH (TRUSSELL TRUST)

A temporary system has been put in place for Caerphilly county borough to support current provision with food bank vouchers, donations and delivery. This support aims to help existing individuals or families that are currently in crisis, please note that this is not for those that are social distancing or self-isolating and unable to access food.

This will lead to a discussion with a triage worker, who will assess the current needs and connect the individual to a local voucher distributor if needed to make the referral. The Food Bank will then prepare parcels ready for dedicated staff to pick up the parcel and deliver to door steps.

Telephone: 07825634157 or 07720948030

Email: CommunityRegen@caerphilly.gov.uk

TELEPHONE HELPLINES - NATIONAL, REGIONAL AND COUNTY

Action on Hearing Loss

Tel: 02920 333034

information@hearingloss.org.uk

beta.actiononhearingloss.org.uk/coronavirus-response/ - Includes online chat line for information during Covid-19 outbreak.

Age Cymru –

Check in and Chat

Tel: 08000 223 444

Email: enquiries@agecymru.org.uk

Alzheimer's Society

Dementia Connect support line on 0333 150 3456.
Welsh-speaking support line 03300 947 400.

Anxiety UK

Phone: 03444 775 774

(Monday to Friday,
9.30am to 5.30pm)

Text Service: 07537 416 905
Visit: www.anxietyuk.org.uk/coronanxiety-support-resources/

Bereavement Support Network

Tel: 08080 168 9607 www.bereavementadvice.co.uk

British Deaf Association

Text: 07766600597

Email: cao.wales@bda.org.uk

Visit: www.britishdeafnews.co.uk/navigating-self-isolation/

British Heart Foundation

Tel: 0300 330 3311

Deaf/Blind Cymru

Tel: 0800 132 320

Dementia UK Helpline

Tel: 0800 888 6678

Email: helpline@dementiauk.org

Diabetes UK

Telephone: 0345 123 2399

Mon-Fri 9-6

Visit: www.diabetes.org.uk/about_us/news/coronavirus

Hourglass Cymru

(previously Action on Elder Abuse)

Tel: 0808 808 8141

Visit: www.wearehourglass.org/

Live Fear Free

Tel: 0808 80 10 800 info@livefearfreehelpline.wales.gov.wales/live-fear-free

Macmillan Cancer Information and Support Line

National helpline: 0808 808 00 00 Monday - Friday between 9am-5pm

ABUHB area: 07583 047205
Mon-Sun from 9 am to 7pm

MIND Cymru

Infoline: 0300 123 3393

Text: 86463

Visit: www.mind.org.uk/about-us/mind-cymru/
Elefriends: www.mind.org.uk/information-support/support-community-elfriends/

Stroke Association

Tel: 02920 524400

Email: info.cymru@stroke.org.uk

Royal Voluntary Service

Royal Voluntary Service offer a service to help people with collecting shopping, medication or other essential supplies. If you need help collecting shopping, medication or other essential supplies, please call 0808 196 3646 (8am to 8pm).



TENANT ENGAGEMENT: GET INVOLVED

Do you have internet access in your home?

• Do you want to meet new people and get involved in some of our activities without having to leave your home?

• Can you spare some time to talk to us and other tenants about what housing services are important to you and why?

If the answer is 'Yes' to all the questions above, then please get in touch with Liz or

Gail to find out more. We can be contacted on **07827 420457/07739 969723**

tenantinvolvement@Caerphilly.gov.uk or if you would prefer, please let your Sheltered Housing Officer know you are interested, and we will contact you.

PUZZLE PAGES

R	A	W	A	Y	R	Y	A	Y	A	P	A	P	B
B	N	E	E	R	L	R	A	B	B	Y	E	E	L
N	A	E	B	R	M	R	N	E	A	R	W	A	U
B	N	S	A	E	P	E	R	N	N	R	A	I	E
R	A	A	P	B	E	B	E	P	E	E	T	B	B
S	B	L	B	K	E	P	O	E	A	B	E	N	E
E	S	I	R	C	A	S	A	P	T	W	R	K	R
E	Y	B	I	A	Y	A	E	E	E	A	M	L	R
G	E	R	W	L	O	R	E	P	N	R	E	Y	Y
N	P	R	I	B	B	N	M	L	T	T	L	M	M
A	A	A	K	C	O	R	E	R	L	S	O	O	N
R	R	A	R	M	A	E	L	I	M	E	N	E	C
O	G	S	E	G	N	M	P	E	B	R	K	I	T
S	P	L	A	E	E	L	P	P	A	B	E	W	I

Fruits

- RASPBERRY
- LIME
- BLACKBERRY
- BLUEBERRY
- WATERMELON
- ORANGE
- BANANA
- PAPAYA
- LEMON
- KIWI
- STRAWBERRY
- GRAPE
- APPLE

S	A	V	A	N	N	A	H	T	S	T	P	S	E
O	E	N	U	K	W	M	P	E	W	O	P	A	H
E	H	I	T	A	T	I	H	A	A	L	H	L	D
C	L	P	I	P	N	A	E	U	S	E	I	L	E
H	H	I	H	C	I	M	O	N	H	D	L	A	C
U	E	I	M	O	N	I	N	L	I	O	A	D	I
I	O	E	C	L	E	D	I	H	N	N	D	N	N
M	N	M	K	A	L	N	X	E	G	N	E	N	C
N	O	D	A	U	G	X	I	O	T	I	L	H	I
H	T	D	E	A	A	O	N	X	O	T	P	R	N
U	S	T	G	N	A	W	I	L	N	S	H	A	N
O	O	A	X	A	V	O	L	V	M	U	I	O	A
I	B	N	I	X	A	E	D	I	P	A	A	A	T
D	E	T	R	O	I	T	R	P	M	N	N	A	I

United States Cities

- WASHINGTON
- CINCINNATI
- BOSTON
- PHEONIX
- DALLAS
- MILWAUKEE
- PHILADELPHIA
- PHOENIX
- MIAMI
- CHICAGO
- SAVANNAH
- AUSTIN
- DENVER
- TOLEDO
- DETROIT

Word Search

(ANSWERS CAN BE FOUND ON PAGE 10)

Easy Ancient Egypt Crossword

Around 5000 years ago the Ancient Egyptians built a great civilisation. There are lots of mysteries surrounding this ancient civilisation. We are fascinated by the pyramids, mummification, the Egyptian Gods and Goddesses, canopic jars and the ancient curses of the pharaohs.

Across

- Jar that contained human organs
- Egyptians worshipped these, e.g. Osiris
- Decorated coffin

Down

- Married Mark Antony and was last Pharaoh of Ancient Egypt
- Bandaged, embalmed body

9		3	7			1	6	4
			3				7	
	8		1					9
		7	4		2			
4			6					
				9	8			
3		6	9			4		
		8				3		
					6		1	

6		2	8	5				9
			3		9	6		
					1	2		4
2					1	5		
5		4				9	3	2
		9	3			6		
							8	4
								5
							8	2

Easy Animals Crossword

There are many animals in the world. Animals can live in even the harshest environments such as the hot deserts and the cold Antarctic.

Across

- Five armed sea creature
- You can have a Billy or Nanny one of these
- Large spotted cat
- King of the jungle

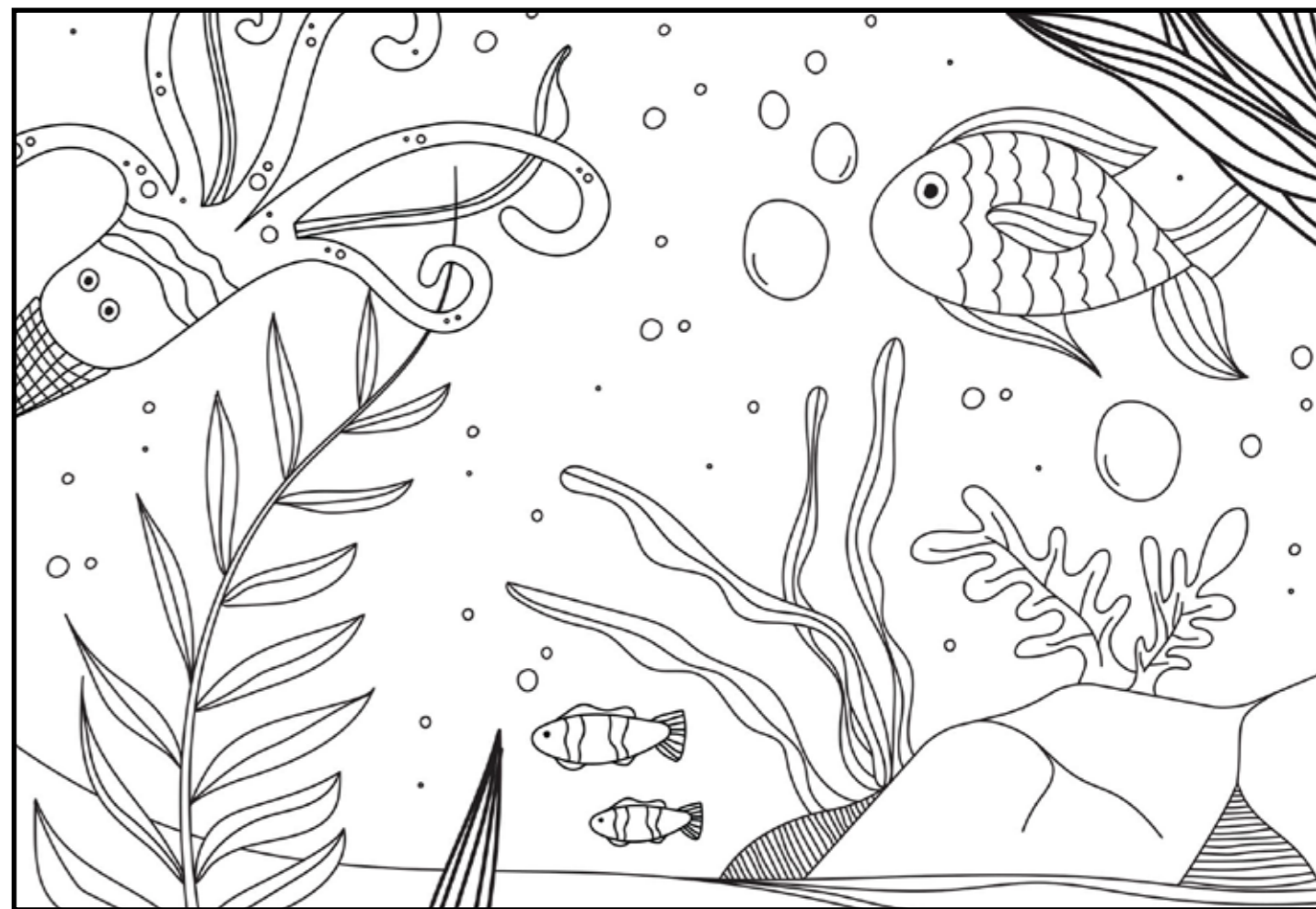
Down

- Animal with a long neck
- Black and white bamboo eating bear
- Also called a bunny

	2	1						8		
	3		8		6			7	1	
		7							6	9
	4							2		
	1		3		9					
	9	2						3		
									8	
4		7	3				1			2

	7	9		8		4	5		
			5						
	8	6		2	1				
	6		1	9				2	
		8		7		9			
							8		
				4				2	6
							5	7	4

Sudoku



Colouring

1. Do you have access to the internet in your home?

- a. Yes (go to q.2)
- b. No (go to q.6)

2. What equipment do you use to access the internet? (please tick all that apply)

- a. Computer
- b. Laptop
- c. Tablet e.g. Ipad
- d. Mobile phone

3. What do you mainly use it for? (please tick all that apply)

- a. Social media
- b. Video calling
- c. Access emails
- d. Sending messages
- e. Online shopping
- f. Play games
- g. Online banking
- h. Other - Please state:

4. Please tick if you are able to use the following applications (please tick all that apply)

- a. Messenger
- b. Skype
- c. Zoom
- d. Instagram
- e. Facebook
- f. Twitter
- g. Whatsapp
- h. Other - please state

5. What equipment do you use to access the internet? (please tick all that apply)

- a. Word
- b. Excel
- c. Adobe PDF
- d. Do you use any other programmes, please state:

6. You have indicated that you do not currently use or own any device to access the internet, would you be interested in using one in the future?

- Yes / No

7. How confident are you in using technology e.g. computer?

- a. very confident
- b. confident
- c. okay
- d. not confident
- e. need support

8. Do you own a printer or a scanner?

- a. printer - Yes / No
- b. scanner - Yes / No

If you do own any of the above are you able to use them:

- 1. confidently
- 2. with some difficulty
- 3. with support

9. Would you be interested in getting involved and sharing your views with the Older Persons Housing Team using digital technology?

- a. Yes
- b. No
- c. Maybe with additional support

10. Do you have any plans to gain access to the internet in the next:

- a. 6 months
- b. 1 year
- c. No plans

11. How often do you contact the Older Persons Housing Team in a typical year:

- a. More that 20 times
- b. 10-20 times
- c. Less than 10 times
- d. No contact in a typical year

12. If you have contacted the Older Persons Housing Team in the last year, which of the following contact methods did you use (select all that apply)

- a. By contacting your Sheltered Housing Officer
- b. By letter
- c. By telephone
- d. By email
- e. By text
- f. Via a form on Council website
- g. Via Whatsapp or Microsoft Messenger
- h. Via social media (Twitter, Facebook, Instagram)
- i. Face to face at a Council office
- j. Face to Face at your home
- k. Skype, Zoom, Facetime or other video call technology

13. As a Sheltered Housing Tenant what would be your preferred method of contacting us: (please tick all that apply)

- a. By contacting your Sheltered Housing Officer
- b. By letter
- c. By telephone
- d. By email
- e. By text
- f. Via a form on Council website
- g. Via social media (Twitter, Facebook, Instagram)
- h. Via Whatsapp or Microsoft Messenger
- i. Skype, Zoom, Facetime or other video call technology
- j. Face to face at a Council office
- k. Face to face at your home

14. Is there any other way that technology can help you contact or interact with Older Persons Housing that is not mentioned here, that you would like to see introduced?

If you are happy for us to contact you by email or telephone then please provide your contact details below:

Name:

Address:

Email address:

Home telephone number:

Mobile telephone number:

Thank you for taking the time to complete this survey it will assist us to plan different ways of involving and contacting you in the future.

Please return the completed survey to your scheme office.

ANSWERS TO PUZZLES

Fruits

R	A	W	A	Y	R	A	Y	A	P	A	P	B	
B	N	E	E	R	L	R	A	B	B	Y	E	E	L
N	A	E	B	A	R	N	E	A	R	W	A	U	
R	A	A	P	B	E	B	E	P	E	E	T	B	B
S	B	L	B	K	E	P	O	E	A	B	E	N	E
E	S	I	R	C	A	S	A	P	T	W	R	K	R
E	Y	B	I	A	Y	A	E	E	E	A	M	L	R
G	E	R	W	L	O	R	E	P	N	R	E	Y	Y
N	P	R	I	B	B	N	M	L	T	T	L	M	M
A	A	A	K	C	O	R	E	R	L	S	O	O	N
R	R	A	R	H	A	E	L	I	M	E	N	E	C
O	G	S	E	G	N	M	P	E	B	R	K	I	T
S	P	L	A	E	E	L	P	A	B	E	W	I	

United States Cities

S	A	V	A	N	N	A	H	T	S	T	P	S	E
O	E	N	U	K	W	M	P	E	W	O	P	A	H
E	H	I	T	A	T	I	H	A	A	L	H	L	D
C	L	P	I	P	N	A	E	U	S	E	I	L	E
H	H	I	H	C	I	M	O	N	H	D	L	A	C
U	E	I	M	O	N	I	N	L	I	O	A	D	I
I	O	E	C	L	E	D	I	H	N	N	D	N	N
M	N	M	K	A	L	N	X	E	G	N	E	N	C
N	O	D	A	U	G	X	I	O	T	I	L	H	I
H	T	D	E	A	A	O	N	X	O	T	P	R	N
U	S	T	G	N	A	W	I	L	N	S	H	A	N
O	O	A	X	A	V	O	L	V	M	U	I	O	A
I	B	N	I	X	A	E	D	I	P	A	A	A	T
D	E	T	R	O	I	T	R	P	M	N	N	A	I

Grid n°551000 easy

9	2	3	7	8	5	1	6	4
6	1	4	3	2	9	5	7	8
7	8	5	1	6	4	2	9	3
8	6	7	4	1	2	9	3	5
4	5	9	6	7	3	8	2	1
2	3	1	5	9	8	6	4	7
3	7	6	9	5	1	4	8	2
1	9	8	2	4	7	3	5	6
5	4	2	8	3	6	7	1	9

Grid n°12684308 easy

7	6	9	8	3	1	5	2	4
2	1	4	9	7	5	8	3	6
3	5	8	4	6	2	9	7	1
8	7	5	1	2	3	4	6	9
9	4	6	5	8	7	2	1	3
1	2	3	6	9	4	7	5	8
6	9	2	7	1	8	3	4	5
5	3	1	2	4	9	6	8	7
4	8	7	3	5	6	1	9	2

Easy Animals Crossword Solution

Easy Ancient Egypt Crossword Solution

Older Persons Housing Digital Survey: Summary Privacy Notice

How we will use your information

Caerphilly Homes will collect and process information about you, in order to enable you to successfully manage your housing and/or garage tenancy and deal with the finances associated with that tenancy. We may also use this information to provide you with the opportunity to take part in tenant engagement/ involvement. We will also record and may process information on other people living with you; to ensure the property is not overcrowded and to assess other tenancy management issues involving others in your household.

There may be occasions where we collect and process information about people who are not tenants, in order to manage a contact from them or in association with a legal obligation.

The legal basis for collecting and processing your information is public task, contractual obligation and legitimate interest. We will keep information relating to a tenancy for as long as the contract is active or where money is owed on a tenancy related account and for a minimum period of 7 years after termination of tenancy.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link: www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/PrivacyNotice-Tenancy-Agreement.aspx