

Welcome to Cartrefi Conwy

Welcome to Cartrefi Conwy is a new, preventative engagement programme - designed to help new tenants settle into their homes, understand their tenancy, and sustain it long-term.

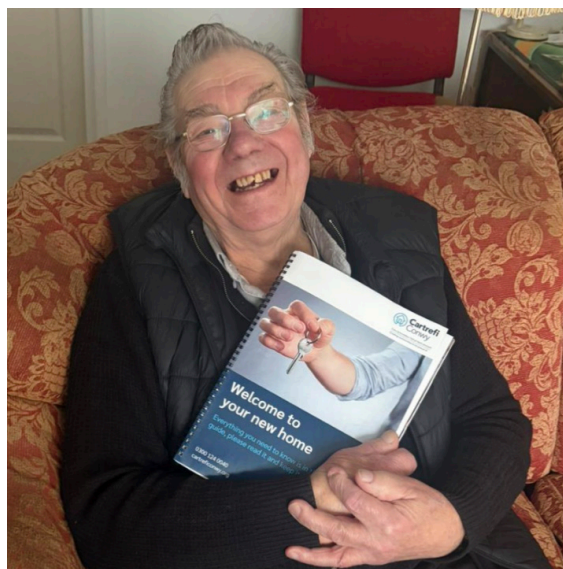
The programme responds to a growing number of new tenants moving in with complex financial, health, and wellbeing needs.

We are seeing increasing demand from new tenants who may:

- Struggle to manage rent, bills, and benefits
- Experience poor physical, emotional, or mental health
- Be unfamiliar with maintaining a home (cleaning, waste, damp & mould prevention)
- Be at higher risk of rent arrears, ASB, repairs issues, or tenancy failure.

Our aim is early support, not crisis response - the programme delivers ...

- A structured but flexible welcome and support offer for new tenants that:
- Builds confidence to manage a tenancy
- Clearly explains tenant and landlord responsibilities
- Encourages early help-seeking and positive behaviours.



Strengthening community connections ...

- Face-to-face engagement (group or 1-to-1), usually up to 2 hours
- Delivered in community hubs, homes, and outside 9–5 where needed
- Consistent, clear messaging using the Tenant Handbook as a foundation.

Preventative focus: early intervention to reduce rent arrears, repairs, ASB, and customer service demand.

- Tenant voice shaped the offer, insights gathered has directly influenced content and materials
- Frontline staff co-designed delivery, workshops ensured the programme reflects real housing challenges
- Continuous learning and adaptation throughout delivery.

Delivery to date (Q4.2025 - Q1.2026)

- Delivered to 80% of new tenants through a mix of group sessions, 1-to-1s, and home visits
- 25% of attendees referred for money support, helping prevent rent arrears
- Delivery adapted for anxiety, disability, illness, and rural access
- Learning applied: greater flexibility, home visits, and sessions offered 4–6 weeks after move-in for some tenants.



Impact for tenants - the programme has helped tenants to:

- Set up rent payments (often directly from benefits)
- Resolve repairs quickly, often during the session
- Understand recycling, waste, damp and mould prevention
- Access benefits and financial support they didn't know they were entitled to
- Build confidence to contact Customer Services independently
- Form new social connections and reduce isolation.

Real outcomes include:

- Rent arrears prevented
- Repairs resolved at an early stage
- Reduced anxiety and improved confidence
- Stronger neighbourhood relationships
- Feedback and satisfaction
- Initial feedback has been very positive - comments highlight clarity, reassurance, and feeling welcomed.



Feedback ... 90.5% of those who have attended gave us a 5 star rating, the rest were 4 star reviews.

“Very helpful and informative.”

“Clear, understanding and reassuring.”

“It covered everything a first-time tenant needs.”

“The welcome pack was a lovely and useful surprise.”

