

In Touch

AUTUMN 2019 | ISSUE 99



“Our new home has made such a difference to our family”

What's happening to
FREE TV LICENCES?

Fun and food in our communities

£60 of shopping vouchers to be won



Summer fun for all

Our housing and community development officers have been out and about throughout the summer, supporting communities to organise play days.

Williamson, St Ederyns Village enjoyed a fun day attended by 25 children. While the annual St Mellons Fete at the St Mellons Hub was the most successful ever with more teenagers and adults joining in.



To mark National Play Day on August 7, events were held across Wales.

In North Wales children and their parents took part in a “crafternoon” of play at Hightown Community Resource Centre.



In West Wales we joined RAY Ceredigion for a play day at The Square, Aberaeron, where youngsters had fun building their own homes out of rubber bricks. Residents in Crymych, Sceddau, Tregaron, Cardigan, Lampeter and Aberystwyth also enjoyed summer play sessions.

Captions: (1,2) Families in Ffordd Williamson, Cardiff; (3,4) fun and games in Hightown; (5,6,7) National Play Day in Aberaeron; (8) summer fete in St Mellons, Cardiff

In Cardiff residents from Ffordd



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Other languages and formats

If you would like a copy of this edition of In Touch in Welsh or another language or format, for example in large print, please let us know and we will help you.

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WELCOME FROM ANNE

Welcome to the Autumn edition of In Touch.

Help and encouragement can take many forms and can have far-reaching effects. It is around us every day in the places we live and work and it doesn't need to cost a penny.

From a simple smile and a "good morning" to a neighbour who is feeling low or lonely, to belief in another person's ability to succeed, these actions can all make a huge difference.

That's why we have chosen the theme "Supporting Communities" for this edition of our magazine.

Inside you can find out how we work within communities when we plan to build new homes. We also look at the different ways the companies we use to build and improve our homes give back. These can range from funding and

volunteering on community projects to hiring locals and residents to work on our construction sites.

We also go behind the scenes at Welsh organisations which we have supported financially this year, and find out how a cup of coffee can make a difference to victims of human trafficking.

Plus, there's all the usual residents' news and prize puzzles with the chance to win a £30 shopping voucher.

The next issue will be our 100th, so look out for some very special celebrations and competitions. Please send us your ideas of how you think we should celebrate.

So, enjoy your Autumn reading.

Anne Hinchey
Group Chief Executive

If you have any thoughts on In Touch or how we could improve, please let us know. We will continue to listen to you. Simply email contactus@wwha.co.uk or speak to our PR and Communications Team on 0800 052 2526.

A vision for

The people of Wales are being asked to give their views on the way Wales could look in 20 years' time.

The Welsh Government has set out its vision where new homes, jobs and services will be located and identifying areas for renewable energy generation.

One of the top priorities will be delivering more affordable homes at a "scale and pace" along with large-scale wind and solar energy projects.

It has also envisioned three clusters of towns and cities identified as nationally significant where large-scale housing and employment growth will be focused. These are Cardiff, Newport and the Valleys, Swansea Bay and Llanelli and Wrexham and Deeside.

There is also a focus on growing existing urban areas and ensuring that homes, jobs and services are

in the same area.

Julie James, Minister for Housing and Local Government, launched the vision in August saying, "We know that Wales needs more good quality housing.

"I am committed to building more council housing at pace and scale in Wales, and to see far more affordable homes to rent from councils and other social landlords. I want a planning system that consistently meets all our needs; and for our villages, towns and cities to be organised in a way that makes it easier to live healthy and active lives, for us and for future generations."

At Wales & West Housing we share this vision with an ambition to build 500 affordable new homes a year over the next five years.

In the last year up to June 2019, we started work on 245 new homes across Cardiff, Bridgend, the Vale of Glamorgan, Flintshire, Pembrokeshire, Ceredigion and Wrexham.

We work with local authorities and communities in each of the areas where we operate to understand what type of home people waiting for affordable homes need and to identify where they want to live.

With this knowledge, our development teams focus on finding potential sites where we can build communities. With each potential site we assess whether it is possible to get planning permission, considering a range of factors including drainage, ecology, flood risk and whether there is any contamination from previous use – including previous mining activity.

We then work with local authority planning departments before drawing up plans that meet their requirements. Before applying for permission on larger schemes we also consult the local community to give those people directly affected by the proposed development the opportunity to view the schemes and have their say.

Joanna Davoile, Director of Development at Wales & West Housing, said: "We welcome the Welsh Government's vision that rightly puts housing at its heart.

Wales

“Before building new homes, we carefully consider the location and the links to transport, employment and community services.

“Affordability and accessibility are important to any new development, along with the right mix of homes, whether that’s 1 or 2 bed flats or 2,3 or 4 bed homes.

“We don’t simply build homes, we build communities where we hope people will want to stay and bring up their families.”

Have your say

The consultation on the Welsh Government’s draft National Development Framework is available on its website at <https://gov.wales/draft-national-development-framework>

It is available in a variety of formats including an

easy-read version and a young person’s summary.

The consultation is open until Friday 1st November 2019.

You can give your views at <https://www.smartsurvey.co.uk/s/J3OHB/>



Charity helps more people in need with support from WWH

A charity providing food, toiletries, clothing and furniture for families struggling on the poverty line, has been able to grow and deliver more support with help from WWH.

In the last three years, Boomerang Cardiff has seen demand for its services rapidly increase as almost 5,000 families in crisis, including WWH residents, have been turning to them for help.

However, it had outgrown its premises in Splott, Cardiff, and was having to turn down donations of unwanted furniture, clothing and white goods from individuals and house clearances because they had nowhere to store them.

That's where WWH stepped in to help. Our Group maintenance company, Cambria Maintenance Services, arranged with Jewson, one of its suppliers, to provide materials to create a second floor and add extra warehousing space at their unit.

Last year WWH also provided £21,000 in sponsorship to cover the

volunteer-led charity's operating costs for a year, while it applied for other funding to continue growing its support network.

Founder Paul Gwilym said: "We can't thank Wales & West Housing enough for its donation of wood and building materials for our project. I had estimated that we needed to raise around £20,000 to build a second floor in our warehouse and it was money that we just didn't have.

"As a result of this donation, we've been able to get the work done for a fraction of the cost. It means we can collect more furniture and help more families.

"Wales & West Housing have been a lifeline to us. When we were struggling to get funding, they believed in us and sponsored us. That sponsorship didn't just give us money, it gave us credibility and that helped other organisations to believe in us too.

"We've now signed a contract with Cardiff Council's Homeless to

Homes project to provide homeless families and individuals moving with vouchers for starter packs of mugs, kettles, toasters, plates and glasses, sofas, beds, wardrobes and white goods to help furnish their permanent homes.

"In the last three years we've helped 5,000 families and individuals, which is a really humbling achievement. We've also been able to give one of our volunteers, who used to sleep in a shop doorway in the centre of Cardiff, a paid job."

Anne Hinchey, WWH Group Chief Executive, added, "Organisations such as Boomerang Cardiff play an important part in helping people experiencing homelessness to transition into permanent homes. The support they give makes a difference to help them settle in a safe and secure home of their own."

"We are pleased to have played a part in Boomerang Cardiff's success story and help them to help more families in need."

Anti-Social Behaviour funds community summer sports

Almost £600 recovered by police following criminal damage to WWH property in North Wales has been handed back to support an annual event for young people.

WWH gifted the money paid back by vandals who damaged a car park barrier to fund a summer sports event for young people in Hawarden.

Four youths were successfully traced by North Wales Police after the incident in December 2017 was caught on CCTV at our office on St David's Park, Ewloe, in North Wales.

The offenders were dealt with via a Community Resolution Order, paying us directly for the damage caused and avoiding a formal conviction or criminal record.

Now, the money is being used to cover the cost of an annual summer sport event set up three years ago to tackle anti-social behaviour in Ewloe and Hawarden. Run by qualified sport coaches, the event featured inflatable zorbs and an inflatable football pitch.

Geraint Parry, from the Wales & West Housing Group, said: "The best way we could spend the money was to support the summer sports event for another year. By working in partnership with North Wales Police and backing initiatives such as this we can help make a difference within the community."

PCSO Stephanie Jones said: "North Wales Police are extremely grateful for the donation that WWH has provided.



"The summer sports events are a great opportunity to reduce barriers between young persons and the Police, providing an opportunity to educate them about the detrimental effects Anti-Social Behaviour can have on a community."

More than 20 youngsters aged 12-17 now attend the weekly sessions at Hawarden High School.

Last year WWH also funded a weekly football session devised by North Wales Police and Flintshire Council to tackle anti-social behaviour in Ewloe and Hawarden.

Jacques Yard makes way for new homes

Wrexham Council has approved plans for 25 new WWH homes on land behind a hotel in the town centre.

The new development, situated on the former Jacques Yard site behind Wrexham's Premier Inn, will consist of one and two bed apartments and two and three bed homes.

Contractors will be Castlemead Ltd, who have also started working on site at our development in Rhosymedre.

The company began working on the site at the end of August, with the homes expected to complete in 2020.

Also in Wrexham we have submitted plans to build 18 properties on Blast Road in partnership with Brenig Construction.

The plans were submitted

following a public consultation at Brymbo Enterprise Centre earlier in the year and, if approved, will see a mix of houses, bungalows and apartments built.



IN THE PIPELINE

South Wales

Vale of Glamorgan:

Demolition work has begun to make way for 72 new apartments in Barry.

Our long-term construction partners Jehu Group are building the homes at Subway Road in the regenerated docklands area of the town.

West Wales

Ceredigion:

Work has now been completed on the demolition of the former Tollgate pub in Penparcau, Aberystwyth, to make way for new homes.

The pub had been empty for several years. In March this

year, Ceredigion County Council planners granted permission for the development of six flats, two bungalows and six houses.

Pembrokeshire:

School pupils from Ysgol Bro Ingli in Newport visited our site at Feidr Eglwys to see their signs in place and watch our new homes being built.

Community Development Officer Rhiannon Ling and construction partners Morgan Construction Wales have worked with the school, who were invited to design signs for the site.

Morgan Construction Wales are building 14 new affordable homes on the site, which are due for completion early next year.

North Wales

Flintshire:

A former hotel in Mold is to be demolished to make way for a development of 23 WWH



Airfield development takes off

A new development of almost 300 new properties on a former airfield in Flintshire is set to feature affordable homes provided by WWH.

We are hoping to build 28 homes on Welsh Road in Sealand as part of the £95m Northern Gateway project, located on the old RAF Sealand South Camp alongside a major retail and commercial park.

The proposed development, in partnership with Countryside Properties (UK) Ltd, consists of 12 x 2 bed homes and 16 x 3 bed homes.

The homes would complement our existing 330 plus properties in the local area, including Connah's Quay, Shotton, Mancot, Sandycroft and Queensferry.

apartments.

Planners approved our proposals for the new homes on the site of the Bryn Awel Hotel in the Flintshire town.

The scheme will transform the site, which has been derelict since the hotel closed in 2011, and provide affordable homes for the local community.



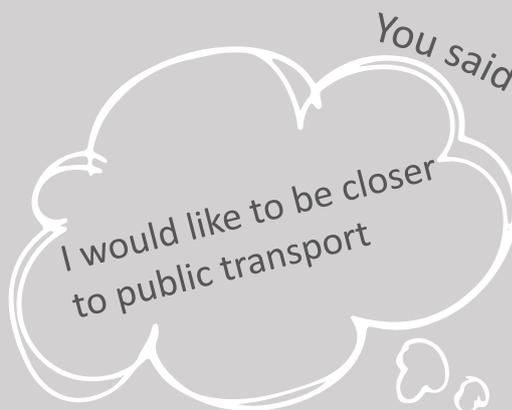
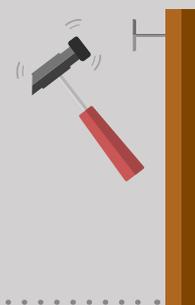
Follow us on Instagram to see more pics of our new developments:

[instagram.com/wwhousing](https://www.instagram.com/wwhousing)

More than 600 new homes being built across Wales

- We had 621 new homes under construction on 21 sites across Wales between April to June 2019.
- These include 188 new homes in Cardiff at Pentland Close, Llanishen and Clive Lane, Grangetown, 76 in Rhose and Barry Waterfront, Vale of Glamorgan and 14 in Bridgend.
- Developments in West Wales include 26 new homes in Pembrokeshire at Parrog Yard and Feidr Eglwys, Newport and Station Road, Narbeth, and 20 at Ysgol Ffynnonbedr, Lampeter, Ceredigion.
- 221 homes in North Wales include the former Police Station, Prestatyn, Denbighshire, Halkyn Road, Holywell and Rhosymedre in Wrexham and the Grange Hotel, Rhyl. Work is also underway on 2 new extra care schemes in Holywell, Flintshire and Aberystwyth, Ceredigion.

During the last quarter **52** new homes were completed. We also started work on **16** new homes for residents



Public give their views on West Wales development plans

Plans to build two new affordable housing schemes to meet the needs of local people in West Wales have gone on public display.

In August WWH held a public consultation at Yr Hen Ysgol, Dinas Cross, to show the local community the proposals for 17 affordable homes on a site north of Bay View Terrace.

Dinas Cross is one of the county's prettiest coastal villages and is popular with holiday makers and second home owners, which puts home ownership out of the affordability of many local families.

At the event visitors were given the chance to view the plans, ask our development team questions, and give their views on the plans, which will be submitted to Pembrokeshire Coast National Park planning authority.

Another consultation event was held at Carmarthen Leisure Centre on September 12 to showcase our plans to build a further 17 affordable homes on the site of the former Cartref Tawelan care home in Johnstown, Carmarthen.

Carmarthenshire County Council has given permission for the demolition of the two-

storey former care home. Having acquired the site from Aspect Developments, our plan is to clear the area for the proposed residential development.

WWH Development Manager for West Wales Gareth Thomas said: "Both consultations were well attended and gave locals the opportunity to come and discuss the schemes with us.

"We will take the feedback and comments made at these events into consideration before we submit planning applications to the relevant local authorities."



Dinas Cross

View looking into site from Jobswell Road

New housing development gives Fishguard families a “place to call home”

Moving to her new Wales & West Housing home has been a “blessing” to local mother-of-two Cenedra Gayle.

Fishguard-born and raised Cenedra is one of the 30 local families and individuals who are settling into the new houses, bungalows and apartments on our Parc Y Cefn development overlooking Fishguard Bay.

Cenedra, who has two children aged four and eight, said: “Moving to Parc Y Cefn, has been a blessing. Wales & West Housing has provided me with a safe and stable home for me and my children, where I can be close to my family. It’s nice to have somewhere that feels like home.”

Before moving, Cenedra had been staying at her mum’s home in Fishguard following a relationship break-up.

She added: “My mum lives in a Wales & West Housing house and we have watched these houses being built. I was so pleased to be offered a home here.”

Cenedra recently welcomed local councillor Pat Davies, Pembrokeshire County Council’s Cabinet Member for Housing and Regulatory Services, and Mayor of Fishguard, Councillor Jordan Ryan, to her home.

She was one of a group of residents who met with the local councillors and representatives of Welsh Government and Pembrokeshire County Council’s Housing department, during a tour of the development by WWH Group Deputy Chief Executive

Shayne Hembrow.

They also visited retired IT engineer and musician Leonard Morse, who was one of the first residents to move into the scheme last October.

Pembrokeshire-born and bred Mr Morse said: “This is the best home I have ever lived in. The neighbours are lovely, and I feel safe and settled here.”

Glenda Bowen, Housing Manager for Wales & West Housing based at our West Wales office in Newcastle Emlyn, said: “These new homes are making a big difference to the lives and wellbeing of the residents living there. We have worked closely with Pembrokeshire County Council to allocate the properties to families from the Fishguard area, who have been waiting on the Pembrokeshire Choice Homes register for suitable homes they can afford to rent.



Fishguard councillor Pat Davies said: “Parc y Cefn is a sensitively designed development with comfortable well-built homes. I am delighted that these homes have been offered to local people They are much needed.”





“Kyron is more confident and independent in our new home.”

Six-year-old Kyron Kinsey loves his new bedroom. Like many boys of his age, he enjoys spending time in his room playing with his toys and games.

However, Kyron was born with spina bifida and is unable to use his legs.

In his new affordable family home at Coity, Bridgend, Kyron can whizz around independently on his specially-adapted skateboard or his wheelchair.

“Our new home has made such a difference to our family,” explains dad Will. “Kyron has his own room and can go anywhere he wants. Nowhere on the ground floor or garden is out of bounds to him. He can even raid the snack cupboard in the kitchen, just like his brother and sister.”

Kyron, dad Will, mum Sarah

and siblings Ellis, 12 and Molly, 11, moved to WWH’s new development at Parc Y Fferm, Coity, last October after living in a three-storey house in Bridgend for several years.

WWH worked with Kyron’s occupational therapist to design the house to meet his growing needs. The ground floor of the house is fully accessible to Kyron with extra-wide doors to accommodate his wheelchair. Hoists have been fitted in the lounge and Kyron’s ground floor bedroom. The wet room, with a doorway leading to Kyron’s bedroom, has been designed with low-level toilet and washing facilities and a low-level shower, that he will be able to use independently as he gets older.

Will said: “We all love our new

home, especially Kyron. It has made a massive difference to our family.

“In our old home, we had to carry Kyron up and down the stairs every day. WWH looked at all ways of adapting it, but there just wasn’t enough space.

“Here we can live as a family on the ground floor and Kyron has become more confident and independent.”

“All the adaptations mean that as Kyron gets older, the house can accommodate our changing needs and we will never need to move again. This is our forever home.”

Kyron and his family are one of 24 families and individuals who moved into our £4 million affordable housing development at Heol Spencer, Coity, last

October.

Built in partnership with Bridgend County Borough Council and Welsh Government, Parc Y Fferm takes its name from the derelict Parc Farm, which used to be on the site. WWH contracted Morganstone to build 2 adapted houses, 18 x 2 bed houses and 4 x 1 bed apartments on the site. The homes were allocated to families on the Bridgend Common Housing Register in need of affordable homes to rent.

Kyron proudly showed off his new home to Bridgend County Borough Council's leader Councillor Huw David, Mayor Councillor Stuart Baldwin and WWH's Group Chief Executive Anne Hinchey during a recent visit to the scheme.

Anne Hinchey said: "Seeing how happy Kyron is in his new home shows us that every new home WWH builds makes a difference to people's lives. We hope that the family will be happy in their home for many years."



Making sure our homes are right for you

We are pleased to see a decrease in the time taken to let our properties. But, we also recognise that a quick let is not always the right let, and we are continuing to make sure that we are having the right conversations with potential applicants to make sure that the property is right for them.



Average number of days to let a home for residents

5 days quicker than the last quarter



residents **were given the keys to their new homes** this quarter (figures based on April to June 2019)

Our new home with Wales & West Housing meets the needs of our family



Tackling food poverty and volunteering in the community



PR & Marketing Officer Andrew Price looks at some of the ways WWH staff and residents make a difference in our communities.

Adding value in communities where we have homes is vital to achieving our mission to make a difference in everything we do at WWH.

From summer fun days to supporting national initiatives to promote health and wellbeing, our staff are busy throughout the year across Wales working with residents to create new opportunities and bring our communities together.

This summer has seen us working in partnership with other organisations to tackle food poverty in parts of South Wales. The Fit and Fed programme, run in conjunction with Ynysybwl Community Project, Ynysybwl Enterprise Programme / Children in Need, Ynysybwl Regeneration Partnership and StreetGames, delivered 514 meals to children alongside an activity programme. An average of 25 children aged 5-14 attended per day across the 17-day initiative during the summer holidays.

In Cardiff WWH staff spent a day volunteering to spruce up the garden at the Alzheimer's Society's day centre, based at WWH's Oldwell Court scheme. They jet washed the patio,

painted potting sheds and planted bulbs and flowers in raised beds.

Centre Manager Shena Pierrot said: "The garden is safe and looks nice for our service users once again. They will get so much pleasure from sitting and looking out on the garden."

In North Wales, a Bygones café has just launched at Hightown Community Resource Centre (HCRC), where people can meet and relax over a cuppa every Tuesday afternoon for a few hours.

And this October half term a new breakfast club is launching at the centre in Wrexham. The club will run from Monday 28 October to Friday 1 November 2019, providing families with a free breakfast – and equally importantly, the opportunity to spend valuable time together.

Annette Bryden, Centre Manager for HCRC, said: "As well as helping to tackle food poverty in the area, we want the sessions to be beneficial socially and educationally to all those who attend with areas set aside for parents and children to read or play games together."

The initial run of the Breakfast Club is being funded by a £150 donation, match-funded by WWH, with plans to hold more



at Christmas and during future school holidays.

All WWH staff are given one paid day per year to work on a project which supports WWH residents. In Pyle, Bridgend, a group of WWH staff used this opportunity to transform a bike track for the local youth and community club.

KPC Youth and Community Club's BMX track – originally built by the Territorial Army – had become overgrown and unusable. Armed with sun cream and protective

gear, our team of volunteers worked hard mowing, strimming and raking the grass and gradually the track started to take shape again.

The young

KPC members helped by picking up the cut grass and any rubbish and sticks that could get into their bike spokes.

Alison Mawby, Project Development Manager for KPC, said "It was great to see the kids on the track by the end of the session, and being enthused by the update to it! It was the idea of some of the older boys and they were the first to get on their bikes and test it out."

Hightown CRC Breakfast Club runs from 9.30am-11am from Monday 28 October to Friday 1 November 2019 at the centre on Fusilier Way, Wrexham.

Children must be accompanied by an adult and spaces will be available on a first come, first served basis.

Email hightowncrc@wwha.co.uk for more information.



Parents plan more play

A summer play scheme, set up to keep young residents in Crymych entertained throughout the summer holidays, has been a success.

The Wednesday afternoon play scheme sessions were organised at Crymych Leisure Centre after local families highlighted the lack of play opportunities for children during school holidays.

Up to 100 children and their parents took part in arts and craft sessions, soft play, assault courses, circus skills, fancy dress competitions and toasting marshmallows around an outdoor fire pit.

Young people attending said they “had a brilliant time and wanted more.” Hopefully, parents will build on the success by volunteering and working with partner agencies to run more events in future.

Some parents said: “It was free of charge and so much fun for me and the children, who looked forward to each session. They played



creatively, made new friends, toasted marshmallows and had space to run around safely. I look forward to volunteering to keep these sessions running in Crymych.”

Rhiannon Ling, WWH Community Development Officer said: “I have been overwhelmed by the numbers attending each week and their commitment to sustain such sessions in the future. They prove that there is a local need for play opportunities and we will support the volunteers in delivering future play sessions.”

The play sessions were held in partnership with Wales & West Housing, Pembrokeshire County Council’s Play Sufficiency Officer, Crymych Leisure Centre, and PAVS Community Connectors.

Launch of Men’s Shed



A family fun day at Llys Glan yr Afon saw the official launch of a Newtown branch of Men’s Shed.

Our extra care scheme in Newtown is the home of a new weekly group utilising a shed space in the garden for hobbies, workshops and discussions on men’s health.

Residents and families joined together on Saturday 3 August

to mark its launch with a day of activities including a raffle, refreshments, games, hot food and a cake stall.

The Newtown Men’s Shed group had a stand at the event selling pieces of work which they’d made as well as talking to visitors about the activities and trips which the group take part in.

Ezma Zhao, Wellbeing Officer at Llys Glan yr Afon, said: “The day was very successful and we were pleased to welcome the Mayor as well as a Men’s Shed Cymru officer.”

Find out more about Men’s Shed Cymru at <https://www.mensshedsymru.co.uk>

Who’s Nominations now

Whether cleaning up their towns, caring for elderly neighbours or giving their time to organise activities where they live – our residents are supporting their communities across Wales.

Every year we like to reward them at our Making A Difference Awards.

Our Community Heroes category celebrates individuals or groups who have started something special in their community. From running community groups, tackling local issues affecting their neighbourhoods, to leading the way in environmental and sustainable projects, these people make a big difference to the places where they live.

For example, last year’s winner Ian Stoker (pictured right) makes sure his town is free from litter and dog mess. Ian is a regular sight around Cardigan picking up litter from the streets and dog mess from the footpaths.

Every year the judges have a difficult job choosing a winner as all our finalists make such a huge difference in their communities.



your community hero?

open for Making A Difference Awards 2020

Last year the Community Heroes finalists included the Unity Group of parents from Caerau, Cardiff, who brought their community together to provide fun and affordable activities for local children during the school holidays.

Others were Tommy Guest from Flint who helps residents at Bodhyfryd Care Home with daily tasks and takes them out on errands and appointments, and Christine Foulkes and Val Evans who set up a low-cost community shop for all residents at St Clements Court scheme in Cardiff, using surplus food donations from local supermarkets.



Nominate now

So, if you want to say thank you to one of your neighbours for their tireless, selfless work in your community, nominate them for our Making A Difference Awards.

We are taking nominations from now up until 29 November 2019.

It's easy to submit your nomination - simply speak to your Housing Officer, or a member of WWH staff, who can help you put forward your nomination.

Alternatively, contact our PR & Comms team on 0800 052 2526, or email communications.team@wwha.co.uk and they will be happy to take down the details

for you. For more information visit www.wwha.co.uk

Next year's ceremony takes place on Friday 20 March 2020 at the popular Vale Resort, in Hensol near Cardiff.

Other categories for 2020

Diversity Champion (new for 2020) celebrates our inclusive communities and the work individuals or groups do to make everyone feel welcome and safe where they live.

Good Neighbour celebrates the kindness of those special people whose small day-to-day actions make a big difference to the lives of their neighbours.

Fresh Start recognises those who have made it through tough times

and turned things around for the better.

Wellbeing Champion recognises the individuals, volunteers or groups who set an example or encourage others to improve their physical or mental health and wellbeing.

Going Green recognises green-fingered residents who have made a real difference to their environment.

Fundraising Champion celebrates individuals or groups who work hard to raise money for good causes.

Outstanding Achievement recognises those individuals who have shown great determination and personal development.

Making a difference

to our communities with our suppliers and contractors

WWH works with contractors and suppliers to make a difference in our communities.

Whenever we build new homes, buy equipment for our schemes and offices or employ contractors to carry out repairs and maintenance to our homes, we ask our suppliers to 'Make a difference' to a Wales & West Housing community or charity.

Here are some of the ways our contractors and suppliers are supporting our communities:

Supporting employment

In the past year our contractors have recruited 12 apprentices and seven full-time jobs working on our sites.

Our Group company Cambria has provided work experience for two young people who want a career in construction and maintenance.

Morgan Construction Wales employed a carpenter on one of their sites after the 3rd year carpentry student successfully completed a work experience placement at Parc Y Cefn, Fishguard, Pembrokeshire, and his college course.

New homes provide building work for WWH resident



Resident Kevin Kavanagh (pictured above left) has found work – helping to build homes for future residents in Cardiff.

Kevin faced uncertain times when he was laid off from his previous labouring job before Christmas.

Then he saw that WWH was looking for local people to work with its long-term construction partners Hale Construction helping to build 113 new homes and apartments at Clive Lane, Grangetown, Cardiff.

Kevin is one of four local

workers, who have been taken on as part of the community benefits commitment made by our partners Hale to work on the £16 million development. During the three-year construction period the site next door to Ikea, Cardiff, is providing employment and training opportunities.

Kevin, who lives in St Mellons, Cardiff, said: "It was worrying not knowing if I would find work, so when I saw that they were looking for labourers I applied. It's a great site to work on and I'm happy that I have work for the next three years

Other local people recruited to work on the site as part of the community benefits are site manager Mael Spencer, labourer Desale Tesfaslase and forklift truck driver Acquille Julien. Both Desale and Acquille live in Grangetown within walking distance of the site.



Supporting community projects

Whether donating free labour or providing materials, WWH contractors and suppliers are pleased to support local organisations and schemes. Some examples are:

- Morgan Construction, who are building homes at Feidr Eglwys, Newport, Pembrokeshire, developed an accessible outdoor learning area with a footpath and raised beds and built an eco-friendly green house at Bro Ingli Primary school.
- Hacer Developments who are building new homes on the site of Ysgol Ffynonbedr, Lampeter, Ceredigion, donated cuts of wood and other materials to the local Bro Pedr School, for Design & Technology students to use in the classroom.
- Anwyl, who are building an extra care scheme in Aberystwyth, donated money towards the cost of a new shed for Penparcau community for RAY Ceredigion to store their play equipment.
- Hale Construction, who are building new homes at Pentland Close, Llanishen, Cardiff, gave time and materials to redecorate a local scout and community hall.
- Window suppliers Wall-Lag (Snowdonia) and decorating company Simmons donated money to buy play equipment, a water feature, therapy equipment, plants and garden furniture for a women's refuge in North Wales.
- Decorators Ian Williams donated time and materials to redecorate a local youth shelter on Twyncarmel, Merthyr Tydfil.

Supporting local schools

- Pupils from Bro Ingli Primary school in Newport, Pembrokeshire, were given a tour of WWH's site at Feidr Eglwys to learn about what it is like to work in the construction industry. Their designs were also used to decorate the site boundary signs and were asked to think of a name for the estate which was put forward to the local authority.
- Bro Pedr school were invited to design two decorative boards to surround the site boundary for WWH's site at Ysgol Ffynonbedr, Lampeter.
- Children from Ysgol Cae'r Felin Primary school in Pencader, Carmarthenshire, were invited onsite by heating specialists Thermal Earth to observe the drilling for the ground source heating and an educational talk was delivered to raise their awareness of sustainable heating systems.

Sponsorship

Every year we support grass roots projects through our Making A Difference Sponsorship programme.

So far this year we have sponsored 49 community organisations who have shared more than £161,000 in funding.

These projects range from organisations like Boomerang Cardiff (see pg 6) who help people in need to funding kits for sports clubs or equipment for gardening and play groups. We have also supported festivals and fun days attended by our residents.

Work placement leads to dream job for Luke

A work experience placement at Wales & West Housing led to a full-time job for 18-year-old admin assistant Luke Williams.

Last summer Luke, who lives in Cardiff, finished his business administration course at Cardiff & Vale College and started looking for full-time work. During that time, he applied for numerous jobs with no success.

“It was really hard trying to find full-time work. Most jobs were looking for someone with experience, but it was difficult getting the experience they wanted.

“I lost count of the number of jobs I applied for. Most of the time I didn’t even get a reply.”

“Then an adviser at Remploy told me about Wales & West Housing, so I applied for a six-week work placement and was lucky to be offered the position.”

“I worked mainly with the HR department, helping with admin, but I also had experience with the ICT and Housing departments.”

During his placement, Luke applied for an admin position at a local construction company and was invited for an interview – an hour later he was offered the job.

“My work placement at Wales & West Housing really helped me get a full-time job.

“I was nervous starting, but everyone at WWH was so welcoming and friendly, they made me feel like part of a working family.



“When I applied for paid jobs, I could show on my CV that I was currently working and when I went for my first proper interview I could talk about the experience I had.

“I would definitely recommend a work placement to other people looking for work. You don’t get paid, but you get the experience and that’s really important when you’re trying to get a full-time job.”

Helen Hapgood, People Development Partnership Officer at WWH, said: “We are so pleased for Luke that he is embarking on a career he studied for and that we were able to help him take the next step into employment.

“He was a pleasure to work with. He was enthusiastic about every task we gave him and his enthusiasm was infectious. He brought a smile to everyone in

the team.

“Throughout the work placement he was keen to work and willing to adapt. It was so rewarding to see Luke’s confidence grow as he became part of our team.

WWH has set up a network of employability and training agencies and are working with them to provide work trials, work placements and apprenticeship opportunities.”

The employability network members are Remploy, Poppy Factory, PACE, Cardiff Into Work Services, ACT, ITEC and Careers Wales.

If you are registered with any of these and are interested in an employability opportunity with WWH, speak to your work adviser.

Understanding the cause of problems

Our focus when we receive reports of anti-social behaviour is to help our residents resolve the

problem they are experiencing. This involves dealing with both the immediate issues and seeking

to understand the root cause of the problems.



We opened **48 anti-social behaviour cases** in the last quarter



Noise complaints were the number one issue last quarter, followed by **harassment/aggressive behaviour and domestic abuse** complaints

Bringing harmony to our communities

Loud music, banging and shouting are the most common triggers to cause unhappiness in our communities across Wales. But what makes anti-social behaviour?

“A noise that keeps one person awake at night may not bother another,” explains Sion Phillips, who is one of our team of five Neighbourhood Dispute Officers working across Wales.

“That’s why there is no single way to deal with a complaint of noise, aggressive behaviour or other neighbourly disputes.

“Parking, loud music and litter are common causes of complaints. However, the same issue can affect people in different ways. We focus on the person being affected.

“The Housing Officer will speak to the person first to understand what

matters to them. Sometimes it is as simple as having a conversation with their neighbour, who may not realise they are causing any harm to the people around them.

“Neighbourhood Dispute Officers (NDOs) are an extra resource to support the residents and Housing Officers, where they need more help. We listen, and by listening we can understand the problems.

“Some issues can come down to lifestyle differences. We will support the residents, helping them to understand what they can do, the changes they can make and the behaviour they can influence. We can also call in people from other fields of expertise within WWH to help us or outside organisations who can deal with specialist areas such as mental health.

“We will work with the police, where criminal activity is taking place in our communities. However, nine times out of ten a problem can be resolved by sitting down and talking and we will support residents where needed.

“We work restoratively to not only record what has happened but also measure how an individual has been affected. NDOs will then support residents to recognise any harm that has been caused and facilitate ways in which residents can repair the harm caused.

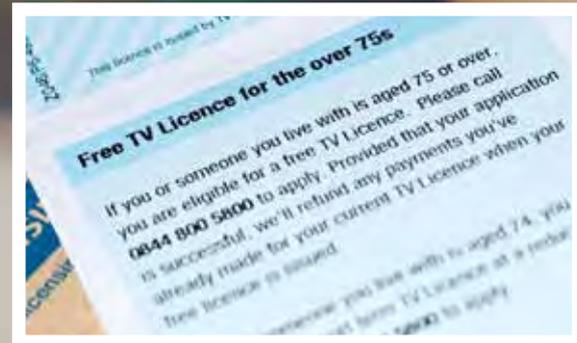
“There are no easy fixes as human behaviour is complicated. Ultimately want our residents to feel safe in their homes and we work hard to maintain harmony in our communities.”

Changes to free TV licences ...

your questions answered

More than three million people aged over 75 will have to pay for their TV licence when a new scheme comes into effect next year.

Our Tenancy Support Officers answer some of the common questions people are asking.



Q: What are the changes?

From June 2020, around 3.7 million households which previously received a free licence will have to pay for one.

At the moment all over-75s receive a free TV licence but from next year only those households with a member receiving pension credit will be eligible.

Those found to be ineligible for a free licence will have to pay £154.50 a year for a colour television and £52 a year for a black and white television.

Q: Who will this affect?

The changes will affect all over-75s who do not receive pension credit.

Even if they previously had a free TV licence, they will have to buy one from 1 June 2020.

Q: Why is this happening?

The Government-funded scheme to provide all households with

people over 75 with a free TV licence comes to an end in 2020.

The Government has legislated that it is the BBC's responsibility to decide on any future scheme and to pay for it.

Following a public consultation, the BBC decided that means-testing pensioners and giving free licences only to those on pension credit is the fairest way.

The BBC said if it had to fund licences for all over-75s, it would have meant unprecedented closures, including the end of BBC Two, BBC Four, the BBC News Channel, the BBC Scotland channel, Radio 5 Live, and a number of local radio stations, as well as other cuts and reductions.

Q: What happens now?

TV Licensing will be writing to all free over-75 licence holders before 31 May 2020 to let them know how they may be affected and what they will need to do.

Face-to-face assistance will be provided for older people through an outreach programme delivered by specially trained customer care field staff and the size of the TV Licensing customer support call centre will also be increased.

TV Licensing will also launch a free telephone information line this month where customers can access recorded information on the new policy and advice to customers by calling 0800 232 1382.

Information and frequently asked questions can also be found on the TV Licensing website, tvlicensing.co.uk/age.

TV Licensing will also be developing a new pay as you go payment scheme especially for customers who will need to pay for their licence from June 2020.

This scheme will let customers spread the cost of their licence in fortnightly or monthly payments to make it easier to pay.

Confusion over bus passes

There has also been confusion on social media about the Welsh Government’s concessionary fare pass scheme.

Based on statements by the Welsh Government Minister for Transport, the situation is as follows:

1. The current Concessionary Travel Cards all have a common expiry date of 31/12/19 and need to be replaced. This means ALL current eligible pass holders will need to re-apply and receive a new smartcard.
2. Existing cardholders will NOT automatically receive

a new card; they will need to apply using a new online central service provided by Transport for Wales on behalf of local authorities.

3. New applicants will now start receiving the smartcard, but significant work will take place between September and December this year to help existing cardholders switch to the new smartcard.

Not everyone is online, so Transport for

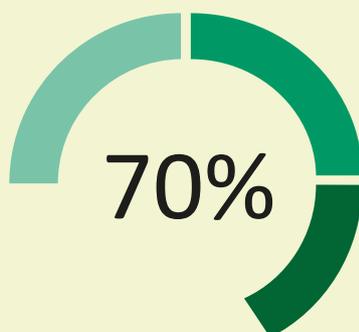
Wales is working with all Welsh local authorities to ensure they make support available for those people who cannot get online.



Offering the right advice and support to residents

We have been developing a new system to help us quickly identify anyone who may be beginning to have problems with their rent payments. This means that we can look to offer the right advice and support as soon as we can to prevent debts from increasing.

Every month, an average of over 6,000 residents are choosing to pay by Direct Debit on a date that is most convenient for them.

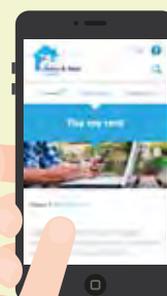


of tenancies are paying their rent on time and paying off their arrears



Did you know?

You can request to set up a Direct Debit, or pay your rent online, via our new website. It is quick and easy to do.



www.wwha.co.uk

The coffee that brings hope for survivors of modern-day slavery

Each year the Board of WWH chooses to support charities and organisations which work to help disadvantaged groups of people across Wales. This year it has selected Manumit, a social enterprise which supports victims of human trafficking and modern-day slavery. Our PR & Marketing Officer, Alison Stokes, finds out how Manumit Coffee is bringing hope to survivors.

In a warehouse on the outskirts of Cardiff, a young African woman is packing coffee beans, imported from a co-operative of coffee planters in Malawi.

The air is heavy, with the sweet chocolatey aroma of freshly-roasted coffee. Nadia seals the bag, labels it "Freedom Through Coffee" and places it next to a row of other bags waiting to be sent out to churches, offices and homes across the world.

This is no ordinary coffee – and these are no ordinary coffee roasters. Manumit Coffee has been set up to offer dignity and hope to survivors of modern slavery.

It is the organisation which the Board at Wales & West Housing has chosen to support with an annual donation of £10,000 for the next three years.

"Manumit" means "to release from slavery" or "set free."

Nadia is one of a group of men and women, who have suffered horrendous exploitation at the hands of traffickers and modern slave traders and are now rebuilding their lives through the work and training opportunities offered at Manumit.

Nadia was born in Africa, where as a teenager she was trafficked into the sex industry. Since starting work at Manumit a year ago, she has achieved her foundation level barista qualification and works part-time in a local coffee shop. She has also found the confidence to return to college.

Nadia says: "When I started working at Manumit, I was nervous and fearful. Working here, I have learnt about the coffee roasting process. It has also taught me that not everyone wants to exploit me. I work with good people now and I am starting to trust people again."



Her colleagues at Manumit are all survivors, but each with different, yet equally harrowing life stories. For example, Eva arrived in the UK from Eastern Europe on the promise of work as a nanny but was sold to a man who forced her to work in the sex industry. Martin also left eastern Europe with the promise of a better life in the UK but was forced to work more than 70 hours a week in a factory with no pay and only a mattress in a cellar to call home.

United by coffee, they have all been given the chance to find a better life.

Manumit roasts small-batch, ethically-sourced from growers in Africa and Latin America, which it then sells to coffee shops, offices, churches and a growing list of coffee subscribers.

It employs part-time staff, who are referred through charities which support victims of human trafficking and modern-day slavery such as BASO and the Red Community in Cardiff.

Local church pastor Dai Hankey set up Manumit three years ago with fellow director, Nick Davis.

“We set up Manumit to give survivors of human trafficking hope and the chance to rebuild their lives. By working at Manumit, survivors are paid a Living Wage, while they are trained in a skill that they can take on and find other work.



Left to right: Nick Davis of Manumit, Anne Hinchey, WWH Group Chief Executive, Alex Ashton, Chair of WWH and Dai Hankey of Manumit

“Some of the survivors are scared, apprehensive and suffer from panic attacks when we first meet them. It’s so rewarding to see them grow in confidence and trust and start looking forward to a brighter future through meaningful work and the ongoing support and kindness we offer.”

“I feel I have hope for the future and maybe one day I would like to train as a nurse.”

“The donation from Wales & West Housing is amazing. It will allow us to grow as a social enterprise and ultimately give hope to more survivors through paid and meaningful work.”

Alex Ashton, Chair of WWH said: “The shocking statistic is that every 30 seconds someone

becomes a slave. Manumit Coffee is playing an important part in helping to combat modern slavery on many levels.

“By training and employing survivors of modern slavery as coffee roasters, sourcing specialty coffee beans from ethical, slavery-free suppliers and investing their all profits in local anti-slavery projects, they are helping those men and women who have suffered horrendous exploitation at the hands of traffickers and modern slave traders, to rebuild their lives.

“WWH is pleased to support them in their growth. Everyone who buys their speciality coffee is actively helping people to break the chains of slavery and offer hope to those whose lives have been scarred.”

For survivors like Nadia a simple cup of coffee is making a difference. “I feel I have hope for the future and maybe one day I would like to train as a nurse.”

To find out how you can support Manumit or buy their coffee visit www.manumitcoffee.co.uk



A day in the life of ...

a Land Manager

Achieving our vision to build 500 affordable new homes a year over the next five years requires a considerable team effort from staff across WWH.

Helping to start off the process of every WWH new home built in North Wales is Land Manager, Gary Cook.

Gary's primary focus is on finding sites on which we can build new homes. Working closely with the rest of our development team his role involves assessing whether

it is possible to get planning permission on identified pieces of land, taking into account a range of factors including drainage, ecology, flood risk and whether there is any contamination from previous use – including previous mining activity in North Wales in particular.

“The ultimate goal is to see new residents move in and be happy in their new homes.”

Gary also helps to find contractors to build the homes and secure funding approvals from local authorities and Welsh Government.

“In Development we help to create new high-quality homes, creating a base from which residents can build lives in their local communities. The number of people in need of affordable housing far outstrips the number of homes available.

“By developing new homes we are helping to meet this need, often also helping to regenerate communities by bringing empty sites back into use.

“We're also continuing to look at ways to build

low carbon, low energy homes, which offer many benefits, not least reduced running costs for residents.”

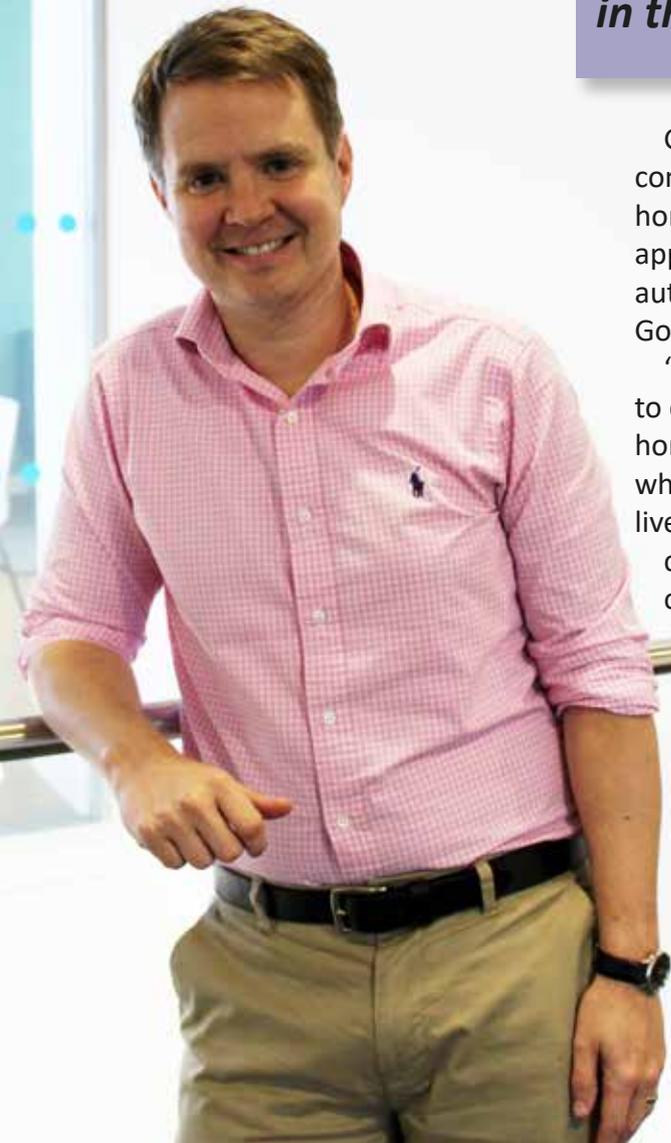
Prior to joining WWH two years ago, Gary worked in estate agency, initially negotiating sales and valuing houses and then managing offices, including some work in lettings. After this he was responsible for the sale of new homes and land across North Wales and Cheshire for a large property company.

“The latter role especially was a great aid in understanding the different areas in which we look to build WWH homes and enabled me to build good contacts with developers and land agents across the North Wales region.”

Above all, direct involvement in the development of our new homes — and helping those people who need it most — is the one aspect of his role which Gary enjoys the most.

“The time taken between finding a piece of land and actually starting to build can be considerable,” he said. “Because of this, seeing work begin on site is deeply gratifying — it is great to see a scheme for so long on paper take shape in reality.

“The ultimate goal is, of course, to see new residents move in and be happy in their new homes.”



Satisfaction and Complaints

RESOLVING COMPLAINTS

14.9

We've reduced the number of days it took to resolve complaints to 14.9 working days (from April to June 2019), that's almost four days quicker than the previous three months.

SATISFACTION

8.65

Satisfaction levels were at 8.65 out of 10, a slight reduction on the previous quarter at 8.8. This includes lettings, repairs, new homes and anti-social behaviour.

COMPLAINTS

10

We received 10 complaints between June and April 2019 – the same number as the previous quarter and 3 more than the same time last year. The number of complaints about our repairs service dropped to 4, while the resident satisfaction rate for this service rose to 9.5 out of 10.

On average it takes around 22 seconds to answer your calls

In the last quarter we received

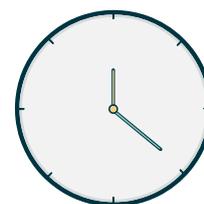
31K

calls



During the last three months we received over 31,000 calls. Of these, more than 10,000 were calls to the repairs lines, which were answered in an average of less than 20 seconds. The longest anyone had to wait to be answered was a little over 6 minutes.

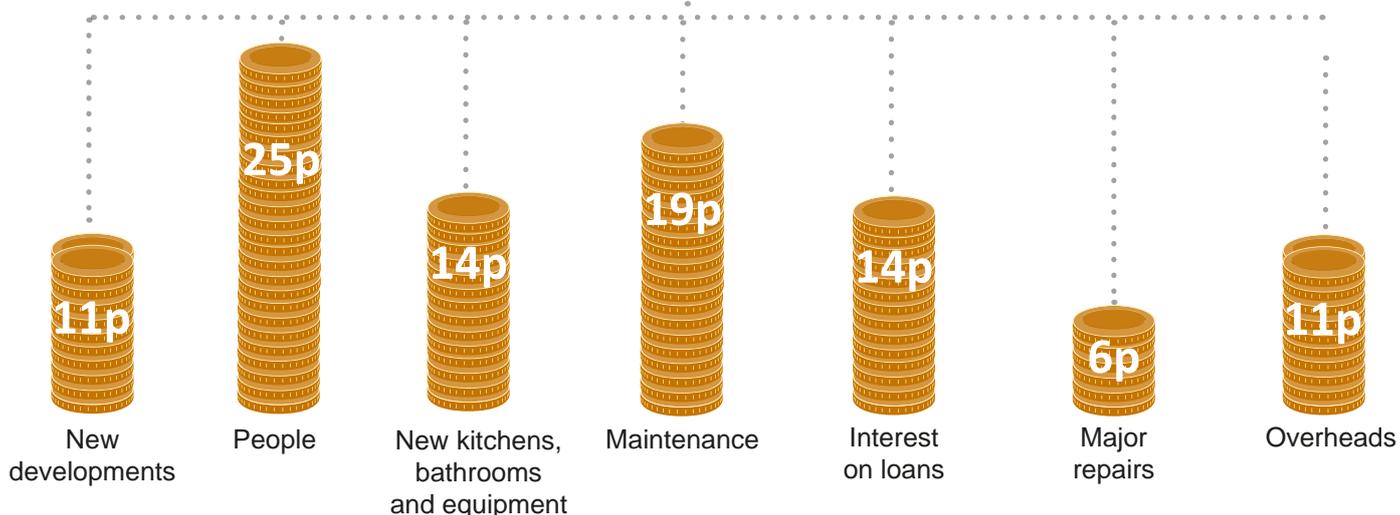
of all calls to our repair lines were answered



After lunch is usually a quieter time to call our Customer Service Centre

Pound to pennies

Where every  rent is spent



CARDIFF

Fields of flowers

Residents at Fields Park Road, Cardiff, are greeted with a carpet of colour thanks to the hard work of one green-fingered group.

The gardening group has transformed two empty corners of the square with what was two flat patches of grass into a beautiful array of flowers.



Doing up Doyle Court

Residents at Doyle Court, in Fairwater, Cardiff, have been busy sprucing up the communal area of their scheme. Theresa, John and Mac gave their time to paint the fences around the washing line area.

Community Development Officer Claire Pepper said; "The communal gardens with their pretty sunflowers, newly painted fence and garden displays are a credit to the residents' hard work.



MERTHYR TYDFIL

Gardening on the Gurnos

A small group of gardeners at Ty Gwaunfarren independent living scheme on the Gurnos in Merthyr Tydfil have taken over a scrubby patch of communal garden.

Residents Stuart Fennell, Sian and Bryan Nicholls and Christine Redmond have transformed the area using a mix of gravel, bark and an enclosed "rock garden" feature. The area has been dotted with a variety of small pots and ornaments to add colour and some wildlife interest. They are growing fruit trees and salad from seed and are developing a vegetable plot. They have applied for a WWH Making A Difference Community Grant to buy a potting shed/base and soil and a raised veg bed.



Fun with folk

Residents at Western Court retirement scheme in Cardiff enjoyed a folk music singalong as part of a health and wellbeing project.

Folk singers Aly and Rob had everyone joining in with their Welsh folk songs when they visited the scheme in collaboration with THRIVE health and wellbeing project.

Scheme manager Ann White said: "Everyone joined in with the songs. They brought back lots of memories which were shared over a cuppa and a cake."



CARDIGAN

Bringing the seaside indoors

Residents at Llys Owen retirement scheme in Cardigan showed off their modern new communal facilities to local councillors at an open afternoon.

Earlier this year WWH commissioned interior design specialists Buckingham Interiors to refurbish the communal dining, lounge and reception areas and corridors.

Working with residents they came up with fresh, modern designs for new décor, furniture and flooring to bring the seaside location to the scheme.

The residents and guests enjoyed tea and cakes during the afternoon and partners were given a tour of the refurbished areas and a flat.

Councillor Dafydd Edwards, Cabinet member with responsibility for Housing at Ceredigion County Council, attended the event along with partner agencies to find out the difference it has made to residents.

Residents Florence Knight and Brenda Morgan have lived at the scheme for many years and are delighted with the improvements.

They said: "Everything is so much brighter and cleaner. It's a pleasure to sit down on the sofas and chat with neighbours. We are proud to live here."



CAERPHILLY

Time for tea

Residents at Fferm-y-Bryn, Ystrad Mynach enjoyed a high tea thanks to residents at their coffee morning.

The scheme holds weekly coffee mornings which are well attended, so the residents decided to arrange a high tea in August. The event was so successful they are planning another one for Halloween.

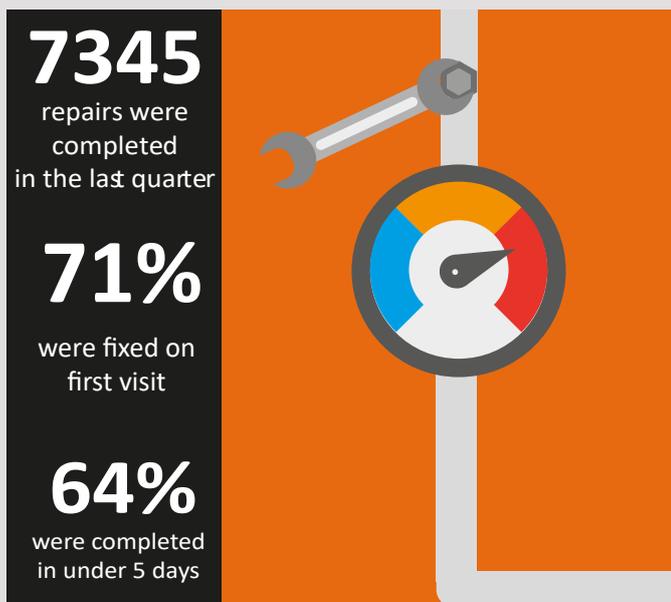
Pictured are Eve, Suz, Ann, Pat, Shirley, Barbara, Annie, Val and Sandra having fun.



Satisfaction levels high for routine repairs

As ever, it has been a very busy period with more than 7,300 repairs completed in 8 days or less, on average. Resident satisfaction levels are still high, remaining at more than 9 out of 10 for routine repairs.

WWH undertake a variety of repairs from leaks to electrics, but if you are not sure if a repair is your responsibility or not please check the repairs section of our website www.wwha.co.uk. There you can also find hints and tips on how to complete some simple repairs yourself and where you can also request a call back about repairs by filling out the on-line form.



Is your home ready for winter?



Winter is the busiest time for our repairs team. Last winter we completed almost 9,000 repairs - that's an average of 150 repairs for every working day.

Emergency repairs such as burst pipes, flooding and dangerous electrical wiring will be dealt with as soon as possible.

For other non-urgent repairs such as blocked drains or overflowing gutters or broken communal lights, we will book a reported repair as soon as we are able to.

More than 6 out of 10 calls during the winter are repaired within 1 to 5 days with a further 2 out of 10 repairs taking 6 to 10 days.

During winter months some repairs can take more than 16 days due to bad weather. For example, for safety reasons, our repairs teams and contractors are unable to carry our work on roofs and gutters or on fencing in windy weather and outdoor work is limited in heavy rain.

There are some things you can do during the autumn months that could help to ease problems later in the year.

Keep drains and the bottom of downpipes clear of any falling leaves. If your drain is blocked with dead leaves, put on a pair of rubber gloves, clear them out and either put them in your waste bin or recycling.

Calls to our 24-hour Customer Service Team are also at their highest during the winter, especially around 9am to 10am in the morning. If your call is non-urgent you'll get a quicker response if you can wait until after lunch.

Don't forget you can find advice on what to do for some of the common repairs problems or report a repair on our website at www.wwha.co.uk/en/report-a-repair

Gardening WITH GLENYS

Glenys Vandervolk is an award-winning gardener, living at our St Mellons scheme in Cardiff. She is one of the leading lights in St Mellons Community Garden. In her regular column she shares her tips and advice to make your garden grow.



Support grows in our community garden

A community garden is a great way to bring people of all abilities together with a common purpose to watch things grow.

Even some GPs are now starting to recognise the benefit that working in a garden can have to a patient's wellbeing and are "socially prescribing" to help people with health issues such as depression and dementia.

Many of the volunteers at our community garden in St Mellons, Cardiff, have physical or mental health issues. They all know that if they are having a bad day they can turn to the group for support.

There is nothing more

satisfying than seeing a volunteer arrive at the garden feeling down in the dumps and leaving with their spirits lifted after an afternoon chatting and drinking tea with other volunteers.

We have all become great friends over the years. Some volunteers have dementia and others have physical disabilities. Some come to the garden for respite, others come to forget their problems for a few hours. Everyone is welcome and given tasks that they can manage which gives them a sense of achievement and boosts their confidence.

If you don't have a community

garden where you live, maybe you could start one – all you need is a patch of unloved and unkempt land and a bit of enthusiasm.

Alternatively, you could start a "community of gardeners" on the street where you live. Pluck up the courage to knock on one of your neighbours and ask if they need help in their garden. In return they might help you in yours. If you can gather a group of green-fingered neighbours, you could take it in turns to work in one another's gardens. It really is a great way to make friends and get to know and support your neighbours.

Tuna pasta bake



Serves 4

Ingredients:

- 300g fresh egg penne
- 500g tomato and herb pasta sauce
- 3 x 120g tins tuna steak in spring water, drained and flaked
- 325g tin sweetcorn in water, drained
- 390g carton Italian chopped tomatoes
- 14g fresh flat-leaf parsley leaves picked, washed and chopped
- 100g mature cheddar, grated

Method:

Preheat the oven to 200°C/gas mark 6. Bring a large pan of water to the boil, then add the pasta and cook for 6 minutes. Drain. Tip the cooked pasta back into the pan and stir through the pasta sauce, tuna, sweetcorn, chopped tomatoes and half the parsley.

Tip the mixture into a 1½-litre baking dish and sprinkle the cheese over the top. Cook for 30 minutes until golden and bubbling. Garnish with the remaining parsley just before serving.

PUZZLE PAGES

Win **£30 shopping vouchers** with our Wordsearch and Crossword puzzles



Wordsearch

All the words may be found backwards, forwards, horizontal, vertical or diagonal.

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

- ACTIVITY
- ADVICE
- COMMUNITY
- CONFIDENT
- CONSULTATION
- DEVELOPMENT
- ENGAGING
- GROUPS
- INCLUSIVE
- INFORMATION
- ORGANISATION
- PARTICIPATION
- REPRESENTATIVE
- RESIDENT
- SOCIETY
- SUPPORT
- SUSTAINABLE
- TENANT
- TRAINING
- VOLUNTARY
- VOLUNTEER



Crossword

1		2		3		4		5		6		7
						8						
9												
10						11		12				
	13									14		
15												16
17		18		19		20		21				
						22						
23												
						24						

ACROSS

- 1 Ascend awkwardly (7)
- 8 Form a mental picture (7)
- 9 Horns of a deer (7)
- 10 Storage box filled with valuables (8,5)
- 13 Small items of food served as an appetiser before a meal (4,7)
- 17 Preference that comes from considerable experience (8,5)
- 22 Sequoia (7)
- 23 Hearing distance (7)
- 24 Vacation (7)
- 2 Style of design popular in the 1920s and 1930s (3,4)
- 3 Consecrate (5)
- 4 Vertical part of a stair (5)
- 5 Sudden strong fear (5)
- 6 Gangway (5)
- 7 Second-in-command (6)
- 11 Below (5)
- 12 Improve, correct a text (5)
- 14 React (7)
- 15 Hardy cereal with coarse bristles (6)
- 16 Extremely poisonous (6)
- 18 Imperial measure equal to two pints (5)
- 19 State of the USA (5)
- 20 Planet (5)
- 21 Ebbing and flowing (5)

DOWN

- 1 Wily, cunning (6)

Sudoku

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

Summer winners

Congratulations to the winners of our Summer puzzle competitions. They were Venice Lloyd of Cwrt Anghorfa, Pyle, who won the wordsearch competition and Charlotte Barratt, of Richway Court in Brecon, who successfully completed the crossword. They both won a £30 gift voucher.

Win

To be in with a chance of winning a £30 shopping voucher for our wordsearch or crossword puzzle, simply send your entry with your name, address and contact details to Alison Stokes, Wales & West Housing, Archway House, 77 Parc Tŷ Glas, Llanishen, Cardiff CF14 5DU. All correct entries will be put into the draw and one lucky winner will be chosen for each puzzle and will receive a £30 shopping voucher. The closing date for entries is **30 November 2019**.

Wales & West Housing Association is registered as a 'data controller' under the Data Protection Act. Your information is important to us and we take our responsibilities seriously. We ensure that any personal information we collect about you is done so proportionately, correctly and safely.

WWH will collect and process the personal information that we need to run our competition and will not share this with any third party for marketing purposes. Please see our Privacy Policy for more details at <https://www.wwha.co.uk/en/legal/>

Home-made bird feeders



Do you feed the birds at this time of year?

Instead of throwing your empty orange rind into the recycling, you can use it to make your own fun feeders that the birds will appreciate.

Ingredients:

- Lard, suet or solid vegetable fat (for vegetarian-friendly feeders)
- Oats, breadcrumbs, sultanas, currants, unsalted peanuts (a mixture of any of these is fine)
- Empty orange rind halves.
- String

Method:

- Mix your dry ingredients in a bowl (a ratio of about 2 parts dry to 1 part fat works well).
- Melt the fat in a saucepan then add to the dry ingredients and stir well.
- Make a hole in each half of orange rinds and thread some string through.
- Fill the shells with the seed mixture, making sure you pack it tightly. Put the seed-filled orange halves on a tray and store them flat, in a cool place, to set. This can take a while, or you could put them in the fridge overnight.
- Once set hang them high on trees and wait for the birds to feast.
- You could also use cookie cutters as moulds to make different shaped feeders.

What's on

NORTH WALES

25 – 31 Oct: Halloween Spooktacular

Various Halloween events at Greenwood Family Park, Y Felinheli. Try creepy crafts, make a lantern or monstrous mask. Free hot chocolate for those in fancy dress. Adults: £9.65, Child: £9.25. Phone: 01248 670076 <https://www.greenwoodfamilypark.co.uk>

8 – 10 Nov: North Wales Choral Festival

Venue Cymru, Llandudno Promenade. Three day celebration of music featuring a variety of choirs and performances. Adults: £8, Children £4. <https://www.gonorthwales.co.uk/whats-on/north-wales-choral-festival-p420521>

14 – 17 Nov: Llandudno Christmas Fayre

Venue Cymru, Llandudno. A showcase of food, drink and crafts at a very special time of the year. Experience a variety of products not found in the normal high streets and national retail brands. Tickets £3.75. <https://www.llandudnochristmasfayre.co.uk/>



Dippy on tour, Cardiff



Royal Welsh Winter Fair

MID WALES

26 Oct: Halloween Special Day

Corris Railway, Dulas Valley. Come along and enjoy some spooky doings in the Dulas Valley, complete with some shivery surprises. Adults: £6, Children 5-15: £3, Children under 5: Free.

<https://www.corris.co.uk/timetable-and-special-events/>

25 – 26 Nov: Royal Welsh Winter Fair

Builth Wells. The very best of Welsh food producers will be showcasing their produce and Christmas shoppers can explore the hundreds of trade stands, exhibitions and festive atmosphere. Adult: £15, Child: £5. Free car parking. <https://rwas.ticketsrv.co.uk/tickets/7>

28 Nov - 1 Dec: Hay-on-Wye Winter Weekend and Food Festival

The Winter Weekend is a smaller version of the main festival with events taking place in venues in the town. On Friday the town is turned into a winter wonderland. On Saturday the food festival attracts over 50 quality Welsh food and drink companies. Visit stalls from local producers and experience free musical entertainment. On Sunday Hay Does Vintage with an outdoor fleamarket offering items such as clothes, textiles, furniture and collectables. <https://www.hayfestival.com/winter-weekend/home>

29 - 31 October Halloween Ghost Train, Aberystwyth

Watch out for things that go bump in the night! Adults £28, Child £13 <https://www.rheidolrailway.co.uk/events/halloween-ghost-train>

WEST WALES

24 Nov Christmas Fair, St Dogmaels

Get into the spirit at the Christmas Fair in St Dogmaels. <https://westwalesfamilylife.co.uk/whats-on-in-pembrokeshire>

01 – 02 November Other Voices Festival, Cardigan

Ireland's iconic music festival comes to Cardigan, showcasing over 30 free musical and cultural events at venues. St Mary's Church is the main venue with some events being broadcast to screens around the town. Hosted by BBC's Huw Stephens and presented in partnership with Theatr Mwldan and Triangl. www.othervoices.ie

16 November Mini Rangers Academy, Dinefwr Park & Castle, Llandeilo

Join the Mini Ranger Academy and learn all about what it takes to be a Ranger on a National Nature Reserve. Suitable for ages 5 - 13 years. Adults £8.80, Child £4.50, Family £22 www.westwalesfamilylife.co.uk/whats-on/mini-rangers-academy-at-dinefwr-november-2019



Ghost Train, Aberystwyth



North Wales Choral Festival

SOUTH WALES

24 – 27 Oct: Cardiff International Film Festival

Held in the historic Pierhead building in Cardiff Bay, the Cardiff International Film Festival attracts entries from all over the world. The festival is open to the public, although some venues may charge an entrance fee. <https://www.theciff.co.uk/>

18- 20 October Sŵn Festival, Cardiff

This guerrilla music festival takes over just about every available venue in Cardiff, to showcase raw music talent in intimate spaces. Find out more about Sŵn Festival at <https://swnfest.com>

19 October - 26 January 2020. Dippy on Tour, National Museum, Cardiff

For the first time ever, Dippy the dinosaur skeleton from London's Natural History Museum comes to Cardiff. It's an impressive 21.3 metres long, 4.3 metres wide and 4.17 metres high. Free admission. <https://museum.wales/cardiff>

1 November Halloween Welsh Family Workshop, Grand Pavilion, Porthcawl

Menter Bro Ogwr host a Halloween party and fancy dress competition through the medium of Welsh. White witches and Welsh wizards cast away the gloom with spells and potions. Aimed at children 0-7 years old, accompanied by adults. Tickets £2. www.grandpavilion.co.uk

This sheet has been created to give you basic Health & Safety information which you may find useful. We have left blank spaces for you to fill in details which may be helpful to you, such your rubbish collection day, or your Scheme Manager contact. Tear it out and keep it somewhere handy. We hope you find it useful.

Resident Health & Safety Information



Fire doors

Fire doors are designed to stop or delay the spread of smoke and heat travelling throughout the building. Please do not prop your front door open. All doors displaying a 'Fire Door – Keep Closed' sign must be kept closed when not in use. Any fire door displaying a 'Fire Door – Keep Locked' sign must be kept locked. Fire doors will often be fitted with a self-closing device (usually at the top of the door). This must not be removed or damaged.



Emergency Lighting/Smoke Detectors

Your home may be fitted with smoke and/or heat detectors. Emergency lighting may also be fitted in all communal corridors and areas. By law these devices must be checked at least once a year. You will be contacted in advance by Wales & West Housing or one of our contractors to arrange an appointment.



Emergency Routes

Please keep corridors and stairwells free from items which could catch fire or block your escape route or way out. Fire Escape doors must not be blocked.



Waste/Rubbish/Storage

Please do not place rubbish bags/waste in the corridor or stairwells. Place out your rubbish bags only on the day of collection or put them in the designated bin store/bins. Do not store anything flammable in electric or gas meter cupboards.



Gas Boiler

Where you have a gas boiler fitted in your property, this will need to be checked by a contractor once a year. If you notice any damage to the boiler in your property, please call the Customer Service Centre to report it and we will arrange for someone to come and check or repair it as soon as possible.



The fire alarm is tested (day)

The Emergency Evacuation meeting point is located

The main fire alarm panel is located

The stop cock (to switch off the water supply) is located

My rubbish collection day is

My Scheme Manager isTel:

My Housing Officer is Tel:

My Asset Management Officer isTel:

Contact our Customer Service Centre – 0800 052 2526



At Parc Y Fferm, Coity, Bridgend, families are settling into their new homes.

To mark the first anniversary of the completion of the scheme Bridgend Council leader Cllr Huw David and Mayor Cllr Stuart Baldwin visited the development of 24 apartments and houses and met some of the families who call Parc Y Fferm home. Turn to page 12 for more.