

In Touch

SPRING 2022

**Why a spring clean is
good for your health**

**“A new turn”
in the lives
of our extra care
residents**

**A bird’s eye view
of our new homes**

**Ready for a
new career?**



How to get in touch

For all queries please call us
between **8am and 6pm**
Monday - Friday on

0800 052 2526

Emergencies only 6pm - 8am

Email: **contactus@wwha.co.uk**



Report a repair or pay your rent online anytime at
wwha.co.uk

For more information on emergency calls and how
to contact us, turn to page 23.

Contact Us

Wales & West Housing, Archway House, 77 Parc Tŷ Glas, Llanishen,
Cardiff CF14 5DU

Tel: **0800 052 2526** Text: **07788 310420**

Email: **contactus@wwha.co.uk** Web: **www.wwha.co.uk**

You can also contact members of staff direct by their email. For example,
joe.bloggs@wwha.co.uk

**Due to the current situation the waiting time for calls may be a bit longer
than usual, so please be patient.**

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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Every effort has been made to ensure the accuracy of the information in this publication. With the ever-changing circumstances we would advise residents to check up-to-date information on our website [wwha.co.uk](https://www.wwha.co.uk), the Welsh Government website, Public Health Wales website and other official and reputable sources.



Message from Anne

Spring is the season when nature comes to life again after the chilly winter months.

Seeing the first bright yellow daffodils pushing their heads through the ground always makes me smile and reminds me of sunnier times ahead.

This year, more than ever, it feels like we are emerging from cold, dark times.

We may be getting back to a bit more normality with an end to all the current Covid restrictions from March 28. Although we must still take care to protect ourselves and those vulnerable people around us and have the vaccines available to us, it feels like new beginnings are ahead.

That is the theme of this magazine as we look ahead. Many residents have been enjoying getting together again indoors, having meals out and organising coffee mornings. We share their photos inside.

Moving to our extra care scheme in Aberystwyth has marked “a wonderful new turn in the lives” of some of residents and you can find out why. We also hear from young families moving into their new homes further along the Ceredigion coast. Plus, there’s

a bird’s-eye view of some of the hundreds of new homes we are currently building across Wales.

If you’re planning a spring clean at home, we have advice on the physical and mental benefits of having a good sort out.

We also speak with some of the young people in our communities who are beginning new careers with an apprenticeship with Wales & West Housing Group.

Spring also brings the less positive news of price hikes in many areas of our lives, so we look at what the changes are and where you can turn for help.

Many of us will also be shocked and saddened by the situation in Ukraine. Some of our residents have been organising fundraising to help the Ukraine Humanitarian Appeal and others have asked if they can open their homes to sponsor families in need. We want to support residents to help where possible and will publish further information on our website and social media channels once we have confirmed the process.

In the meantime, I hope you enjoy reading this edition. As ever, if you have any questions, please get in touch.

Anne Hinckey
Group Chief Executive

What does the town of

wyddgrug

/mean to us?

dyn 4 Ysgol Bryn Coch
dren at Ysgol Bryn Coch



Above: Bryn Awel, Mold

Right: Maes Yr Hufenfa, St Clears

Far right:
Colchester Avenue, Cardiff



Building homes is a work of art

School children across Wales are helping to brighten up our building sites in their communities with a variety of art projects.

We sought the help of children at Ysgol Bryn Coch in Mold to design a site hoarding during the construction of our new homes at the former Bryn Awel hotel site in Mold, in partnership with Anwyl Partnerships.

Inspired by the theme of what Mold means to them, the children's work forms the centrepiece of the design. The development will provide 23 affordable new homes for rent.

In Carmarthenshire pupils at Ysgol Griffith Jones School in St Clears have seen their winning 'homes of the future' designs displayed large on the hoardings around our Maes Yr Hufenfa site. The competition was run by our long-term construction partners Jones Brothers (Henllan) Ltd who are building 45 houses and flats on the site of the former dairy at Station Road.

In Cardiff the hoarding for our development of 50 flats on the site of the former Three Brewers pub and car

sales garage at Colchester Avenue was given an artistic touch thanks to the children from nearby Howardian Primary School.

They helped to design the site hoarding as part of a local creative art project, which was organised by our Cardiff Community Development Officer Sarah Willcox. We asked the children to draw or paint pictures of the things about their home and their community that made them happy. The results bring a smile to all that pass by.

Rhiannon Ling, our West Wales Community Development Officer, says: "Projects like these are a great way to brighten up our site hoardings and involve the local community."

"I have worked with a number of schools in recent years and the children are always excited when they get to visit the sites and see their drawings made into signs."



VALE OF GLAMORGAN

Contractors help bring gardeners together

Residents of Salisbury Close, Penarth, have been making the most of their communal gardens.

Their gardening club has been running for 10 years and in that time has brought many of the residents together to make new friends.

Club member Jenny said: "During lockdown it really helped me. I was on furlough and didn't work for three months and I had always been used to getting up and going out to work. So, I was able to spend my spare time in the garden. I would come out and plant seeds and watch them grow, it really helped."

"The gardening brought us closer together. Once people realise the garden is here for everyone they come and sit and watch the birds or donate cuttings and plants. I've met lots of new people."

The club has recently received new planters, soil and a shed to store their equipment, which were provided by WWHG construction partners JG Hale Construction Ltd and installed by another of our regular contractors Mike Guthrie Building Solutions as part of their commitment to work with us to give back and support our communities.

Another club member, Steve, is pleased with the new gardening items. Steve reuses old wood put out for recycling to make bird houses and flower beds for the gardens. He said: "We're very pleased with the new items. The raised bed will make it easier for people with mobility issues to get involved in the gardening. The shed also means we can lock our



tools and equipment away, which will be much safer for the children who play in the gardens. We are

grateful to Wales & West Housing and the contractors for their support."

POWYS

Enjoying new activities

Residents at our Llys Glan Yr Afon extra care scheme in Newtown, Powys, are getting back to enjoying days out.

They enjoyed a trip to Liverpool and have returned to pottery classes, where they are making a tree sculpture for the gardens. The scheme has also started a monthly arthritis support group for residents too.



PEMBROKESHIRE



At Llain Las in Fishguard, Pembrokeshire, residents have raised more money to help the

Ukraine appeal.

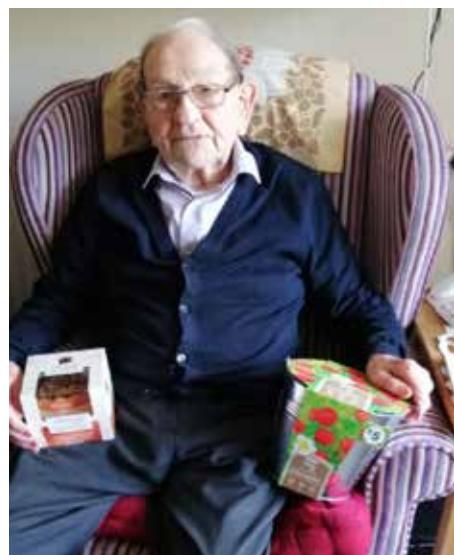
They held an afternoon tea, which raised more than £260.

CARDIFF

Centenary celebrations in Cardiff

“Gardening and a glass of red wine every night” are the secrets to a long life for Cardiff resident Mr John Bourge who recently celebrated his 100th birthday.

Mr Bourge has lived in Newlands Court, Llanishen, Cardiff, for 27 years where he enjoys gardening in his small greenhouse. He celebrated with gifts from friends and family members.



CARDIFF

Together again at Carling Court and St Clements Court



CARLING COURT

Neighbours at two of our independent living schemes in Cardiff have been enjoying getting together and going out again.

A group of women, who have lived at Carling Court, Ely, for many years, are looking forward to restarting their monthly lunch trips as restrictions ease.

One of the group's members Cheryl said: “We used to get together for birthdays and meals but since lockdown it has been difficult, and we've been nervous about going out.

“We went out for the first time at Christmas and had a lovely time and had another meal out in February.”

“We hope we can get back to making it a regular thing as it gives us all something to look forward to each month.”

Residents at St Clements Court



ST CLEMENTS COURT

have also been getting back together for coffee mornings following the reopening of their communal lounge.

Resident Christine Foulkes said: “It was a great success, so lovely to see people chatting, smiling and genuinely enjoying themselves.

“It has been a terribly difficult time for so many people, so it was refreshing to see the lounge being used once again with more to come.”

Stepping back in time... Send us your memories and photos of our communities through the decades

In the autumn we're planning a special edition of our magazine that will travel back in time to look back on our communities through the decades.

And we're looking for your old photos and memories.

Maybe you were one of the

first residents to move into your scheme in the Seventies or perhaps you were active in your community in the Eighties and Nineties and Noughties.

Did you celebrate the Queen's Silver or Golden Jubilee at your scheme? Did you hold a street party for a memorable occasion?

Send us your memories by emailing us at:

communications.team@wwha.co.uk

New homes for 2022

This year we are building on our ambition to create more new homes in the places where people want to live.

We are undertaking some ambitious projects which will bring hundreds of homes to many areas of Wales where there is a high need for more affordable housing.

Here's a bird's-eye view of some of our key sites.



Ceredigion

Demolition of the buildings surrounding the historic Priory House on the site of the former Cardigan Hospital is now complete making way for the next stage of this exciting new development.

Our long-term construction

partner T Richard Jones (Betws) Ltd are now starting the building work to deliver 34 eco-friendly, energy-efficient apartments for affordable rent and office space for WWH and Cambria Maintenance Services staff.

The historic Priory House is

being kept as the focal point of the new development which will include a community café in the Priory House, with public gardens and walkways in the grounds.

The development is expected to be complete by the end of 2023.



Carmarthenshire

We are bringing 45 new homes for rent to a former dairy site in the centre of St Clears.

Maes Yr Hufenfa is named after the dairy which once stood on the site at Station Road. It will be a mix of 1-bed apartments,

2, 3 and 4 bedroom houses and bungalows.

Jones Brothers (Henllan) Ltd are building the new homes which are due for completion in spring 2023.



Cardiff

Our development of apartments for older people on the site of the former Blue Dragon Hotel, Newport Road on the outskirts of Cardiff city centre is expected to be ready for residents to move in later this summer.

Building work on the 49 1 & 2-bed apartments started in the summer of 2020 and our long-term construction partners J G Hale Construction Ltd have been busy on site.

The apartment homes are being built over four floors looking out over a landscaped, private inner courtyard and will be rented through Cardiff Council's Housing Register.



Flintshire

At Northop near Mold 6 new eco-homes on the former site of the United Reformed Church are taking shape.

The new homes are being built from renewable timber frames with insulation made from recycled paper plus innovative modern air source heating, heat recovery ventilation and triple glazed windows

We are working in partnership with Housing Justice Cymru and the Welsh Government's Innovative Housing Programme to bring the homes to the area. Our new contractors Beech Construction aim to have the homes finished and ready for new residents by the end of 2022.



Building more homes than ever

We are continuing to grow our programme to build new homes across Wales.

We currently have homes under construction across 27 sites. We have 8 of those sites in North Wales, 9 in South Wales and 10 in West Wales.

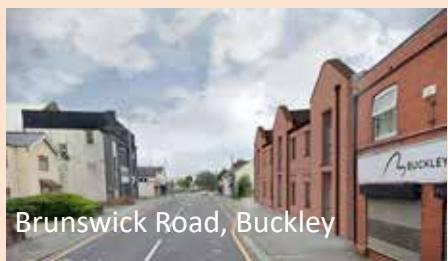
We have planning permission for another 7 developments, which we hope to start work on soon, and are hoping to secure planning permission for a further 10 sites.



IN THE PIPELINE

NORTH

Flintshire. Work is starting on a new development of 9 x 1 and 2 bed apartments on land at Brunswick Road, **Buckley**. The project will be completed by Brenig Construction.



WEST

In **Pembrokeshire** we are in contract with Jones Brothers to build 23 new homes in the village of **Eglwyswrw**. Pembrokeshire County Council granted permission for the development at the end of March. The homes will be a mix of 1-bed apartments and bungalows and

2, 3 & 4 bed houses to meet the needs of older local people and families and will be built by Jones Brothers (Henllan) Ltd. They will be available for affordable rent to local people.

Further north of the county we are seeking planning permission to build 23 new homes on a site at Lon Cardi Bach in the village of **Cilgerran**.

We are seeking planning permission for an exciting new development of 50 new homes in **Fishguard**.

The homes will be built on land off Maesgwyn Road and will be a mix of 1-bed flats and bungalows and 2,3 & 4 bed houses.

Demolition work has started on a former farmhouse in the village of **Llandissilio**, Clynderwen to make way for new homes for rent. We have been granted permission to build 20 new homes on the site at Pencnwc East. The homes are

being built by our construction partners Jones Brothers and are expected to be ready in Summer 2023.

Ceredigion. Work will be starting soon on a development of 19 homes to include bungalows, 2 & 3 bed houses on land at Penybanc, **Penrhyncoch**. We are working with our long-term contractors and hope to have the homes ready by winter 2023.

SOUTH

Bridgend. The former Presbyterian Church, at Penybont Road, **Pencoed**, has been demolished to make way for 12 new homes. The development will bring 12 1-bed apartments to the town and will be built by our contractor partners P&P Builders.

Residents rated
their new homes
9/10
on average



We completed
338
new homes in 2021

You said:

“ You liked the size and space of your new home ”

You said:

“ We would have liked less muddy gardens ”

Vale of Glamorgan. Plans to build 17 new 1, 2 and 3 bed bungalows and houses in the coastal village of **Wick** have been submitted to the Vale of Glamorgan Council.

Work on a new 70-bed extra care scheme in **Penarth** could start later this year if plans are approved by the Vale of Glamorgan Council.

We are working in partnership with the Vale of Glamorgan Council and Cardiff and Vale University Health Board to develop a 3.6 acre site near Myrtle Close into older persons' accommodation with on-site health facilities.

The scheme would be made up of mostly 1-bed and 6 2-bed apartments and would be sited near our Oak Court older persons scheme and Tŷ Dewi Sant, a dementia-friendly care home operated by the Council.

The plans are expected to be



considered by local planners in April or May.

Cardiff. We are seeking permission from Cardiff Council to build 27 new apartment homes on the site of the former Cardiff Youth Hostel at Wedal Road, Roath, Cardiff.

Planning consultants Asbri Planning Ltd carried out a pre-application consultation on the plans on our behalf earlier this year.



Following feedback, we will be submitting plans for a mix of mostly 1 and 2-bedroom apartments on the site.

"We are home, and we could not be with sweeter people than those here at Maes y Môr."

The first residents at Aberystwyth's new extra care scheme have spoken about how it has transformed their lives, from sparking new friendships through to providing the platform for a fresh start in life.

Maes y Môr, provided by Wales & West Housing in partnership with Ceredigion County Council, opened in October at Pen-yr-Angor, overlooking the town and harbour. But for many of its new residents it has offered much more than just spectacular sea views.

Peter and Doris Wintle applied to live at Maes y Môr as their former home in Penparcau was no longer suitable for their needs. Their new home provides easy access to a range of facilities, 24-hour on-site care and support as well as a Wellbeing Officer, ensuring that residents lead an independent, healthy, fulfilling life.

"Moving to Maes y Môr has marked a wonderful new turn in our lives," said Peter. "We have met new people and we have more friends now than ever before."

"We were so excited to move here, we feel more relaxed here and we are enjoying living by the sea again."

"The support staff and restaurant staff are amazing – for us, we are home, and we could

not be with sweeter people than those here at Maes y Môr."

Care leaver Brodie Gadsby has made a fresh start, securing a new job as well as a new home when he moved to Maes y Môr. Brodie received help from care and support staff from our Group company Castell Ventures to apply for a volunteering role at Penparcau hub, where he now has a paid position.

Brodie said: "I felt I moved around a lot after I left foster care – I have often been very lonely and I found it all very difficult. I couldn't wait to move into Maes y Môr. I'm really enjoying it, I'm very happy with new friends I've made here – they are like family to me."



Helping residents to find the right accommodation

Throughout the pandemic there was an emphasis from our local authority partners to help with housing applicants who were homeless. As the pandemic has eased, the demand for properties has changed, and can vary between local authority areas.

Some areas need more adapted and family homes while other areas are seeing a high demand for apartments for single people.

We continue to work with our partners to make sure we have the right accommodation available and are providing the right support and advice to help new residents move into their home.



(Figures from October to December 2021)

You said:

“ We liked the service and support provided by WWH ”

“ We would have liked outstanding repairs to be finished before moving in ”

You said:



Doris and Peter Wintle

“We have so much more space and my daughter loves having a garden to play in”



Carys Evans (right) with Emma-Sian Davies, WWH Development Project Manager

New homes for coastal village

A group of Ceredigion residents started the new year by moving into their new homes in the Cardigan Bay coastal village of Llanon.

Wales & West Housing worked with long-term construction partners TRJ Ltd to build 10 new houses and bungalows on a site close to the sea.

The Ceredigion village is popular with holidaymakers and

homes for rent are few and in demand.

Nursery assistant Carys Evans was one of the first families to move in with her eight-year-old daughter. Carys, a Welsh speaker, was renting a private house in the village, but her landlord had plans to sell it. Carys said: “I wanted to stay in the area as my daughter goes to school locally and my family live nearby and help me

with childcare.”

“It was hard to find a suitable house I could afford to rent so I couldn’t believe my luck when I was offered one of the new houses.”

“They are really good. We have so much more space. My daughter loves having a garden to play in as we didn’t have a garden in our old house.”

The cost of living

Crisis

The news is full of warnings of the cost of living crisis our country is facing.

With increases in inflation, gas and electricity price caps, National Insurance and council tax, and the prices of many everyday items and services rising faster than incomes, households are facing a tough year. Here are some of the increases coming our way and things you can do to get help.

Council tax

All local authorities across Wales have announced council tax increases. The percentages vary from county to county. While many have set them lower than expected they still range between 1 and 4 %. To help households in council tax bands A to D, as well as those in receipt of the council tax reduction scheme, Welsh Government confirmed it will offer people an extra £150 to help with the cost of living crisis.

Are you due a council tax discount? If you live alone (or with children or students), are on a low income, have disabilities or have a live-in carer, you may be entitled to a council tax discount.

Many people with conditions such as Alzheimer's or Parkinson's, or who have had a stroke, could be due a severe mental impairment reduction.

If you think you're eligible you must apply to your local council, which you can find at <https://www.gov.uk/apply-for-council-tax-discount>

National Insurance

Following the Spring Budget, the Chancellor has announced that from July 6, 2022, the threshold at which workers start to pay National Insurance will rise to £12,570. This is equal to a tax saving of over £330 for a "typical employee" and will benefit almost 30 million working people. If you earn less than £12,570 you will no longer pay National Insurance.

If you earn £20,000 a year you should see a saving of £178 or approx. £50 on an annual salary of £30,000.

On April 6 the National Insurance contributions were also increased by 1.25% for the year to fund a health and social care levy.

Energy price hikes

On April 1, the energy price cap was increased by 54% meaning that the average bill could rise by £693 per year. In February Welsh Government announced they would be doubling the payment from £100 to £200 to support eligible households with rising energy bills and costs. The one-

off Winter Fuel Support Scheme payments were due to be paid to those who are eligible, i.e. those in receipt of certain welfare benefits, in April. The deadline for submitting applications was February 28, 2022, and local councils have been responsible for making contact and processing the payments.

Tips to make your home warmer

Warm Homes Wales warmwales.org.uk has the following tips for saving energy:

- Clear furniture from in front of your radiators so heat can circulate easily
- Close curtains and doors during cold weather to keep the heat in
- Reduce draughts by making or buying draught excluders, to reduce the draughts around windows, doors, cat/dog flaps, loft doors
- Avoid drying clothes directly on the radiator as this can make them work harder to provide the same level of heat. Use a clothes airer instead

- Turn your thermostats down by 1 degree, or more. Most people find between 18°C and 21°C comfortable
- Use the timer for your heating so you're only heating your home when you need to
- Only fill the kettle with the amount of water you need
- Defrost your fridges and freezers regularly.

Help with Water bills

Welsh Water has a HelpU tariff which helps low-income households by putting a cap on the amount you pay. They also have special tariffs for those with certain medical conditions. Visit www.dwrcymru.com for more information.

Broadband

Most broadband and phone companies are increasing their prices by between 5% to 9%. There's also a list of broadband

providers who offer special tariffs for low-income households.

For more information visit www.ofcom.org.uk and search for social tariffs.

Make the most of your old £20 notes

30 September 2022 is the last day you can use the old paper £20 and £50 notes as they are being replaced with the newer polymer notes. After this date, many banks will accept withdrawn notes as deposits from customers.

For more information visit www.bankofengland.co.uk/banknotes



TURN2US
FIGHTING UK POVERTY

Can you apply for grant assistance?

The Discretionary Assistance Fund provides two types of grant that you do not need to pay back:

An Emergency Assistance

Payment (EAP) can help pay for essential costs, such as food, gas, electricity, clothing or emergency travel.

An Individual Assistance

Payment (IAP) can help to buy white goods or essential furniture if you are moving.

Depending on your circumstances you might be able to apply to the Discretionary Assistance Fund, but there is a limit to the number of claims.

You can apply yourself by visiting www.gov.wales/discretionary-assistance-fund-daf or call **0800 859 5924** (between 9.30am to 4.00pm Monday to Friday)

Need support?

If you are struggling to pay your rent and need help with your financial planning, speak to your Housing Officer or Tenancy Support Officer who can help you and advise you about what assistance is available.

Contact us on **0800 052 2526** and we'll arrange for someone to call you back.

For more information on grant assistance and to check the benefits available to you visit www.turn2us.org.uk

5 things to keep you secure online...

Keeping South Wales Safe Online

South Wales Police Cyber Crime Unit

1 Report any scam/fraud or cyber incident to ActionFraud UK – even if you haven't lost any money/data.

This helps us respond to and build up a picture of the crime trends that affect us all.

ActionFraud
National Fraud & Cyber Crime Reporting Centre
0900 123 2040

2 Set up 2 factor authentication (2FA) on your online accounts. This will help prevent cyber criminals from accessing your data and notify you if anyone tries!

3 Use 3 random words to create **strong** and separate passwords. Add numbers and symbols like this:
(GiraffeTitanicMountain83)Gmail
(GiraffeTitanicMountain83)Facebook
Don't use the same password for everything.
Never give your password to someone.
Use a password manager to help you remember them.

4 Four things to always remember to do:

1. Use anti-virus software on all devices.
2. Accept software updates straight away.
3. Back up your important data to an external device.
4. Use a screen lock. This can be a number or a finger/thumb print.

5 Take 5! Don't respond to texts, emails or phone calls until you've checked they are who they say they are. Always check details using a separate source.
Don't click on links in texts or emails that you aren't expecting – even if it looks genuine.

Supporting residents through financial stress

We have seen that through the pandemic many of you have been contacting us for money and budgeting advice because of very unusual circumstances, such as workplaces closing for extended periods and also being unable to work due to self-isolation.

However, you have told us that the challenge of budgeting for Christmas has been no different from any other year. We were able to contact over 300 people in the period leading up to Christmas to help with money advice and to maintain rent payments over the period, which saw very few rent payments failing and our overall rent arrears are continuing to go down.



300
residents

were given financial support over Christmas



3 out of 4
households

are meeting their rent payment plans



6,331

is the average number of residents paying their rent by Direct Debit

(Figures from October to December 2021)

New wheels

bring a massive difference to community projects

As one of the largest providers of affordable homes in Wales we want to do more than just provide homes - we want to invest in our communities.

We encourage our suppliers and contractors, who help us to

build new homes and upgrade existing ones, to add value by making additional contributions to our contracts which make up the majority of our Making A Difference fund.

In the past year we were able

to contribute more than £200,000 to fund projects and initiatives which support our communities and residents.

Here are some of the projects we have been able to support this year.

Flintshire



We worked with Anwyl Partnerships, our long-term construction partners in Flintshire, to jointly fund a new sit-on mower for Rhyl's Marsh Tracks.

The donation means that the burden of grass cutting at the facility on Marsh Road, a closed-road cycling and BMX circuit

which is maintained entirely by volunteers, has been dramatically cut.

Secretary Vic Gulliver said: "The sit-on mower has made a massive difference to us."

"Cutting the grass with a walk behind mower was a big physical demand so this has made things so much easier."

"As a not-for-profit community facility we charge very little for people to use the track so when we do need new equipment or funding for repairs we are reliant on donations. We're extremely grateful to Wales & West Housing and Anwyl Construction for their support."

Bridgend

Some residents living in the Bridgend area can take part in a range of activities at a rural resource wellbeing Centre run by STEER thanks to sponsorship of a minibus from Wales & West Housing.

STEER – The Enterprise Academy is a social enterprise based in Tondu House at the edge of the Llynfi Valley, which provides various activities for vulnerable groups in their community. They have a community café, workshops, training room and outdoor spaces where they provide wellbeing and engagement for vulnerable and socially-excluded people of all ages.

However, people living in outlying areas, were struggling to get to the 43-acre centre to take part.

We were able to help by securing sponsorship through our Making A Difference fund and, worked with our suppliers, to secure a brand-new Ford Transit minibus for the organisation.

Tracey Miles, Chief Executive Officer at STEER said: "The bus is more than we could ever have imagined or afforded. It will improve access for many people to attend our various projects, including fully-funded outdoor fitness sessions, volunteer days, woodland walks, beekeeping, creative arts and crafts session, at our centre."

Ceredigion

A successful resident-led project to provide play sessions for children at Maesamlwg and Llys Maesamlwg in Tregaron received a boost with a new shed to store equipment.

Jointly backed by WWH's Making a Difference fund and Ceredigion County Council, it has provided a safe and convenient area to store equipment such as football and rugby balls, cones, and tennis racquets.

At Christmas, the shed was also turned into a Santa's Grotto.

One of the residents at Maesamlwg resident, Tregaron, said: "It's great to have a community shed as we will be able to do things in there for Christmas, Easter, and school holidays. All the children enjoyed seeing Santa and getting a gift, the toasting of marshmallows was definitely a hit."

Vale of Glamorgan

In Barry, visitors using Castleland Community Centre in Belvedere Crescent are looking forward to spring.

We worked with our construction partners Jehu Group, who are building 72 new apartments for us at Subway Road, to give the centre a green makeover. Jehu's sub-contractors

Laurel Landscapes donated plants and soil, Liz Lake Associates produced the landscape drawings and a group of WWH staff gave their time to dig and plant up the beds.

Neil Moore, chairperson of the Castleland Community Association, said: "We are so grateful to WWH for their hard work. As a small charity we did not have the money to spend on plants. We hope these plants will thrive and cover the ground and give the centre a bright appearance.

"It looks so much better and we can't wait to see what it looks like later this spring."

Learn while you earn

Why apprenticeships are a great way to help kick-start your career

Looking for a route into a new career where you can balance working with learning? Then an apprenticeship might be the way forward.

An apprenticeship is a paid job where the apprentice learns and gains valuable experience, working alongside experienced staff. At the same time they also complete classroom-based learning with a college, university or training provider to gain a nationally-recognised qualification.

Apprenticeships are not

limited to career starters, young people or practical work.

Today's apprenticeships span many ages and are linked to entry level, senior management and physical work to desk-based jobs.

Over the past year Wales & West Housing's Group maintenance company Cambria Maintenance Services took on 16 new apprentices across Wales. Depending on where they are based our Cambria apprentices can study for a Foundation Apprenticeship in Maintenance Operations

as well as Apprenticeships in Electrotechnical and Plumbing/Heating at Coleg Cambria in North Wales, Cardiff and Vale College in South Wales, Pembrokeshire and Coleg Sir Gar in West Wales.

For more information on trade-based apprenticeships with Cambria visit www.cambria-ltd.co.uk

To celebrate National Apprenticeship Week 2022 we spoke to some of our new apprentices.

Here's what they had to say:



“

Starting my apprenticeship was a big step as I'd just left school and this was my first ever job. Cambria has made the journey better than I expected.

”

Rydah McQueen
Heating & plumbing apprentice
Cambria Maintenance Services

IT'S NATIONAL APPRENTICESHIP WEEK
*#BuildTheFuture
#NAW2022*

When you study for an apprenticeship you are constantly learning new skills and meeting new people.



Finlay Millington
Electrical apprentice
Cambria Maintenance Services

Cambria is a very fair company and they care about their employees.

Daniel Kedem
Apprentice
Cambria Maintenance Services



Cambria
Maintenance Services

Ready for a new career?

If you're looking for work or need a career change, an apprenticeship could be the way forward. Perhaps you've recently been made redundant or you're keen to learn new skills to help you improve your career opportunities. Did you know that Wales & West Housing works with many organisations across Wales who can help you move forward?

If you are looking for experience working with our contractors on our new development and property maintenance projects, you can register with the appropriate organisations listed below and let them know so that they can match you with opportunities when they are available.

Here are some of those organisations:

Careers Wales

Careers Wales can help you to plan your career, prepare to get a job, and find and apply for the right apprenticeships, courses and training.

careerswales.gov.wales, 0800 028 4844, webchat available.

Working Wales

Working Wales can offer support through these changing times with free advice, guidance and access to training to help you get into work or further your career.
workingwales.gov.wales

Scope

Scope is a disability equality charity who can provide practical information and emotional support when it is most needed. scope.org.uk Email helpline@scope.org.uk, call 0808 800 3333.

The Prince's Trust

The Prince's Trust is a youth charity that helps young people aged 11 to 30 get into jobs, education and training. princes-trust.org.uk

Remploy

Remploy provides specialist employment and skills support for disabled people and those with health conditions.

remploy.co.uk Call 0300 456 8110, webchat also available.

Poppy Factory

Poppy Factory supports veterans with health conditions on their journey into employment, helping them overcome any barriers. Available to individuals who have served for one day or more in the Armed Forces, Regular or Reserves.

poppyfactory.org
Email support@poppyfactory.org, call 020 8939 1837.

ACT

ACT provides a long list of training programmes and qualifications that help people reach their full potential. From Jobs Growth Wales+ to apprenticeships, employability training and short commercial courses

acttraining.org.uk
Email info@acttraining.org.uk, Call 029 2046 4727.

Continued page 22

ITEC

ITEC provides skills and employment services to help individuals start and progress within their careers, delivering programmes across Wales such as Apprenticeships, Jobs Growth Wales + and Restart.

itecskills.ac.uk

Email enquiries@itecskills.co.uk, call 029 2066 3800.

Into Work Advice Service

Into Work Advice Service provides employment and digital support to individuals living in Cardiff who are actively seeking employment or looking to upskill. intoworkcardiff.co.uk

Email intoworkadviceservice@cardiff.gov.uk, call 029 2087 1071, webchat also available.

Onsite Construction Academy

Onsite Construction Academy provides construction training, work experience and employment support to job seekers, career changers and construction diploma students across south east Wales.

onsiteconstructionacademy.co.uk
Email constructionacademy@cardiff.gov.uk, call 07929 732731.

Procure Plus

Procure Plus (Skills for Jobs North Wales) have an onsite Experience Hub which can provide entry pathways for those not currently working in construction, career switchers and those under-represented in the construction industry through a variety of funded training programmes. Email osewales@procure-plus.com, call 07917 448881.

Getting in touch out of hours



Over the last few years, the times when residents contact us has changed so that we get very few calls in the evening and at weekends. As you will recall, last year we asked you for feedback about our WWH call centre operating hours being 8am – 6pm Monday – Friday, with calls outside these hours being answered on our behalf by a company called Careium (formerly Doro). You gave us your views and we have gone on to successfully make the change a reality.

Reporting emergency repairs after 6pm

If you have an emergency repair, you can call **0800 052 2526** and speak to our partner Careium. However, if your call is not an emergency you will be asked to hang up and call back between 8am-6pm Monday-Friday.

But what is an emergency repair?

An emergency repair is a situation where there is a risk to your personal safety or a risk of damage to your property. If you are unsure, the call handlers will assess everyone's individual circumstances to establish if immediate action is needed. If it is, we will arrange for someone to attend to make the situation safe, with a full repair to be carried out at a mutually convenient time during our usual opening hours.

All other repairs

Please contact us on **0800 052 2526** between 8am-6pm Monday-Friday, or online at wwha.co.uk using our repairs form.

Our website also has a repairs section, which outlines what to do with issues ranging from lost keys and lock outs to dripping taps.

Visit the repairs section to see if this can help you with your repairs query.

wwha.co.uk/en/report-a-repair

If you think you have a gas leak ,or can smell gas, or if your CO2 alarm is activated, call Wales and West Utilities on 0800 111 999 immediately.

Want to pay rent?

You can call us on **0800 052 2526** between 8am-6pm Monday-Friday, or pay via our website. wwha.co.uk/en/pay-my-rent/. To pay online you will need a Visa, Maestro, Mastercard or JCB card and your name, address, and tenancy reference number. Your payment will show on your account the next working day. Our online rent payments are managed by Worldpay, a trusted international online payment service used by many large companies and local councils, so you are in safe hands.

Anti-social behaviour

When to call the police

Call the police emergency line on 999 if you, or someone you know, is in immediate danger of a violent crime such as an assault, threat to kill, domestic violence or hate crime. This is also the number to call if you feel a situation could get heated or violent very quickly, if you think a child is in immediate danger or if you are concerned a crime is being committed.

If you have been the victim of a crime or have witnessed a crime, **please call the police on 101**. This is also the number to call if you've witnessed anti-social behaviour, such as aggressive, noisy or abusive behaviour or neighbourhood disturbances involving drugs or animals.

You can also report crimes that have happened online by visiting the website for your local police authority.

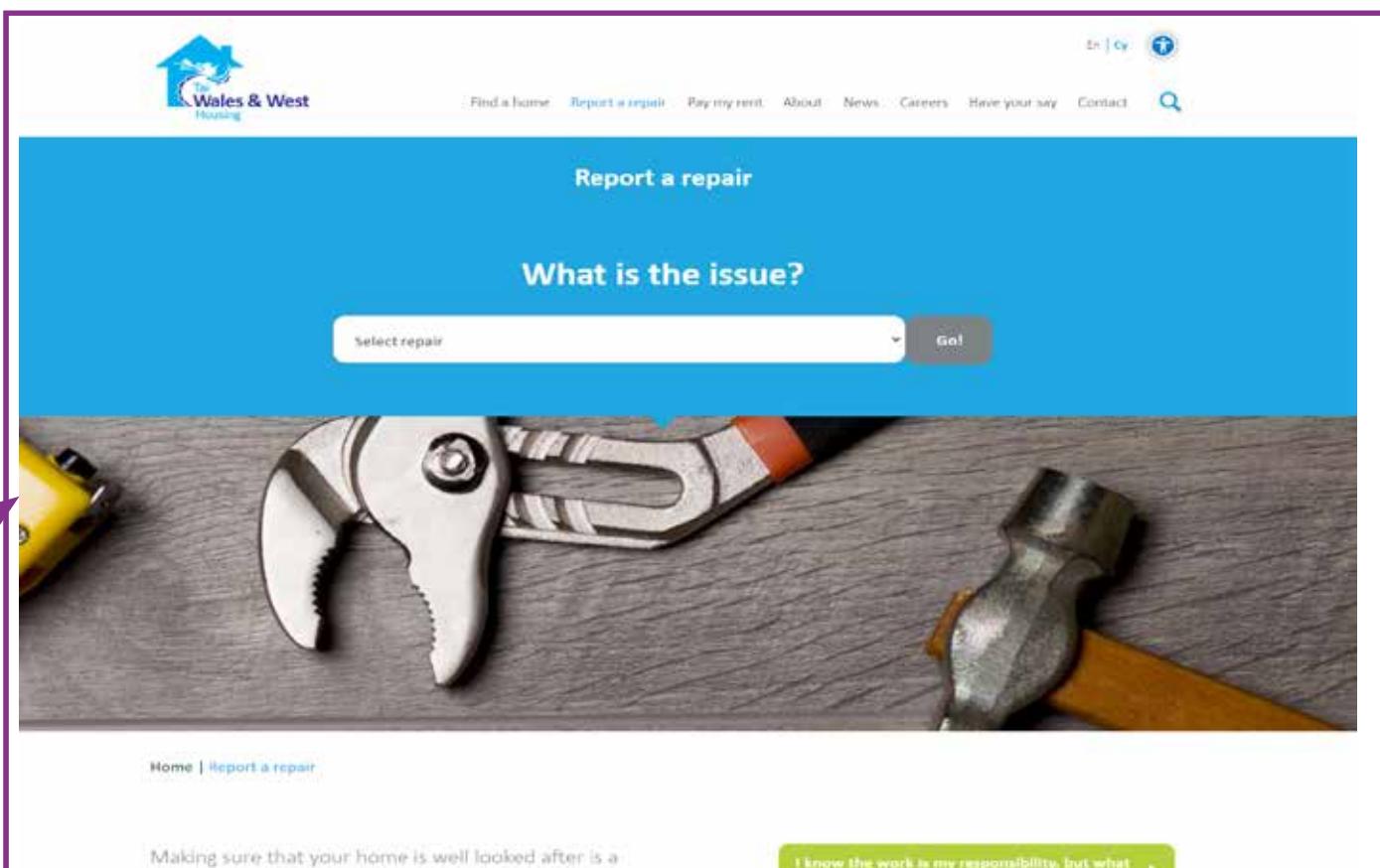
Neighbourhood noise

If you're having a problem with noises such as loud music, rowdy parties or barking dogs, you can report incidents to the Environmental Health Department of your local council. They have ways to record the problem.

Visit your local authority's website for more information. To find your local authority visit www.gov.uk/report-noise-pollution-to-council

Any other queries

Call us on **0800 052 2526**
between 8am-6pm Monday-Friday or email **contactus@wwha.co.uk**.



How to fix common problems in

Would you know what to do if your tap was dripping? The repairs section of our website has lots of advice on what to do for non-emergencies and emergencies in your home. Here are some tips:

My tap is dripping/leaking

The tap in the bathroom has an isolation valve (which looks like a tap-head screw) which can be turned off. Put an old towel around the leak or a container under the leak to catch any drips and stop the water causing further damage.

My sink or toilet blocked

First, try removing any hair or soap or food debris that could be the cause of the sink blockage. If this doesn't work try using a foaming sink or

toilet unblocker, which you can buy from many DIY or hardware stores or supermarkets. Make sure you get the foaming type as it coats the pipes and is more effective. Make sure you follow the instructions carefully. Please note that bleach will not clear a blocked sink pipe. However we recommend using bleach or foaming cleaner regularly (about once a month) to keep your pipes clean and free from debris.

It is a resident's responsibility to make sure sinks, pipes and your toilet system are clean and clear.

Keeping residents safe during record year for repairs

2021 has certainly been a challenging year for everybody as we had to learn to live and work with Covid, and the restrictions that were put in place during 2021 to protect us all and to try and get control of the virus. Throughout the year we have tried to maintain our high service delivery standards to our residents with the primary focus on keeping our residents safe and warm whilst living in their homes.

During 2021 we dealt with 43,787 repair requests compared to 36,707 in 2020. Within the figures for

2021 there was just over 8,500 heating repairs and 7,700 electrical repairs which shows residents are allowing us into their homes so that we can ensure their homes remained safe during the pandemic. The number for 2021 was expected to be higher due to the more restrictive Covid conditions that were in place during 2020, meaning at times only emergency repairs were dealt with and more routine repairs being put back until restrictions allowed us to act upon them.

During October through to December 2021 we



your home

I have no electricity in my house

If you have a prepay meter, firstly check the meter has credit. Some meters will display DEBT in very small text. If there is credit on the meter it will display CR.

If the meter has no display at all, check with your neighbours if they have power as it could be a problem with the grid and you will need to contact your Distribution Network Operator (for example Scottish Power or Western Power etc) to check for any power cuts in your area.

If there are no power cuts in your area and the meter display is still blank contact your energy provider.

Some properties, such as blocks of flats or

retirement schemes, have external isolators, which you can find in the meter box or meter room. Check this switch is in the 'On' position. If this has been turned off your property will have no power.

To report repairs between 8am-6pm Monday-Friday, call **0800 052 2526**.

For heating or gas repairs choose **option 1**
or email **Heating@wwha.co.uk**.

For other repairs choose **option 2** or
email **Repairs@wwha.co.uk**

You can report a repair online:

www.wwha.co.uk/report-a-repair

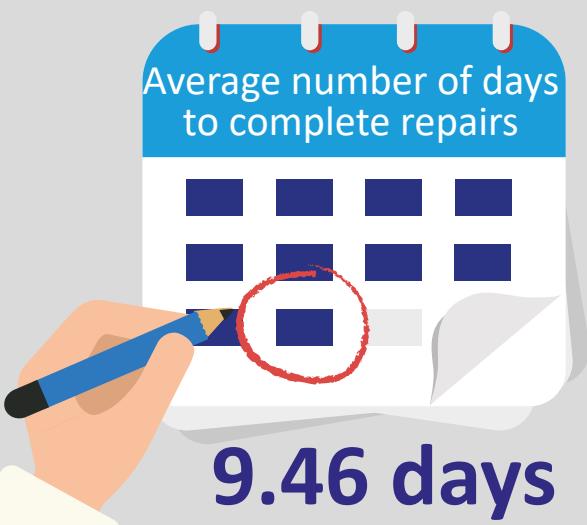
carried out an average of just under 3,000 repairs a month, compared with 2,650 a month for the same period in 2020.

The number of those repairs we were able to fix on the first visit increased slightly and the number of appointments we met remained high at 4,933. We try our utmost to meet all appointments but there are occasions when that isn't possible with just 13 appointments missed.

The average number of days it takes to complete a repair from the time it has been reported to us

was just over 9 days between October through to December 2021. This is an improvement on the previous three months, which was almost 12 days.

We have just under two weeks of repair work booked into the work diaries of our trade staff, which has resulted in the wait for repairs to be completed being slightly longer than usual, but this area will improve and we are working harder than ever to make sure that our high level of service continues throughout 2022.



You said:

“ The operatives were friendly and professional and kept the appointments.

I would have liked my repair completed in one visit.

You said:

The signs of

domestic abuse

Domestic abuse is one of the most common forms of anti-social behaviour reported among our residents.

It's estimated that nearly 2 million people in the UK will suffer some form of domestic abuse. Of those who suffer 1.3 million will be female and 600,000 male and tens of thousands of children will be living in homes where there is a high-risk of such abuse.

Live Fear Free – the All Wales Domestic & Sexual Abuse Helpline provide help and advice about domestic abuse and sexual violence.

What is domestic abuse?

It involves repeated, random or habitual use of intimidation to control or frighten a partner or family member. Such abuse can be physical, psychological, financial, emotional or sexual. Anyone who is being forced to change their behaviour because of fear of their partner or family member's reaction is being abused. The most obvious form is physical abuse, which is easier to spot. Other forms can be

more subtle such as emotional (and psychological) attacks on a victim's personality, such as name calling, gaslighting or blaming the victim for the abuse to controlling their every move, threats and intimidation.

Sexual and financial abuse are other ways perpetrators can control a person.

Signs to look out for

If you're worried about a family member, friend or neighbour, it's important to know what the common signs are to look out for.

Victims may show symptoms of:

- Physical injury
- Excuses for recurrent injuries
- Anxiety or depression
- Being absent from social occasions or work
- Changes in personality (such as being noticeably nervous)
- Low self-esteem
- No independent communication (always communicating through, or when with their abuser)
- Self-blame
- Increased use of drugs or alcohol
- Financial troubles
- Damaged property



These are some common signs that could point to a domestic abuser:

- Controlling behaviour
- Bullying
- Forcing their partner into a sexual act

- Humiliating the victim
- Constant shouting
- Threats or use of violence
- Damaging property or personal items
- Limiting the victim's contact with others (such as friends,

- family or colleagues)
- Constantly checking up on the victim
- Accusing the victim of committing the abuse or turning the blame around on them

Where can you go for help?

Live Fear Free: the All Wales Domestic & Sexual Abuse Helpline, aided by the Welsh Government, is a free and confidential 24-hour helpline which provides support to victims of domestic abuse and sexual violence, concerned friends and family and professionals looking for information and signposting.

All conversations with Live Fear Free are confidential and are taken by staff who are highly experienced and fully trained.

For more information visit www.gov.wales/live-fear-free or call **080880 10 800**.

If you are a victim of domestic abuse where a crime has taken place, you can contact your

local police force in North or South Wales, Gwent or Dyfed Powys via **101** for non-urgent incidents.

If you are experiencing an emergency where there is an immediate danger to life, or immediate threat of violence, call **999**.

Taking a long-term approach to anti-social behaviour

We use resident surveys across many of our services to help us understand if we are doing the right thing and better understand how we can improve.

As we have been seeing less Covid restriction in our lives in recent months, we have been trialing a different approach to understand your experiences of our anti-social behaviour service.

We have been finding out about the longer-term experience, asking residents how their situation has changed over time, and what has happened to make the situation better or worse rather than just focusing on the 'right now'.

This overview has shown that often other changing circumstances in a resident's home life, such as

being able to see family more regularly again or having non-urgent work completed, is affecting the person's overall perception of the impact of anti-social behaviour issues.

We are continuing to work with our police, local authority and support agency partners, to resolve more serious and threatening issues.

You said:

61

new cases were opened in the last 3 months
- **34** less than in the previous 3 months

“ I like the support that WWH has given me ”

“ I didn't get enough contact from my Housing Officer ”

(Figures from October to December 2021)

Why it's good to declutter

Are you one of those people who has a hard time getting rid of things you no longer use or need?

Or maybe you know someone who gets upset or anxious at the thought of throwing or giving things away.

Most people have some things they consider special and want to keep because they could come in useful in the future.

However, according to the mental health charity Mind "hoarding is when your need to keep things causes you distress or interferes with your day-to-day life.

What are the signs of hoarding?

- Difficulty throwing away or parting with possessions, regardless of their value
- Distress at the thought of discarding things, and a feeling that you need to save them
- Parts of your home can't be used because they are so cluttered
- Distress caused due to hoarding, or it's affecting other areas of your life
- Other mental health problems such as depression, anxiety,

obsessive-compulsive disorder (OCD), bipolar disorder, psychosis, obsessive compulsive personality disorder (OD) or other health conditions such as dementia or brain injury.

The benefits of decluttering

Some say decluttering is less about tidying up and more about focusing on what really matters to you. By choosing what stays and what goes you can make active decisions about what belongs in your life in the present rather than hanging onto the past.



www.mind.org.uk



What can I do to help myself or someone I know?

Mind has these tips to tackle the problem:

- Talk to someone eg. Samaritans on 116 123 or the Mind Infoline on 0300 123 3393.
- Keep a diary: you may find it helpful to record your moods and feelings, difficult or stressful events and times when you feel happy or relaxed, as well as keeping a note of your hoarding.
- Find new ways to relax that you enjoy and don't involve buying, acquiring or saving things, or to help distract you from wanting to. This could be learning how to cope with

stress, spending more time outside with nature or doing activities you enjoy e.g. going for a walk, watching a TV programme or film, or visiting a library or museum.

Take small steps

If you feel like you can't start because it's all too hard, it can help to start with small steps. For example:

- Set a timer and try to tidy one area. Or you could limit the time in other ways, for example by listening to a set number of songs.
- Make lists. For example, some people say it helps to list the different types of items you have and what you're going to do with them.
- Set simple goals, like throwing

- away one thing per day.
- Make things easier for yourself. This might include putting rubbish bins in different areas of your home or using a litter-picking tool to pick things up without touching them.
- Plan when you'll do basic tasks. For example, it might help if you set aside specific times to wash and put away clothes.
- Find ways to track your progress. Some people say it helps to take photos or write down what you've achieved.

For more information visit www.mind.org.uk and search for hoarding, where you can access more health information and download leaflets.



Support for Platinum Jubilee community celebrations

In February, Her Majesty The Queen became the first British Monarch to celebrate a Platinum Jubilee. In June, street parties and events will be taking place in communities throughout Wales and the United Kingdom in celebration.

We are offering opportunities to help support groups of residents running community

events celebrating the occasion. We are open for applications for **grants of up to £250 per group** of residents to help with your community event.

For further details about the application process, and to find out if you can apply, please email Housing.Support.Team@wwha.co.uk or call 0800 052 2526 and speak to our Housing Support

Team.

For ideas for your 'Big Lunch', street party, or community celebration please visit <https://platinumjubilee.gov.uk/get-involved-with-the-platinum-jubilee/>

Don't forget you will need to follow all Welsh Government guidance in place at the time.

Complaints

14



We received 14 complaints between October and December, 1 less than the previous three months but the same number as the same time pre-pandemic.

Our repairs service saw the most complaints with 8 complaints compared to 4 the previous quarter. There were no complaints about our anti-social behaviour, help me pay, lettings and new homes services.

Satisfaction

8.7/10



Our resident satisfaction levels across our lettings, anti-social behaviour and repairs services remain high at an average of 8.7.

The highest area of satisfaction was our repairs service at 9.4 and the lowest was ASB at 7.13.

Resolving Complaints

9

days

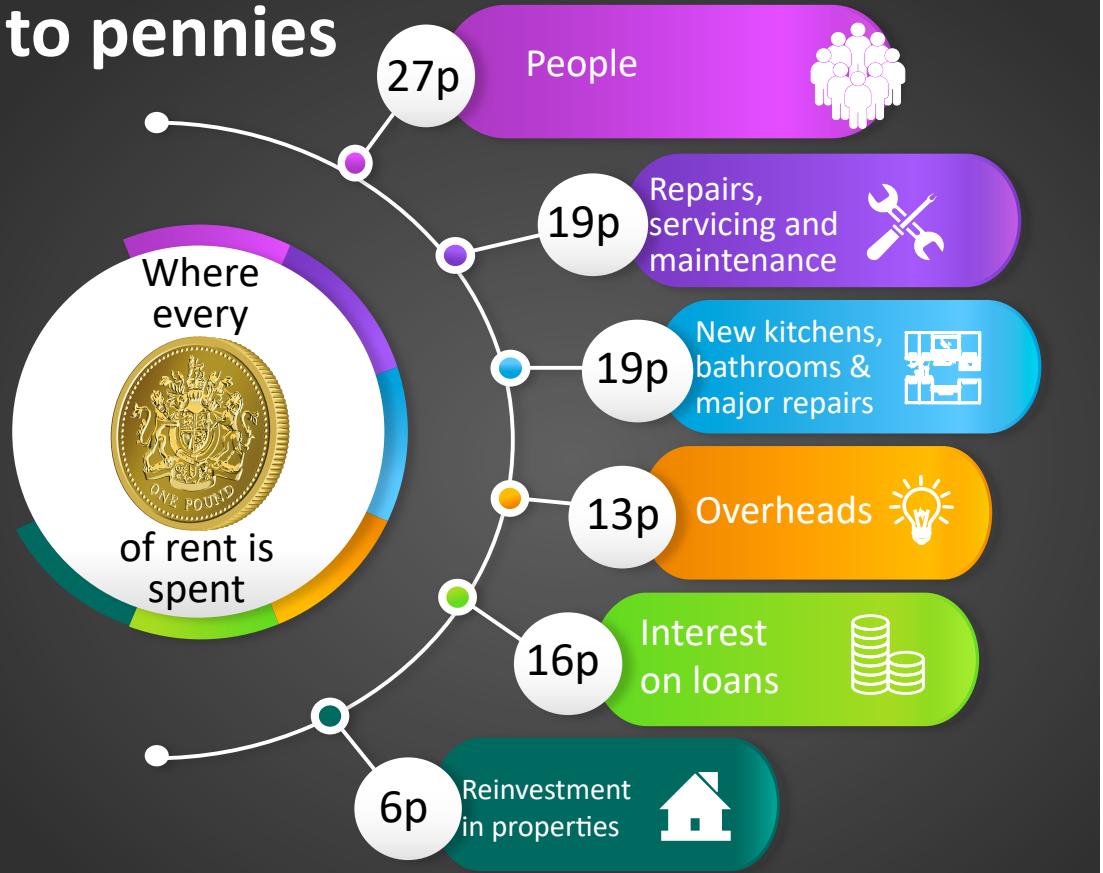


The average number of days we took to resolve complaints is 9, a reduction of 3 days compared to the previous three months.

For information on how to make a complaint, or to compliment our services, visit the [Contact Us](#) page of our website.

www.wwha.co.uk

Pound to pennies



A day in the life of...

an Asset Management Officer



If you live in Cardiff and have had any work carried out on your home recently, you may already know Rhys Charles.

As one of our team of Asset Management Officers working across Wales, Rhys and his colleagues are the link between residents and the work that is carried out on their homes and around our schemes.

From new kitchen and bathroom installations, cutting grass to all the checks that keep residents safe, Rhys and his colleagues play a part.

Rhys says: "An Asset Management Officer is responsible for everything that goes on in the area they cover, so we get involved in a wide variety of tasks.

"Typically, we carry out all safety checks on our homes to make sure residents are kept safe. For example, we carry out all the fire, water and safety checks, we monitor the condition of our

properties and inspect reports of faults in residents' homes.

"I also manage the cleaners at our schemes and the teams that look after the communal gardens and grounds."

"If a resident is having a new kitchen or bathroom fitted, I would work with our maintenance teams and contractors before work begins starting with consulting residents about any help they may need while work is underway and afterwards.

"We tend to be the go-to person for all departments and residents alike. We work very closely with our colleagues in

housing, compliance and repairs should any issues arise.

I also work with local police to make sure residents are safe if there are reports of criminal activities at any of our schemes."

During the first lockdown, when many services were carried out remotely, Rhys and other AMOs continued carrying out their vital safety checks at schemes where they noticed an increase in loneliness among residents.

"I get satisfaction in my job when I have helped someone out. Just taking the time to have a chat with some residents may mean a lot to them, especially if they have no one else," Rhys explains.

"With the help of my housing colleagues, grounds maintenance and cleaning staff, we do make a difference to people's lives, and can be the difference between preventing isolation and loneliness.

"I enjoy the variety of my job. Every day I have something different to do and I wouldn't want it any other way."



Tomato & Chickpea Curry

This supper recipe is not only simple to make, it's also cheap too, using mostly tinned ingredients from your store cupboard.

Serves 4



Ingredients:

- 2tsp olive oil
- 2 cloves garlic, crushed
- 2 small red onions, 1 chopped, 1 sliced
- $\frac{1}{2}$ jar tikka masala curry paste
- 400g tin plum tomatoes in tomato juice
- 400g tin chickpeas, drained and rinsed
- 2tbsp desiccated coconut (optional)
- Fresh coriander, chopped (optional)
- 2 bay leaves
- 4 rosemary sprigs, ripped

Method:

1. Heat the oil in a large pan; add the chopped onion and cook for approx 4 minutes or until they soften.
2. Add the crushed garlic and cook for another 1 minute.
3. Stir in the tikka masala curry paste and cook for another 1 minute.
4. Add the tin tomatoes and the chickpeas, and stir.
5. Add 150ml boiling water and simmer for 8 minutes or until slightly thickened.
6. At this point you could add some fresh baby spinach and stir until it wilts.
7. Top with the sliced onions, desiccated coconut and fresh chopped coriander.
8. Serve with rice.

Make a cute spring bunny planter

Looking for a quick and easy craft that combines recycling and gardening?

These cute bunny planters will use up some of the things you would throw away.

What you will need

- 1 empty tin can (thoroughly washed and cleaned with labels removed and no sharp edges)
- 2 pieces of white felt or cardboard (measuring approx 9cm x 12cm)
- 2 pieces of pink felt or cardboard (measuring approx 9cm x 12cm)
- white paint
- 2 large googly eyes
- 1 large white or pink pom pom
- permanent felt marker pen e.g. Sharpie
- glue
- pot plant for inside can



Method

In a well-ventilated area, spray or paint the can white and allow to dry completely.

To make the ears take a piece of white felt, fold it in half and trace a bunny ear shape onto it using up the entire half of the felt.

Carefully cut the ears out so you will have two ears. If you don't have felt you could use paper or cardboard.

Take the pink felt, fold in half and trace a smaller bunny ear onto it to make the inner ear.

Glue the smaller pink ears onto the larger white ears and set aside.

To make the feet take another

piece of white felt, fold it in half and trace a bunny foot onto it. The top part is rounded and the bottom part is cut at a 90-degree angle to help the feet to line up properly. Cut the feet out and when you are done, you will have two white feet.

Using a pink piece of felt, fold it in half and trace 3 toes and 1 sole onto it to lay on top of the white feet. Carefully cut the pink parts out so you have 6 toes and 2 soles and glue them onto the white feet. You will also need to cut out a bunny nose from the pink piece of felt.

When the painted can is



completely dry, glue the bunny ears and pom-pom tail to the back of the planter. Glue googly eyes and a felt nose on the front and use a marker pen to draw your bunny's mouth.

If you don't have any felt you could simply draw a bunny face onto your planter and decorate with a piece of ribbon or fabric.

When the glue is dry – your planter is ready to hold your potted plant.

PUZZLES

In this edition our puzzles are just for fun so please **do not** post your completed puzzles to us this time.

Wordsearch

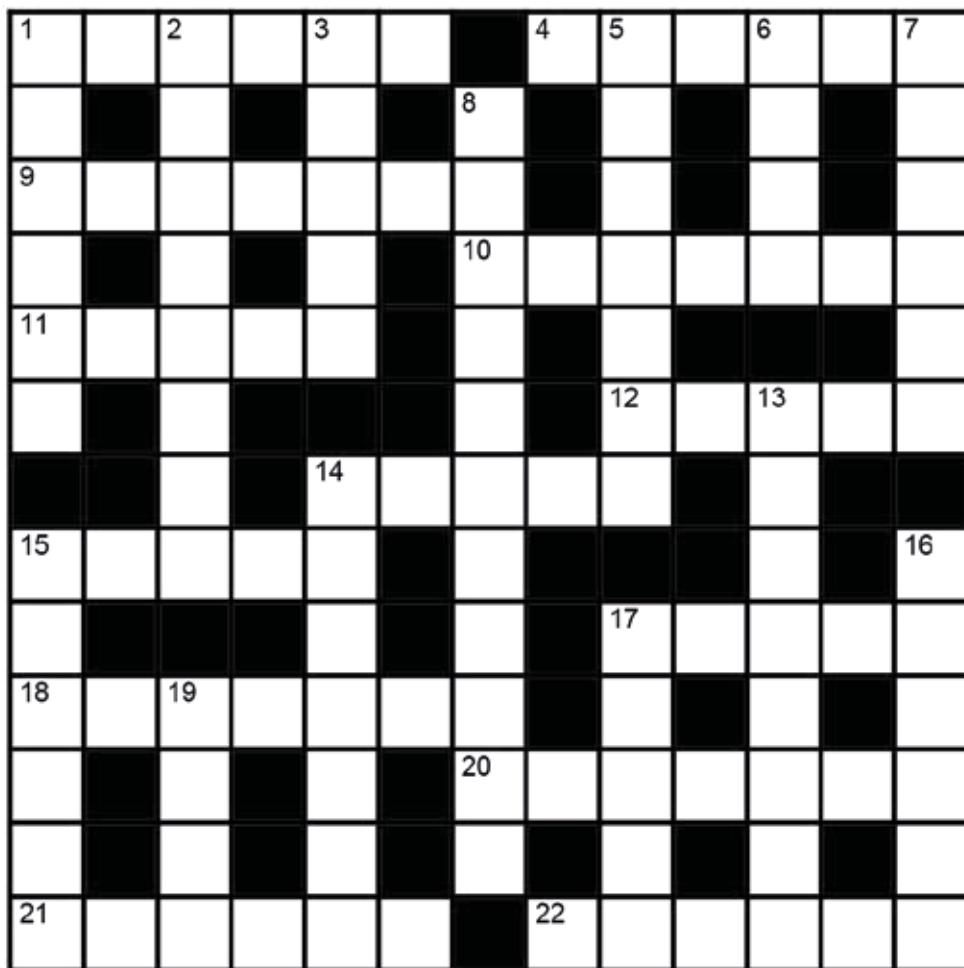
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| J | Z | J | W | S | T | T | R | M | M | U | C | D | Z | L |
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HOLIDAYS
FLOWER
TREE
CHAIR
MEET
MATHEMATICS
HUMANITIES
COURTESY
ANIMALS
PENCILS
SCIENCE
SERVICE
RULES
MUSIC
LOOK
WALK
SOMEONE
WORK
SCHOOL
CLASSROOM
GOING

Sudoku

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

Crossword



Across

- 1 Space vehicle (6)
- 4 List of fixed charges (6)
- 9 Type of long-grained rice (7)
- 10 Breastbone (7)
- 11 Connecting parts of a chain (5)
- 12 Glaringly vivid (5)
- 14 Devout (5)
- 15 Vine fruit (5)
- 17 Strong flame that burns brightly (5)
- 18 Perform a surgical procedure (7)
- 20 Taking a practical approach (7)
- 21 Become set (6)
- 22 Heaviness (6)

Down

- 1 Debris from the demolition of buildings (6)
- 2 Legendary Italian adventurer and seducer (8)
- 3 Tests of proficiency (abbr) (5)
- 5 Descends a cliff by rope (7)
- 6 Religious painting (4)
- 7 Set up, incriminated (coll) (6)
- 8 Sellers of seafood (11)
- 13 Taking it easy (8)
- 14 Expiation for conduct in the past (7)
- 15 Grumble (6)
- 16 Protective head covering (6)
- 17 Vehicle's stopping device (5)
- 19 Arabian ruler (4)

New homes in Newtown

The keys to 25 affordable new homes at Heol Gruffydd have been handed over to residents in the Garth Owen area of Newtown, Powys.

The development is the first to be completed by our new construction partner SY Homes and is made up of two bed houses, four bed houses and one bed apartments.

