

The magazine for residents of Wales & West Housing

FREE

# In Touch

WINTER 2025



60



YEARS



OF

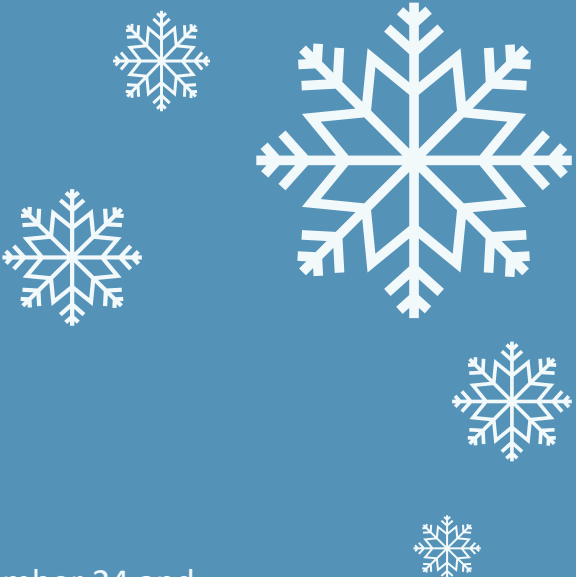


CREATING



HOMES

# Christmas Closing Times



Our offices will be closed to visitors on Wednesday December 24 and Friday January 2, however you will be able to phone us as usual on these days.

From 3pm Wednesday December 24 (Christmas Eve) until 8am on Friday January 2 2026 we will close for the Christmas holidays.

During this time our social media channels will not be monitored.  
If you have **urgent emergency enquiries** during this time, please call:

**0800 052 2526**

For help with non-urgent repairs or enquiries about rent payments, please visit our website: [wwha.co.uk](http://wwha.co.uk)

If your Direct Debit payments are due over the holidays, turn to page 23 for more information and due dates.

Our **24-hour Tenant Support & Wellbeing Service** from Life & Progress offers professional and confidential support over the holiday.

Call freephone

**0330 094 8845**



# ANNE'S MESSAGE



**A**s our 60th anniversary year draws to a close, it's a good time to pause and look back over a remarkable year of celebration and achievement.

For me, one of the highlights has been the way communities have come together to arrange 60th anniversary parties. From street parties to afternoon teas, it's a joy to see how many of you have been involved. While we provided help with a grant for food, the real hard work in the planning and getting everyone together has been down to you. So, thank you to everyone. You can look back on some of the photos you've shared with us in this issue.

Also in this edition, we couldn't mark 60 decades of building homes without reflecting on some of the communities we've created. However, anniversaries are not just about looking back, so we look

## 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.

ahead to the 60th new home we've built this year and the 600+ other homes that will be ready to welcome new residents in the years to come.

Plus, we reveal the results of our Resident Satisfaction Survey and what we are going to do to improve our services, based on what you've told us is important to you. Elsewhere, there's financial advice for keeping warm this winter and all the usual resident news from around our schemes.

Thank you for helping us to make this year one to remember and, as we head towards the holidays, I wish you all the best for 2026.

## GET IN TOUCH



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



**www.wwha.co.uk**



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From Fishguard to Flintshire,  
60 years of building homes



Every effort has been made to ensure the accuracy of the information in this publication. We would advise residents to check up-to-date information on our website, [wwha.co.uk](http://wwha.co.uk), Government websites and other official and reputable sources.





# CELEBRATING 60 YEARS

Masked fun at the Unity party in Cardiff

**T**hroughout the year you've been getting together to help us celebrate our 60th anniversary.

From Flint to Fishguard, Cardiff to Cardigan, many residents have taken advantage of our 60th birthday grant scheme and organised events.

In Caerau, Ely, Cardiff, parents from the Unity community group brought

all ages together at a party during the last week of the summer holidays. There was music, dancing, food and bingo.

Elsewhere in the city, older residents in retirement schemes enjoyed celebrations throughout the spring and summer. These included St Clements Court, Stephenson Court, Newlands Court, and Hope Court, where one resident ordered a special birthday

cake, which was the party centrepiece.

Royal harpist Mared Pugh Evans, official harpist to His Majesty the King, played for residents at Llain Las, Fishguard. The residents were in good company as Mared has performed at Highgrove House and the Senedd. After Mared's performance, they celebrated with a buffet.





Families joined in prize bingo at the Unity party, Cardiff



The celebration cake at Hope Court, Cardiff



Royal harpist Mared Pugh Evans entertains residents at Llain Las, Fishguard



Residents celebrate at Stephenson Court, Cardiff



Cutting the cake at Hope Court, Cardiff



Residents celebrate at Newlands Court, Llanishen, Cardiff





Summer street party at The Meadows, Bridgend

At Fferm Y Bryn, Ystrad Mynach, residents got together and enjoyed a party spread of sandwiches, savouries, fresh fruit and mini Victoria sponges.

In North Wales, the residents of Centenary Square, Flint, got together on one of the hottest days of the year for their party.

At Maes Y Môr extra care in Aberystwyth bad weather meant the celebrations were moved indoors. But that didn't dampen the spirits of residents as there was lots of dancing, food and live entertainment.



Celebrations at Maes Y Môr, Aberystwyth



Resident Janet brings the home cooking to St Clements Court, Cardiff



# 60th ANNIVERSARY

Our first scheme of 49 flats opened at Hillside Court, Penylan, Cardiff.

1960s

We developed around 1500 homes throughout Wales and the west of England, including Caerau Court and Celyn Avenue in Cardiff and Salisbury Close in Penarth and started work on 300 homes at Twyncarmel, Merthyr Tydfil.

1970s

We opened our first sheltered housing schemes at Sylvester Court, Wrexham and Willow Court, Cardiff. Our first leasehold scheme opened at Stephenson Court, Cardiff.

At Clos Tregare, St Mellons, Cardiff, we started work on one of our first developments to use both grant funding and private finance to build new homes for rent, leading the way for other housing associations.

1980s


Wilfred Brook House, Grangetown first opened. We also redeveloped the old workhouse at Llys Faen, Bridgend, into homes. Caerau Court in Ely, Cardiff underwent a major refurbishment and became the first of our homes to be fitted with External Wall Insulation (EWI) to make the homes warmer.

1990s

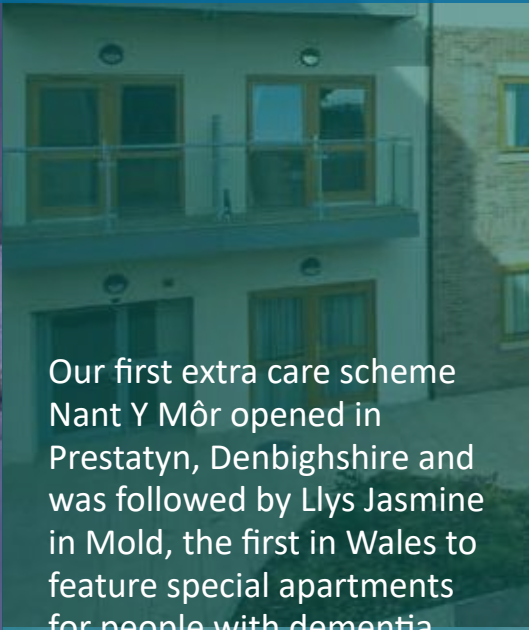


## A journey through the decades

This year we've been celebrating our 60th anniversary. From welcoming residents to our very first low cost rented homes in Cardiff in 1965, to our most recent new-builds in Fishguard and Abergele, we are proud of the homes we've been able to provide for our residents.



We started work on the Bettws Regeneration Project. Demolishing 128 prefabricated homes and replacing them with 135 Lifetime Standard homes.



Our first extra care scheme Nant Y Môr opened in Prestatyn, Denbighshire and was followed by Llys Jasmine in Mold, the first in Wales to feature special apartments for people with dementia.



Our first low-carbon new-build housing development of 14 homes opened at Rhiw Cefn Gwlad, Bridgend. In Cardiff, we welcomed residents into 100 new homes at Ffordd Yr Haeearn and in Wrexham, Hightown Community Resource Centre celebrated its 10th birthday.

2000s

2010s

2020s



# Our 60th home of the year

**I**n our landmark 60th year, keys to the 60th new home we have built in 2025 were handed over at Parc y Chwarel in Fishguard.


The bungalow is one of 50 houses, flats and bungalows at Maesgwynne, in Pembrokeshire. Built on the site of former Army barracks, the development was completed by our

construction partners Jones Brothers (Henllan) Ltd, and residents began moving in during November.

At Llys Onnen in Abergele, we've also started welcoming the first residents to their new homes. The development is built on the site of a former care home, which was demolished to

make way for 43 apartments. The new homes have been built by our construction partner Castlemead Group.

We currently have more than 600 homes under construction across Wales. As they are completed, they will provide vital housing for hundreds of residents, who are in need of a home to call their own.



Our 60th new home of the year at Fishguard



## West Wales

- The former Ship and Anchor site in Fishguard
- The former Lidl site in Carmarthen



The former Lidl site in Carmarthen



The former Ship and Anchor in Fishguard

## North Wales

- Bay View Road in Colwyn Bay
- Wynnstay Technology Park in Ruabon, Wrexham
- Cwrt Pentwmpath in Llay, Wrexham
- Eaton Drive in Wrexham



Cwrt Pentwmpath in Llay, Wrexham



Llys Onnen, Abergelle

## South Wales

- Two new extra care schemes - Hafan Y Dderwen at Penarth, Vale of Glamorgan and another at Free Street, Brecon, Powys
- St Brides Road, Wick
- Heol Y Pentir, Rhoose



Free Street, Brecon, Powys



St Brides Road, Wick

## “When I first walked into my flat it felt like home”

Eileen has lived at Hope Court, Cardiff, longer than any of her neighbours and says it has always felt like home.

She was 67 when she first moved in with her husband in 2000. They had lived in their family home in Cathays for more than five decades and had brought up their three children there.

“There came a time when my husband couldn’t walk up the stairs in our house anymore, so our doctor recommended we should move to Hope Court.

“We had been in our home for 50 years, so it was hard for us to move at first.

“We put our name down for a flat and waited two years for one to become available. That was 25 years ago and in that time Eileen, now 92,

has made many friends at the scheme. Her husband passed away eight years ago, but Eileen has continued to value the friendship and regular get togethers with her neighbours.

“When we first moved in, we were invited down to the lounge and introduced to the other people living here. We had such a warm welcome. Over the years I’ve made some good friends.

“Everyone here is really lovely and friendly. I couldn’t ask

for better neighbours.

“When people move in here, they don’t want to leave because everyone is so nice.

“Whenever I go out, I can’t wait to get back home.”



**“I remember the first time we were shown around the flat. I walked in, looked out of the window and turned to my husband and said, it feels like home.”**

Eileen with Housing Officer Gemma

## Nant y Môr residents raised more than £500 for charity

Tea, cake and entertainment was enjoyed by everyone at the extra care scheme in Prestatyn, with raffle prizes handed out to lucky winners.

Residents led the fundraising efforts at a coffee morning for Macmillan Cancer Support. They donated prizes to the raffle and approached friends, family and local businesses for help.

Kelly Cartlidge, Extra Care Manager, said: “Thank you to residents and staff for making it a great day.”



## Sea Scouts bring nature to our gardens in Fishguard

Residents at a retirement scheme in Fishguard have been working with young members of Goodwick Sea Scouts to bring more birds, bees and bats to their gardens.

The scouts made bird and

bat boxes, bug houses and bee baths for the patio areas around Llain Las, where one of their scout leaders, Elaine, lives with her neighbours.

The scouts visited the scheme to deliver the items and placed the bee baths

around the patio area, while another resident Andy, installed the boxes.

Residents say they are looking forward to seeing more insects and birds in the gardens.



## Street party takes over Brackla

Residents from the Meadows area of Brackla, Bridgend were out in force in the summer for a street party like no other.

The street outside the family centre in Brackla was the focus for fun with a bouncy

castle, face painting and fun games including space hopper races.

There was plenty of food too with a barbecue, hot dogs, candy floss, slush machines and an ice cream van.

**All ages, from babies in arms to older residents, joined in the party to celebrate our 60th anniversary. More party photos on page 6.**



# Resident Satisfaction Survey

**In May and June, residents were invited to take part in a Resident Satisfaction Survey.**

Every year Welsh Government publishes resident satisfaction levels for all social housing providers in Wales. Residents were randomly selected to fill in the survey either online, over the phone or on paper. Overall, 1,141 households took part, representing more than 1 in 10 residents.

We've studied the results, and they show that while overall satisfaction has gone up slightly, there are two main areas where we need to make improvements.

These are:

- The way we gather resident information so we can provide the services each individual wants (resident profiling)
- The way we engage with residents, which was important to 81% of the residents asked.

**82%**  
satisfaction  
overall





**82%**  
**trust us**



**82%**  
**happy with  
home quality**



**82%**

are pleased with the way we deal with repairs and maintenance of your homes, a score that has remained high for the last four surveys. Residents in the North and South scored higher than in the West.



# 77%

are happy with their neighbourhood as a place to live. We strive to create communities where our residents can thrive. The experience of anti-social behaviour (ASB) was one of the most common reasons why residents said that they were dissatisfied.

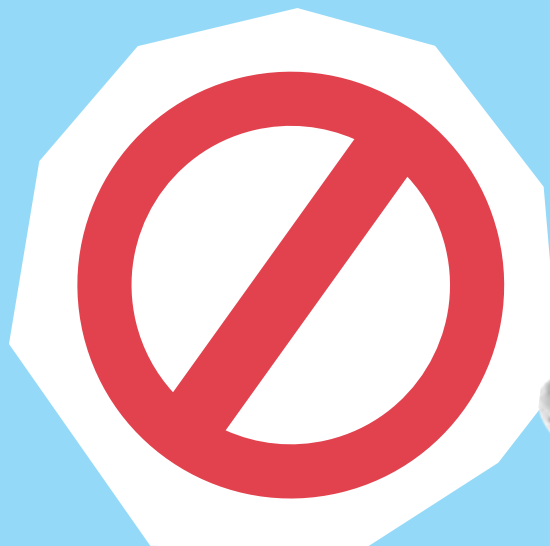


# 82%

feel their rent represents good value for money. In relation to service charges 66% felt they were value for money.

# 59%

of residents who have experienced issues say they are satisfied with the way we deal with ASB overall. 92% of those surveyed did not respond to the question having not reported ASB in the past 12 months.





# Listening and learning

Communication and engagement is an important factor in overall satisfaction, so we asked additional questions and found:

**81%**

say it's important that you can share your views on topics that directly affect you, including your home and the area where you live.



**67%**

feel we listen to your views and act on them.

**64%**

Almost two-thirds (64%) want to get involved in decision making and have a say in the way we manage services.

## What next?

**Thank you to everyone who took the time to complete the survey and share your true feelings with us.**

While satisfaction has remained high overall, we know there are improvements to make.

We're taking the opportunity to use the survey results to make sure we know and understand what matters to you as we make improvements to services.

Our staff are involved in community conversations across Wales. We are working on the ways we feedback how

we are listening and acting on your views when we make decisions.

To tailor our services, we need to get better at the information we gather on individual residents (what we call resident profiling).

We'll be using our conversations with you in-person, on the phone, via email and out in the community to collect this information. It's important as it helps us to better understand diverse needs, improve service delivery through tailored support and improve decision making.

You can read our full  
Performance Report  
online here:



# How are we doing?

We're always looking at ways to improve the services we give our residents.

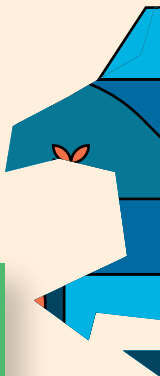
As part of that we regularly tell you about our performance, so you can see how we are doing as a business.

In this report we focus on the new homes we're developing, based on our figures from April to June 2025.

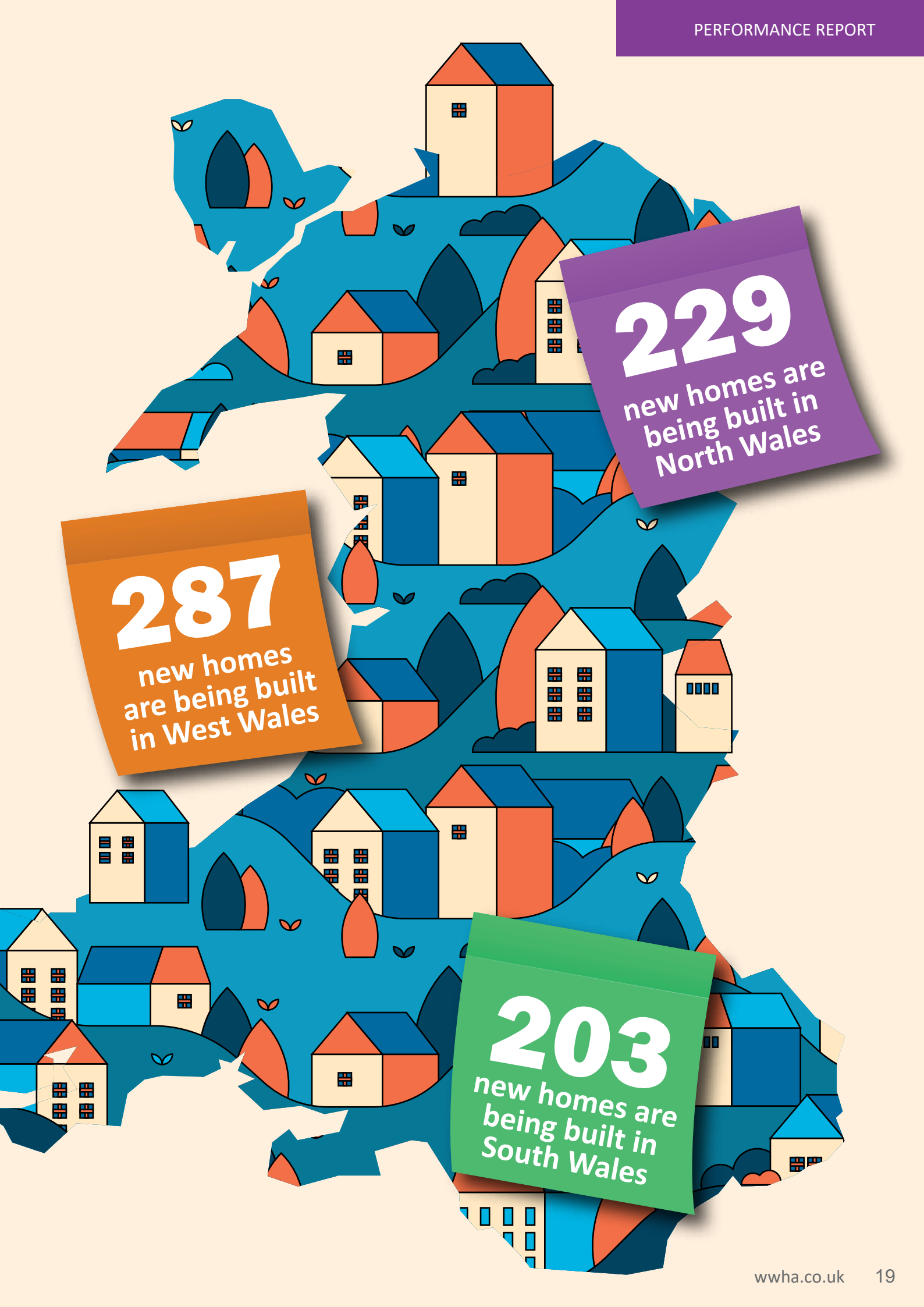
## At a glance...

**719** new homes are currently under construction

**9.4/10** is the rating residents gave to their new homes







**287**

new homes  
are being built  
in West Wales

**229**

new homes are  
being built in  
North Wales

**203**

new homes are  
being built in  
South Wales



# Staying warm this winter

As the temperatures start to drop, many households are facing the challenge of keeping warm while managing rising energy costs. Here is some of the support that's available.

## Warm Home Discount Scheme

This is a Government-backed initiative offering a £150 discount off your electricity bill for eligible households.

This year eligibility has been extended to include millions more low-income households. The £150 is typically deducted from your electricity bill by your supplier between October and March, rather than being paid to individuals.

If you live in Wales, you should automatically get the Warm Home Discount for 2025/26 as long as your name was on your electricity bill by 24 August 2025.

You should qualify if you either:

- get the Guarantee Credit element of Pension Credit
- are on a low income

If you use a pre-pay or pay-as-you-go electricity meter, you can still qualify but you'll need to check with your electricity supplier.

For a full list of qualifying benefits check the DWP website [gov.uk/the-warm-home-discount-scheme/](https://gov.uk/the-warm-home-discount-scheme/)



## Winter Fuel Payment

This year the Government has reinstated the Winter Fuel Payment for all pensioners in the UK. It will be paid automatically to everyone born before September 22 1959.

The payment covers the additional cost of winter heating and is either £200 per household, or £300 if there is someone over 80 in the household.

The payment is based on when you were born and your circumstances between 15 and 21 September 2025, which the Department for Work and Pensions (DWP) classes as the 'qualifying week'.

You should have received a letter in October or November telling you how much Winter Fuel Payment

you'll get.

If you didn't get a letter but think you're eligible, visit the DWP website and check if you need to make a claim [www.gov.uk/winter-fuel-payment/how-to-claim](https://www.gov.uk/winter-fuel-payment/how-to-claim).

## Cold Weather Payment

These are different to the Winter Fuel Payment and can be paid automatically if temperatures drop to 0°C or below for seven days. Eligible households can receive £25 for each 7-day cold spell between November 1 2025 and March 31 2026.

To check your eligibility, visit [www.gov.uk/cold-weather-payment/eligibility](https://www.gov.uk/cold-weather-payment/eligibility)

## Age Cymru Free Home Energy Checks

If you're over 65 and live in Bridgend or Powys, you may be able to get a free home energy check. Their Energy

Officers can visit your home to suggest tips and advice about saving money and energy, and help to change supplier if required. They can also offer free energy saving equipment and installation. Contact Age Cymru Powys on **01686 623707** or, for Bridgend area, contact Age Cymru West Glamorgan on **01792 648 866** or visit [www.ageuk.org.uk](http://www.ageuk.org.uk).

## How to Get Help

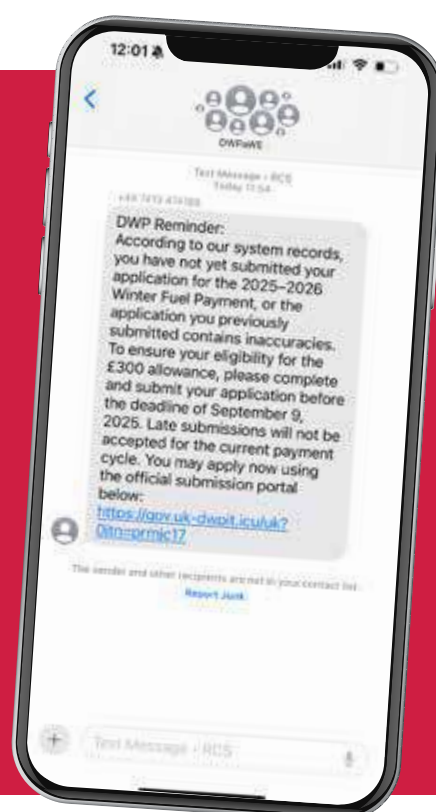
If you're struggling to pay your energy bills, contact our Tenancy Support Officers (TSOs) who can help you to check what you're entitled to. They can also advise you on any other support that's available. Contact your Tenancy Support Officer or our Housing Support Team on **0800 052 2526**.

# Scam Warning

The DWP has issued a warning against scammers who are texting people asking to submit their application for a Winter Fuel payment.

If you get such a message – stop. Don't click on any links or share any personal information. It may be a scam.

DWP say all Winter Fuel Payments are made automatically, you do not need to do anything. If you get a suspicious text, you can report it [stopthinkfraud.campaign.gov.uk](https://stopthinkfraud.campaign.gov.uk)



# Don't start your new year with money worries

## Reach out for help

With the increasing cost of day-to-day living, running a home and family is expensive all year around.

Our housing staff are here to support residents to manage their finances, when they need that extra help.

At Christmas, there can be added pressure on already stretched budgets.

If you feel you may be struggling to meet your priority bills such as food, rent, heating and council tax, get in touch.

Our experienced Housing and Tenancy Support Officers have access to financial advice and support that may help you. They can also work with you on your rent payment plans to take into account your financial situation.

To find your Housing Officer, visit the contact us page on our website [wwha.co.uk](http://wwha.co.uk) or speak to any



member of staff and they can put you in touch with the right people to help you.

By speaking with us, we can give you support so that you don't start 2026 with money worries.





# Direct Debit payments

**Over the festive holidays**



Over the Christmas holiday period, with banks closed, the following dates may affect your Direct Debit rent payments.

**If your Direct Debit is due to be paid to us on 25 or 26 December you won't see this come out of your bank account until Monday 29 December.**

**Direct Debits due for payment on a bank holiday or weekend will fall on the next working day. If your Direct Debit is due to be paid on Thursday 1 January, you won't see this come out of your bank account until Friday 2 January.**

These payments may, however, show as a pending transaction on your account and affect your cleared funds over the bank holiday.

Please note that we will not be able to process any changes to Direct Debits after Thursday 18 December until Friday 2 January

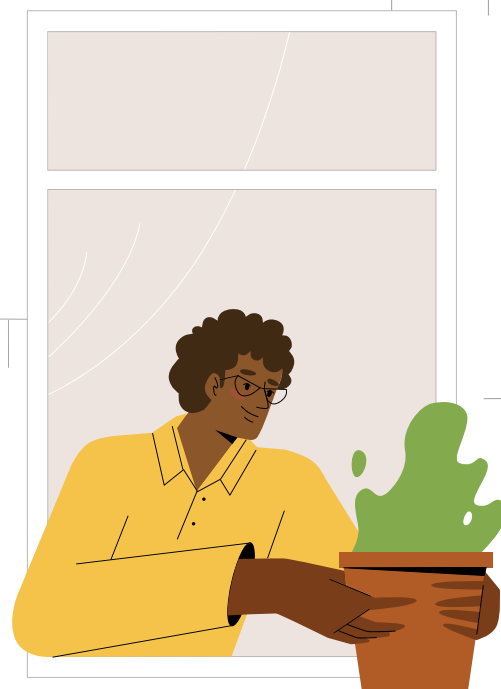
# Good neighbours make happy communities

**A**nti-social behaviour is one of the more common causes of complaints we hear from our residents.

From noise nuisance, litter and parking issues to vandalism and drug use, the behaviour of some of the people living in and visiting our homes can have a serious impact on the quality of life and mental health of neighbours.

Where there is evidence of persistent and deliberate anti-social behaviour or criminal activity, we will work with police and other authorities to deal with the complaints.

In some areas we are also introducing Good Neighbour Agreements.



## What are Good Neighbour Agreements?

Head of Housing Management, Philip Carroll, says "They are a way of bringing residents together to acknowledge what is acceptable and courteous behaviour in our homes and communities.

"We find they are effective in schemes where residents

of different generations and lifestyles are all living together. Whether a person has been living there for 20 years or two weeks, the agreements can be a good way of reminding everyone of what to expect and how to respect everyone's individuality, so they can all be neighbourly.





“What goes into an agreement will vary from one scheme to another. Our Housing Officers will work with everyone living in a community or scheme to draw up a list of the things that are important to them.

Such an agreement sets the tone for new people moving in, and reminds residents of their responsibilities.

Typically, it might include putting rubbish and recycling in the right places in bin stores, the use of parking spaces or the levels of

noise and music. It might also extend to taking responsibility for the behaviour of visiting family, friends and pets.

“In retirement schemes, it could include use of communal lounges, laundries and gardens.

**“Some complaints may start as a nuisance but can escalate, so we find the agreements help to set out what’s expected of residents.”**

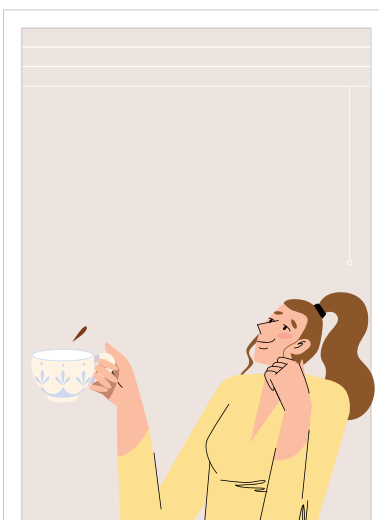


## Security doorbells and camera

**Smart doorbells, such as Ring cameras, have become more popular. If you’re planning to put one up, or have already installed one, we would ask that you ask us for permission as part of your Occupation Contract.**

Generally, we would grant permission.

However, we would ask that your camera only captures video around the boundary of your property and isn’t overlooking shared spaces or your neighbours’ homes and gardens to comply with current data protection legislation and ICO best practice advice.



# What is anti-social behaviour?

We have recently reviewed the way we deal with anti-social behaviour. If you report an incident, we will set out what we can do and what we would expect of the person making the complaint.

In cases of serious and criminal activities, we will work with the police, or with environmental health officers for persistent noise complaints.

Phil Carroll says, “In many cases, we might ask a resident to capture evidence. For example, in case of noise complaints, this could mean downloading an app and capturing the sounds. That way we can establish if it is creating a deliberate or persistent nuisance.

“With evidence, we can take further action. That might involve drawing up an Acceptable Behaviour

Contract, which would hold a person accountable, help them to understand the consequences of their actions, and offer support to improve their behaviour before more serious legal action is necessary.

**“Then, if they breach the contract, we could seek to take further legal action.”**

What are police matters:	What is classed as anti-social behaviour:	What isn't classed as anti-social behaviour:
<ul style="list-style-type: none"><li>• criminal damage or vandalism</li><li>• discrimination or hostility based on someone's identity</li><li>• intimidating behaviour and harassment</li><li>• violent physical or verbal assault</li><li>• domestic abuse</li><li>• drug use/drug dealing</li></ul>	<ul style="list-style-type: none"><li>• deliberately kicking a ball at a car causing damage</li><li>• deliberately damaging a neighbour's property</li><li>• persistent noise nuisance, for example, loud music or dog barking</li><li>• misuse of communal areas, for example, leaving rubbish or dog fouling</li><li>• fly-tipping or not managing rubbish collection</li></ul>	<ul style="list-style-type: none"><li>• someone having a party occasionally</li><li>• occasional loud noise/music</li><li>• dogs barking occasionally</li><li>• children running up and down stairs or playing ball games in public areas</li><li>• people going about their day-to-day life, for example, night-shift workers</li><li>• neighbours falling out on social media</li></ul>



# Keeping Each Other Safe

At Wales & West Housing, we're proud to serve a community where the vast majority of residents are respectful, kind, and supportive.

Unfortunately, like many other similar organisations, we do occasionally experience situations where staff are subjected to unacceptable behaviour and this does seem to be on the rise.

## This can include:

- **verbal abuse or aggression**
- **physical violence or threats**
- **intimidation or derogatory remarks**
- **unfounded allegations**
- **unreasonable demands or persistent contact**

Although these incidents are rare, they can have a serious impact on the wellbeing of our team. We believe that everyone deserves to feel safe at work, just as every

resident deserves to feel safe in their home.

That's why we're raising awareness about the importance of respectful communication. Our staff are here to help, and we want to ensure they can do so in a safe and supportive environment.

In situations where staff feel unsafe, they are empowered to take appropriate action, which may include ending a call or visit, limiting contact methods, recording information about the incident in our systems, or in the most serious cases, involving the police.



Together we can continue to treat one another with kindness and respect.



# The rise of fly-tipping in our communities

**F**ly-tipping continues to be a huge problem across our communities and the whole of Wales.

Latest figures from the Welsh Government show that there were more than 40,000 illegal fly-tips in 2023. Two thirds of that waste comes from households.



The cost of clearing illegally dumped waste across our communities runs into hundreds of thousands of pounds every year as we have to pay specialist waste companies to remove it.

That's money that could be

better spent on improving your homes.

Throughout our communities, there are many fly-tipping hotspots where rubbish is regularly dumped.

"Fly-tipping is a major issue, and it seems to be getting worse," says WWH's Head of Housing Phil Carroll.

"Not only does it look an eyesore, if it contains household waste, it will attract rats and other pests and vermin.

"Litter creates litter. As we have seen in the news with the recent bin strikes in other parts of the UK, where waste is left, others will add to it, and it becomes an even bigger problem.

"We also have issues where people think they are doing the right thing by taking

their waste down to the bin stores." Phil continues. "But if they put the wrong items in the wrong recycling bins, it will be classed as cross contamination and won't get collected. That adds to the waste problems.

**"The majority of our residents do the right thing, but some are making it a problem for everyone."**

As we head towards the seasonal festivities and celebrations, please make sure you dispose of your waste correctly.



# Recycling your seasonal items.

## Top tips from Walesrecycles.org.uk

### Conquer your cardboard packaging

This time of year can mean a mountain of cardboard boxes! In Wales 95% of people already recycle cardboard. Remove packaging tape, flatten boxes and cut boxes into smaller pieces to save space. Try to keep cardboard dry so it stays in prime recycling shape.

### Recycle (or reuse) chocolate tubs and tins

Chocolate and sweet tubs are totally recyclable. But why not give them a second life too by refilling them with more treats or use for storage.

### Eat, recycle and be merry

A quarter of the average rubbish bin is made up of food and over 80% of that could have been eaten. To avoid wasting food and money, try planning ahead before your big shop and turn leftovers into next day dishes.

Whatever can't be eaten – like turkey bones, fruit and

veg peelings, tea bags and eggshells – pop them into your food caddy so they can be recycled into renewable energy.

### Don't fail on foil

Did you know metal items like foil can be recycled again and again without losing quality? Recycle any clean foil, including mince pie cases, by giving it a quick rinse to remove any food, grease or oil, and scrunch it up into a ball to help it through the recycling sorting process.

### The wrap on wrapping paper

Not all wrapping paper is recyclable. Some have high ink content or contain a layer of metal or plastic that can't be separated from the paper. Some thin paper is not good enough quality to be recycled and sticky tape also makes it non-recyclable. Try saving wrapping paper that's in good condition for next year, or get creative with eco-friendly wrapping alternatives like newspaper, fabric wraps or a gift bag.

### Recycle your cards and envelopes

Most Christmas cards can be recycled in your container or bag for cardboard or paper – just remember to remove any glitter, ribbons, bows and foil. You could also keep cards to create your own next year!



**We have retained our Level 2 Green Dragon Standard, a national environmental award for green businesses that shows we are taking action to understand our impact on the environment.**



# Managing mould and condensation

As the weather turns colder, we are turning our attention towards how we can best help you to keep your home warm and comfortable.

An issue many of us will experience at some point is condensation, caused when warm moist air comes into contact with a cold surface, resulting in the formation of water droplets. Misted windows on a cold frosty morning, or after a hot shower, are both examples of condensation.

Dealt with promptly, condensation should not cause an issue. If left, however, it can provide an ideal environment for mould to appear. Mould spores are a natural part of our environment and are present in the air all the time. To survive they need moist conditions and organic material to feed on. Generally, mould will flourish

where humidity is high and will develop as small grey, green or black spots which will grow and spread if left untreated.

## What will we do to help?

If you call in to report any repair, our call handlers will ask you if you have any mould or severe condensation in your property, and if so, they will ask some further questions to get more information so that we can decide the best course of action. The most common response is to send one of our Property & Estate Management Officers to visit. Whilst some instances of mould are due to persistent high humidity and condensation, it could also be caused by structural defects. Our Officers have the equipment to be able to diagnose and formulate a plan of action to treat the mould and help you to reduce the risk of it returning.

We may also need to send one of our contractors to treat the issue and we will let you know if this is the case, and keep you informed of appointment times.

We would appreciate your cooperation in allowing access to treat any mould in your property.





## How to avoid mould growth

Mould can cause damage to clothes and furniture as well as having the potential to cause health problems especially in young children, the elderly, or anyone with a respiratory condition. The best way to avoid this is to manage humidity levels in your home to prevent mould from surviving and growing. Otherwise, treating any small amounts of mould as it appears with a bleach solution, or a proprietary cleaner will make sure it does not grow. If you do treat mould in your property, it may be a good idea to extend your treatment around 0.5m beyond what is visible as often, where mould has spread and is growing, it may not be visible. The normal things we all do in our homes, like cooking, bathing, and washing clothes all add extra moisture in the air and can lead to condensation and it can be hard to avoid it completely.

However, ventilation plays a big part in managing humidity and reducing excess moisture. Opening windows and keeping trickle vents on windows open will help and it is important that any fans or ventilation systems are working well. Please let us know if you have any problems with the ones in your home, or it seems like they are not clearing the room as effectively as they should. Many of you will have fans that react to changes in humidity so you may hear the fan speed increase when you are cooking or bathing.

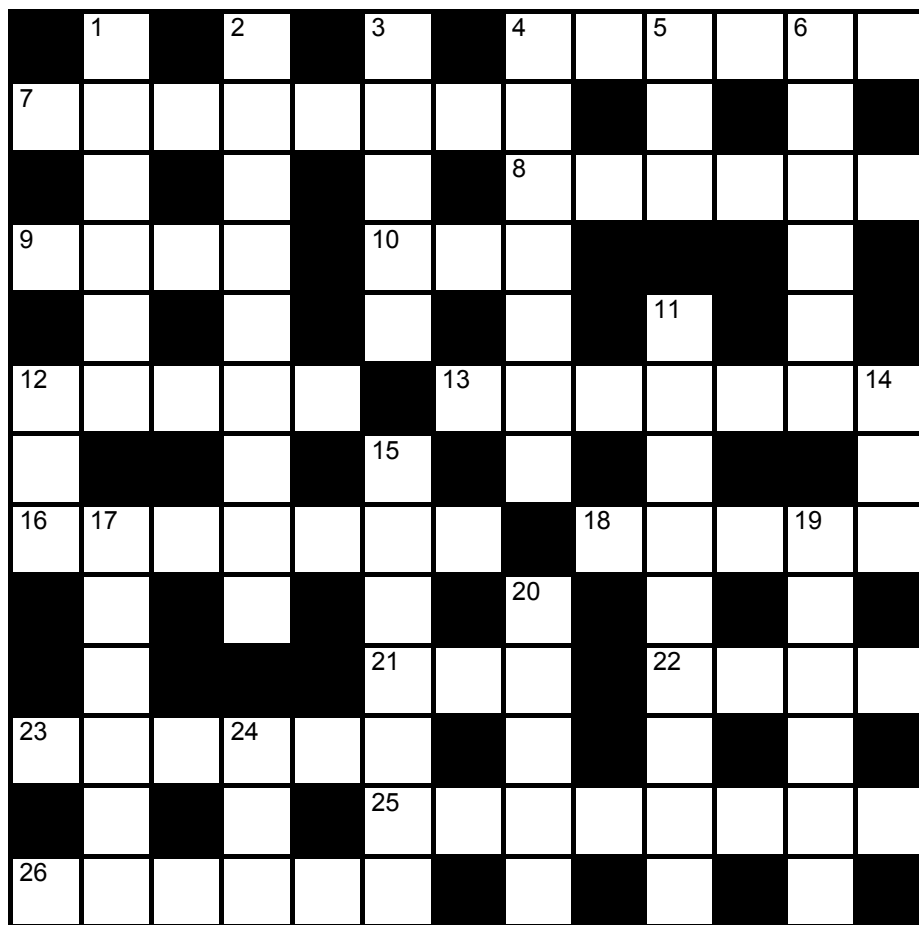
**If you need any help to manage condensation and mould, or any advice on ventilating your home, please contact us on 0800 052 2526**

## More information and support

Our website has some practical tips to help you manage condensation and mould within your property. Visit the mould and damp section at [www.wwha.co.uk](http://www.wwha.co.uk) for more information.

We want to help you if you have any condensation or mould in your property. Please call us on **0800 052 2526** so that we can act quickly and help your home stay comfortable and healthy.

# Crossword



## Across

- 4 Positive or favourable aspect (6)  
 7 Once in a \_\_\_\_, rare occurrence (4,4)  
 8 Snared (6)  
 9 US chocolate biscuit with a cream filling (4)  
 10 Diminutive of Henry (3)  
 12 Positively charged electrode (5)  
 13 Common black and grey bird noted for thievery (7)  
 16 Mufflers (7)  
 18 Beer mug with a hinged lid (5)  
 21 Expanse of salt water (3)  
 22 Abode (4)  
 23 USA's Aloha State (6)  
 25 Stand still, cease to flow (8)  
 26 Claim (6)

## Down

- 1 Another name for the pre-decimal coin worth two shillings (6)  
 2 Of lesser importance (9)  
 3 Disorderly outburst or tumult (coll) (3-2)  
 4 Ambiguous (7)  
 5 Small coin (3)  
 6 Perennial garden plant with large brightly-coloured flowers (6)  
 11 Giving an outline or short account (9)  
 12 Equine animal (3)  
 14 Common cyst of the skin (3)  
 15 Persevere, endure (7)  
 17 Inland waterways (6)  
 19 Prisoner (6)  
 20 Dish often eaten in summer (5)  
 24 Chopping tool (3)

# Sudoku

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

**Crossword answers  
on page 35**



# Wordsearch

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

- |              |                |                |                    |
|--------------|----------------|----------------|--------------------|
| 1. BLIZZARD  | 6. GINGERBREAD | 11. REINDEER   | 16. SOCK           |
| 2. CHIMNEY   | 7. HIBERNATE   | 12. SLEIGH     | 17. TOBOGGAN       |
| 3. COLD      | 8. MISTLETOE   | 13. SNOWFLAKES | 18. WINTER         |
| 4. COSY      | 9. PINE        | 14. SNOWGLOBE  | 19. WRAPPING PAPER |
| 5. FIREPLACE | 10. PONSETTIA  | 15. SNOWMAN    | 20. YULETIDE       |



# Summer Fun

**Y**oung residents in Carmarthenshire have been building a home for bugs near their own homes as part of their summer fun days.

The bug hotel frame at Maes Yr Hufenfa, St Clears, was built by Skills Hub Carmarthenshire and youngsters helped to fill it with pine cones, twigs, dried leaves and other natural things that bugs like to nest in.

At another session, children had fun painting pebbles and building raised beds. Parents were given a play box of games and toys to use for future community fun days.

“

**The fun days at Maes Yr Hufenfa were among a series of sessions organised by WWH and our partners during the school summer holidays.**

”

At Dan y Bryn, Fishguard, and Gwar Y Garth, near Aberystwyth, families were invited to a community catch up with play activities.

Parents at Golwg y Castell, Cardigan, put their new skills into practice by organising a successful summer of fun programme of activities. Every Thursday throughout August, they organised fun days at Pentop Park, bringing in local organisations to help with a variety of activities for families and young children.

Young residents at Maes Yr Hufenfa enjoy gardening





Residents making planters at Pentop, Cardigan



A super bug hotel at Maes Yr Hufenfa

## Crossword Answers

**Across:** 4 Upside, 7 Bluemoon, 8 Caught, 9 Oreo, 10 Hal, Anode, 13 Jackdaw, 16 Scarves, 18 Stein, 21 Sea, 22 Home, 23 Hawaii, 25 Stagnate, 26 Assert

**Down:** 1 Florin, 2 Secondary, 3 Hooha, 4 Unclear, 5 Sou, 6 Dahlia, 11 Sketching, 12 Ass, 14 Wen, 15 Persist, 17 Canals, 19 Inmate, 20 Salad, 24 Axe.



# Check out our online In Touch magazine

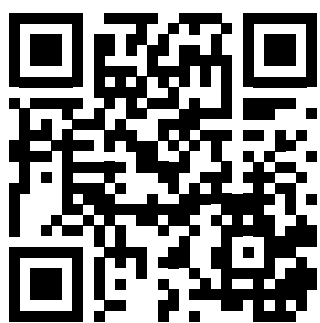
The latest digital only version of our In Touch magazine is available to read online.

Published in the summer, the magazine was emailed out to thousands of residents who have given us their email addresses.

It features all the usual news from our communities and lots more photos from your 60th anniversary parties.

Scan this QR code to read it or visit:

[www.wwha.co.uk/intouch-magazine](http://www.wwha.co.uk/intouch-magazine)



In this our 60th anniversary year, we're excited to have more than 600 new homes currently being built across Wales.

To find out more, turn to page 10.

