

The magazine for residents of Wales & West Housing

FREE

In Touch

SPRING 2023

What are the latest
cost-of-living
support payments
available to you?

How satisfied are you?
The results of our latest
Resident Satisfaction Survey

Here to help: meet our new
Tenancy Support Officers



Tai
Wales & West
Housing



Llywodraeth Cymru
Welsh Government

HERE TO HELP WITH THE COST OF LIVING

The Welsh Government and Advicelink
Cymru can help you **claim what's yours.**

gov.wales/heretohelp

Call Advicelink Cymru's free helpline:

0808 250 5700



cyngor ar
bopeth

citizens
advice

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

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. We would advise residents to check up-to-date information on our website, wwha.co.uk, Government websites and other official and reputable sources.



Message from Anne

Spring is here bringing lighter, warmer days, which I'm sure will be welcomed by all.

In this edition we continue to focus on the types of support available to help with the Cost-of-Living crisis.

To help more residents manage budgets and get support, we have almost doubled the number of Tenancy Support Officers. On pages 7-9 you can meet them all, find out how they can help you and how you can get in touch with them. We also share some stories of residents whose lives and finances have changed dramatically with their help.

On the subject of support, we have worked with our Community Development Officers and TSOs to provide a directory of some of the organisations providing low-cost food or furniture and other

essentials in your area. With so much going on in our busy lives, it's important for our mental wellbeing to be able to stop and take some time for ourselves. As you read on, you can find out how to be more mindful, one of the many services available from our partners Life & Progress, through our 24-hour free and confidential Tenant Support & Wellbeing Service.

Plus, there's your news from around our communities, the results of our annual Resident Satisfaction Survey and all the usual puzzles.

If you have any questions or suggestions, please get in touch.

Anne Hinchey
Group Chief Executive

Did you know you can get In Touch delivered into your inbox?

More readers are now choosing to have a digital copy of In Touch emailed to them.

If you would like to receive a digital copy instead of a print copy, please email your details to communications.team@wwha.co.uk and we will update your preferences for future copies.



New Cost of Living Payments

Millions of the lowest-income households across the UK will get up to £1,350 from the Government in 2023/4 to help with the cost of living.

The first Government Cost of Living payments 2023 are due to be paid this Spring.

These are:

- up to **£900 a year** for people on an eligible low-income benefit
- **£300 a year** for pensioner households
- **£150** for people on an eligible disability benefit

Depending on your circumstances you could get up to three different payments between this Spring and Spring 2024:

- a Cost of Living Payment, if you get a qualifying low-income benefit or tax credits
- a Disability Cost of Living Payment, if you get a qualifying disability benefit
- a Pensioner Cost of Living Payment, if you're entitled to a Winter Fuel Payment for Winter 2022 to 2023

These payments are not taxable and will not affect the benefits or tax credits you get.

Exact payment dates and eligibility criteria will be announced closer to the time but are expected to be the same as last year. They are expected to be as follows:

- **£301** – First Cost of Living Payment – during Spring 2023
- **£150** – Disability Cost of Living Payment – during Summer 2023
- **£300** – Second Cost of Living Payment – during Autumn 2023
- **£300** – Pensioner Cost of Living Payment – during Winter 2023/4
- **£299** – Third Cost of Living Payment – during Spring 2024

If you're eligible you will be paid automatically. You don't need to apply.

For more information visit [gov.uk/guidance/cost-of-living-payment](https://www.gov.uk/guidance/cost-of-living-payment)

Who will get the payments?

You will be able to get a Cost of Living Payment if you receive the following:

- Universal Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Child Tax Credit
- Working Tax Credit

The payment will be made separately from your benefit.

Disability Payments will be made to you if you receive the following benefits:

- Disability Living Allowance,
- Personal Independence Payment
- Attendance Allowance
- Armed Forces Independence Payment
- Constant Attendance Allowance
- War Pension Mobility Supplement

You will not get a payment if you are on New Style Employment and Support Allowance, contributory Employment and Support Allowance, or New Style Jobseeker's Allowance, unless you get Universal Credit.

Beware of scams

If you have had a message asking you to apply or contact someone about your Cost of Living Payment beware – this could be a scam.

To report suspicious emails forward them to report@phishing.gov.uk and the National Cyber Security Centre (NCSC) will investigate it.

For suspicious text messages forward them to 7726 - it's free. This will report the message to your mobile phone provider.

If you think you've been a victim of an online scam or fraud you can report online at actionfraud.police.uk or call **0300 123 2040**.

Energy support

The Government's Energy Bills Support scheme, which has automatically paid £66 a month to all households through their energy bills since October 2022, ended in March 2023.

At the end of June 2023, the Government is also due to end its current energy price guarantee.

For more information visit: helpforhouseholds.campaign.gov.uk

Rise in benefits

From April 2023, benefits, including working age benefits and the State Pension, will rise in line with inflation by more than 10%.

Increase for National Living Wage

The National Living Wage, which helps protect lower-paid workers' living standards, is due to rise by 9.7 per cent or 92p per hour from 1 April 2023. The new rate will be £10.42 per hour.

Budgeting Loans

You may be eligible for a Budgeting Loan if you've been on certain benefits for six months. This can be used for household items, rent in advance and travelling costs. They can help pay for a number of things, for example, furniture or household items such as washing machines or other 'white goods', rent in advance, costs linked to moving house and repaying hire purchase loans or loans taken out for certain essential household items.

You only have to pay back the amount you borrow and repayments are taken automatically from your benefits. gov.uk/budgeting-help-benefits

Help with high energy bills

The energy regulator, Ofgem, recommends that you should contact your supplier if you are struggling to pay for energy or think you may get into difficulty. Your supplier must offer you a

payment plan you can afford under their rules, and you can ask for 'emergency credit' if you use a prepay meter and can't top up. If you are vulnerable and can't agree on a way to pay, the Citizens Advice Extra Help Unit may be able to help you and take on your case. Call Citizens Advice consumer helpline free on 0808 223 1133, Monday to Friday, 9am to 5pm.

For more information visit ofgem.gov.uk

To check what benefits you may be entitled to the charity Turn2us has a handy online benefits checker. benefits-calculator.turn2us.org.uk/

Warm Wales

Warm Wales provides all sorts of support around energy bills, fuel poverty and energy efficiency at home across Wales. As a resident you can refer yourself.

For more information see page 2 or visit warmwales.org.uk

Alternative Fuel Payment (AFP)

The Government started making £200 payments for off grid households who use alternative fuels such as biomass or heating oil, which started from February 6th.

Most people will get the £200 automatically as a credit on their electricity bill, but some customers may need to apply for the support later this month.

For more information visit gov.uk/get-help-energy-bills/alternative-fuels

Other help available

Tenancy Support & Wellbeing Service

We are working in partnership with Life and Progress to provide 24-hour free confidential expert advice to residents. They can help with advice on staying warm, managing debt and credit card debt.

Call freephone **0330 0948845** or visit tsws-assist.co.uk (Username **walesandwest** | password **resident**)

Here to help

Do you know what help is available to help you with the cost of living?

Advice Link Cymru, a Government-funded Citizens Advice service, and Welsh Government are working together to help people with the rising cost of living.

If you are unsure about what support is available to you, Advicelink Cymru can help you check what you are entitled to and to claim what's yours, such as Personal Independence Payment, Carers Allowance and Pension Credit. Their advice is free and confidential on **0808 250 5700**. Lines are open from Monday to Friday between 9am to 5pm.

Calls are welcomed in Welsh. gov.wales/here-help-cost-living

Help paying your water bill

If you claim certain means-tested or disability benefits Dŵr Cymru can offer support. You can call them on **0800 052 0145** or visit dwrcymru.com/en/help-with-bills

TV licence fee freeze

The TV licence fee has been frozen at £159 until 2024. This means households will not see any change to the licence fee until 1 April 2024.

If you are over 75 years old and you or your partner receive Pension Credit you can apply for a free TV licence.

To apply call **0300 790 6117** or visit tvlicensing.co.uk

Check your post for energy payment vouchers

If you're on a traditional prepayment meter you may be missing out on vital vouchers.

Around 29% of the monthly vouchers sent directly to customers, worth approximately £115 million, have yet to be redeemed, according to a Government report.

If you have a smart prepayment meter, or pay for your gas and electricity by direct debit, you'll have received the discount automatically. However, if you have a traditional prepayment meter that you top up manually via a key or card, then you'll be sent vouchers that you must redeem yourself.

The vouchers are only valid for 90 days from when they were issued, but they can be reissued for a further three months, so if yours is about to expire, ask your energy supplier about this.

All vouchers must be used before the end of June 2023.

If you have a traditional prepayment meter and haven't received your vouchers, you need to get in touch with your energy supplier.

For further information visit gov.uk/cost-of-living



Meet our Tenancy Support Officers

We have almost doubled the number of Tenancy Support Officers (TSOs) so we can help more residents at WWH to access

the support they need during the cost-of-living crisis.

As food and energy costs continue to go up our TSOs can

help residents to manage their budget and signpost to where they can turn to for help.

Here we introduce all our TSOs.

If you are worried about your finances and how you might cope in future, please get in touch with the TSO for your area.

They are often out visiting residents, so please be aware they may not always be available to answer their phones. If this is the case, please leave a message or text and they will contact you. You could email them or contact our Housing Support Team on **0800 052 2526**.

Cardiff & lower Caerphilly



"I'm Louise White.

Since I joined the team at the end of 2022, I have helped with all aspects of tenancy-related support. With a

background in health and social care, I've worked in support roles for almost 20 years. I've been able to gain many positive outcomes for a variety of people through confidence building and empowering them to address issues independently which helps them maintain their tenancies. This support can make a huge difference to our residents."

07971953914 | louise.white@wwha.co.uk



"I'm Rachel Rowberry.

I joined WWH last November. My specialist

area is Welfare Benefits. It's an area I focused on in one of my previous roles at Citizens Advice. I have been supporting residents with benefits, debts, grants applications, general budgeting and money guidance in other housing association areas for many years and I'm enjoying using my knowledge to help WWH residents.

07881093457 | rachel.rowberry@wwha.co.uk

Brecon, Llandovery & Carmarthenshire



"I'm Natasha Thomas.

I started working as a TSO last November, however, I've worked for WWH for 10 years. During that time, I worked with families experiencing homelessness in supported accommodation and former offenders. I focused on helping people to access financial support and housing, so it was a similar type of work.

I'm really enjoying getting to know my new area and the team as well as making a difference to our residents who are struggling with the cost of living."

07779993821 | natasha.thomas@wwha.co.uk

Cardiff & the Vale of Glamorgan



"I'm Emma Rowlands.

I joined WWH at the start of 2023 after working

in a similar role at another organisation. Everyone is different and people can experience various life events which can cause a change in circumstances very quickly. I enjoy working with residents to make sure they are getting everything they are entitled to, depending on their circumstances."

07827279706 | emma.rowlands@wwha.co.uk



"I'm Mandy Collins.

I specialise in helping residents to manage their debts and claim for any benefits available to them.

It's satisfying when I am able to build up trust with residents who are struggling. That way I can help them to get all the support available and manage their finances. When a resident says, 'thank you for making my life better', I know I'm helping to make a difference."

07929201464 | mandy.collins@wwha.co.uk

Conwy & Denbighshire



"I'm Chris Bailey.

Money, debt and benefits

advice are my specialist area. I've worked in this role for three years. Due to the cost-of-living increase it's even more important than ever that people know what financial support is available."

07917352400 | chris.bailey@wwha.co.uk

Pembrokeshire & Ceredigion



"I'm Elizabeth Morgan.

My specialist areas of advice are helping residents to maximise their income and working in partnership with other organisations to get the best for them. In the eight years I've

worked in my role I've had a lot of successful backdated benefit awards.

I recently heard from a resident who told me they were back in work full-time. I'd helped them access financial support a few years ago when they lost their job and were caring for their terminally ill partner. It was great to hear that they were doing well and I'd been able to guide them through a difficult time in their life."

07891251492 | elizabeth.morgan@wwha.co.uk

Flintshire



"I'm Lucy Beavan.

Since joining the team in January I've worked to help residents with budgeting and money advice. I want to help residents to make sure that they benefit from being in a safe and secure home. I enjoy being somebody they can contact when they need a little extra help. Managing money and budgeting is just one aspect of managing

a home and it's particularly difficult at the moment as we all know! I hope to be able to relieve some of the anxiety that financial worries can cause for our residents. I'm happy to discuss any issue that our residents may need support with and if I can't help, I'll do my best to find out who can!"

07458074792 | lucy.beavan@wwha.co.uk

Bridgend



"I'm Kate Abraham.

I have worked in a variety of jobs supporting people for over 20 years. In the three years I have worked for WWH I have specialised in benefits and budgeting, finance, supporting people, Personal Independence Payments (PIP) and appeals to the Department of Work and Pensions.

I enjoy giving people a helping hand, especially when they don't know where to turn. It's such an important part of what we do. I will challenge any DWP or local authority decisions which I feel are unjust. In many cases I have been successful in challenging decisions on behalf of vulnerable residents or residents with serious health issues and it has changed people's lives.

Through the help and support we provide we can tackle any issues head on and then things usually change for the better."

07790396622 | kate.abraham@wwha.co.uk



"I'm Nina Ray.

I've worked for WWH for four years and specialise in

Universal Credit and welfare reform cases.

I recently helped a resident with terminal cancer to successfully claim Attendance Allowance, which enabled her son to claim Carer's Allowance for her. It was a relief to know that through my support their financial hardship has become less of a worry, during a most difficult time."

07966774846 | nina.ray@wwha.co.uk

Merthyr Tydfil



"I'm Donna Samuel.

I have worked in housing for many years and joined the

TSO team last year helping residents in the Merthyr Tydfil area. I have worked in a number of roles at WWH. I enjoy working with our residents and finding ways to help them."

07970675830 | donna.samuel@wwha.co.uk

Powys



"I'm Helen Edwards.

I have worked as a TSO for four years. I work with residents in Welshpool, Newtown, Llandrindod Wells, Builth Wells, Crickhowell and Hay-

on-Wye. Before I joined WWH, I worked as a homelessness support worker for the local authority.

I help residents with all forms of financial advice and budgeting. I enjoy helping them to stay in their homes. Having worked with homeless families, I know how difficult it is to lose your home."

07870374935 | helen.edwards@wwha.co.uk

Wrexham



"I'm Jamie Jones.

I work in all areas of tenancy support including benefits, budgeting, debt and general day-to-day support. I like the fact that every day is different and that I get to make a positive impact in people's lives."

07970304262 | jamie.jones@wwha.co.uk

CARDIFF

Residents go green in Tongwynlais

The outlook is brighter for residents at Birch Court, Tongwynlais, since they created a wildlife garden on their doorsteps.

Residents worked with Community Development Officer, Claire Ashby, and staff from Keep Wales Tidy to create a wildlife garden in their outdoor communal space.

Local resident Pat (pictured) said: "It's like the gift that keeps on giving. I'm so happy that the area looks brighter and we painted the fence green to make the area more attractive."



Helping with the cost of living

A cost-of-living event in Cardiff gave residents the chance to get advice from local organisations.

The event at the Fairwater Hub was organised by Cardiff Into Work Advice Service and was attended by local support agencies.

Our Community Development and Tenancy Support Officers for the area took part to offer advice to visitors.

WWH resident and trained reflexologist Louise joined the team and gave free reflexology sessions to any visitors who wanted help to relax.



WREXHAM

Families enjoy craft session at Hightown

Families joined a regular adult craft group which meets at Hightown Community Resource Centre during the February half term for a willow lantern-making workshop (see cover photo of Madison Castree showing her completed lantern).

There was a Welsh theme to the lanterns as many were decorated with red dragons ahead of St David's Day. The session was led by community artist Sophia Leadill.



FLINTSHIRE

Plas Yr Ywen residents help teenage authors

Residents at our Plas Yr Ywen extra care scheme in Holywell helped a group of local teenaged girls to create a best-selling book.

The ten Flintshire teenagers, aged 12-16, each shared their stories for Look At Me Now, a book celebrating their experiences and achievements. The girls opened up about their life experiences as part of a project to boost their confidence and resilience.

As part of the project, the girls spent time speaking to residents at Plas yr Ywen. Laura Evans, one

of the co-founders of SoulSister Wellness who mentored the girls during the 12-month book project, said: "The time spent at Plas yr Ywen was one of the most powerful events we did. It demonstrated just how much the girls' confidence had improved since the initial meeting we had with them when we started."

Wales & West Housing part-funded the book launch from its Making a Difference fund. The book climbed to number one bestseller in numerous Amazon categories soon after launch and

is already helping other girls of a similar age.



Flippin' good fun for Fishguard and Cardigan residents

Residents in our older person's schemes in West Wales got together for an afternoon cuppa to celebrate Shrove Tuesday.

The residents at Llys Owen in Cardigan and Llain Las in Fishguard enjoyed an afternoon of tea and pancakes. Scheme Estate Assistant Helen Lucas said: "Everyone seemed to enjoy catching up and having a good natter."



Llys Owen



Llain Las

Our new website makes it easier to use on the go

Have you been online recently to pay your rent or report a repair? We've given our website a new look to make it easier for you to find the information you need.

Whether you're accessing the Wales & West Housing website on your mobile, tablet or desktop computer you'll now see four main buttons on the homepage which link to the most popular pages of our site – pay my rent, report a repair, find a home and work for us.

Other new elements include:

- A 'hamburger' menu to make it easier to navigate the website on mobile phones. Click the three lines at the top right of your mobile screen and you'll see a full list of pages available
- Refreshed contact us page with quick links to all of our online contact forms, including repairs, requesting a change

to your occupation contract or property, ordering a copy of your rent statement or finding out contact details for your Housing Officer

- An expanded section on how you can have your say, with

information on our resident satisfaction surveys, resident participation steering group and the Welsh Government / TPAS Tenant Pulse consultation group.

The new look website is fully bilingual and available at wwha.co.uk



If you have any feedback on the website, please email: communications.team@wwha.co.uk

Damp and mould in your home

- and how to reduce the risk

If you have problems with damp or mould in your home, we need to know about it. Please report it to us on 0800 052 2526, option 2.

If you report damp or mould to us, we will arrange to visit you to see what we can do to help and to check

for any problems with the property itself. There are things you might be able to do too. Condensation forms when the air indoors can't hold any more moisture and it can cause mould. Mould looks like small black, grey or green spots on the wall or on other surfaces in your home.

We're here to help. If you have any concerns, please get in touch. Call us on

0800 052 2526

- option 2 to report damp or mould
- option 3 for help and advice on heating your home

What can you do to prevent mould growing in your home?

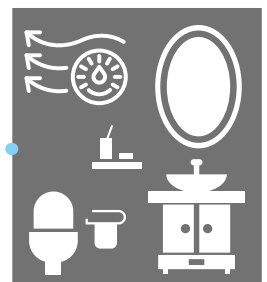
1 Windows

Keep your trickle vents open on your windows. Regularly open your windows slightly to air your home. Ideally, curtains should finish just above the window sill and not touch the glass, which can lead to mould. Try to avoid covering radiators with long curtains, this can stop heat radiating into the room.

2 Furniture

Leave a gap between your furniture and outside walls. It's best not to put furniture in front of radiators, as this can prevent heat from radiating into the room. Also, avoid putting mattresses directly on the floor. This prevents pockets of still, moist air from forming.

5



6



3 Kitchen

When cooking or washing clothes, it's best to keep the kitchen door closed and open a window. Keep lids on pans and, if you have an extractor fan, switch it on to send the wet air outside. (Your fan may have a humidistat which automatically boosts when the humidity rises.)

4 Bathroom

When you're showering, open the window. If you have an extractor fan make sure it's on and keep the door closed to stop moisture spreading. (Your fan may have a humidistat which automatically boosts when the humidity rises.)

5 Outside walls

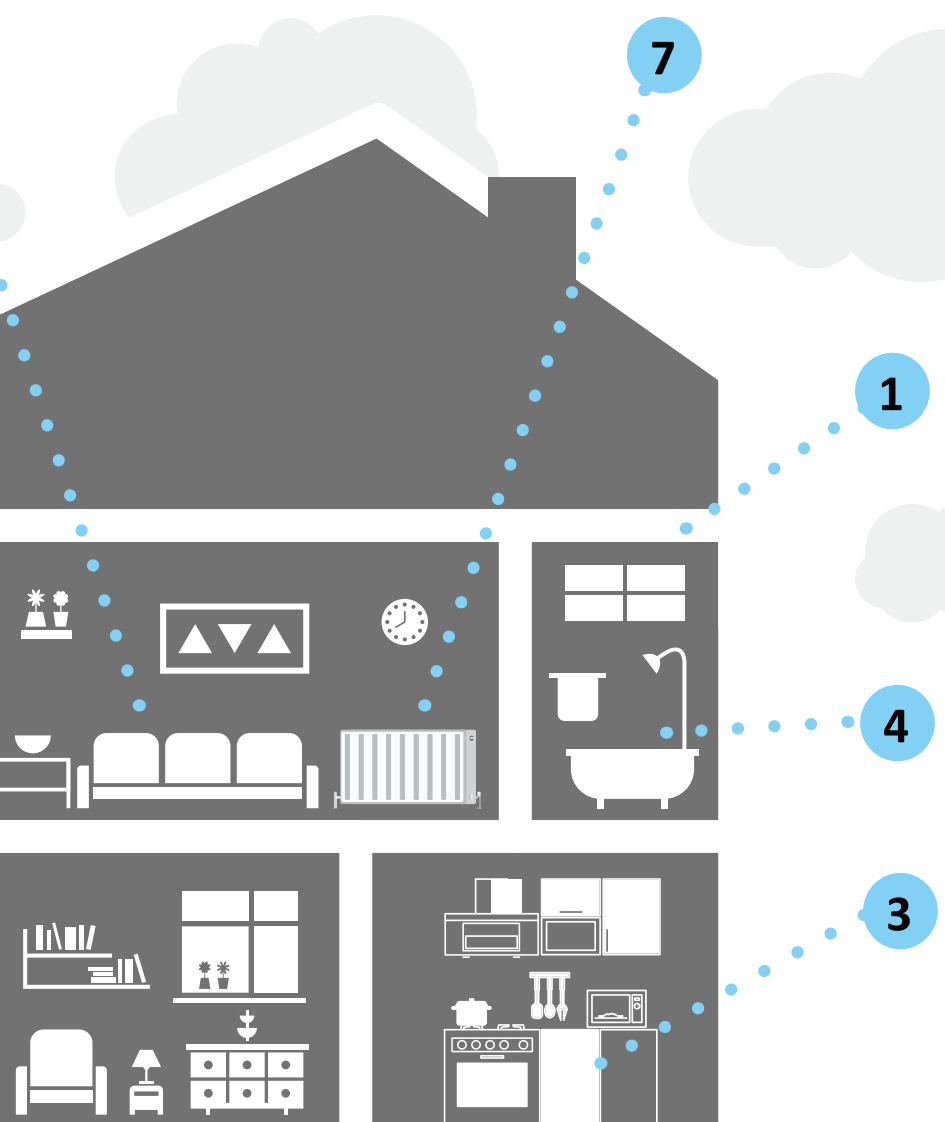
Check there are no bin bags or other objects against the outer walls of your home. These prevent ventilation and sunlight from warming the walls.

6 Drying clothes

It's best to avoid drying clothes directly on radiators, an airer is more efficient. Drying clothes indoors will add more moisture into the air so, if possible, choose a room where there is good ventilation as this will help to reduce condensation. A tumble dryer helps as long as it's plumbed in properly so the wet air goes outside.

7 Heating

Keeping your home warm reduces the amount of condensation that forms on surfaces. If you're worried about the cost of heating your home, or want to make sure you are receiving the right help towards your energy bills, contact us to speak with your Tenancy Support Officer on **0800 052 2526, option 3.**



Help to make a forever home

When pensioner Cyril Davis* moved into his new Wales & West Housing home after being homeless – he had no furniture and no basics for cooking.

But with a little help from his local Tenancy Support Officer (TSO), he is now settling into his new home.

“He had been made homeless through no fault of his own and was desperate,” TSO Donna Samuel said.

“He was claiming a basic State Pension and wasn’t sure how he was going to afford to buy what he needed to live.”

Donna helped him to apply for a Discretionary Assistance Fund

grant to buy some furniture and white goods for his new home. However, his application was refused by the local authority as he was not claiming Pension Credit.

So, Donna turned to the team who manage the Homelessness Prevention Fund at Merthyr Tydfil County Borough Council (MTCBC) for help.

Donna says: “It was the first time they had been asked to provide financial support for furniture and kitchen essentials, but I discussed the situation with them, and they arranged for a local business to install a cooker and fridge freezer at Mr Davis’ flat. They also

ordered other essential items online to be delivered to Mr Davis.

“With everyone feeling the effects of the cost-of-living crisis, I can’t thank the team at MTCBC enough for their efforts.

“I was most impressed with the way the team went out of their way to make sure that a vulnerable older gentleman, who had no furniture or white goods and was not in a position to buy them, was prevented from having such a miserable start in his new home.”

“The way they went above and beyond to demonstrate kindness and consideration is something to be proud of.”

• (name changed)

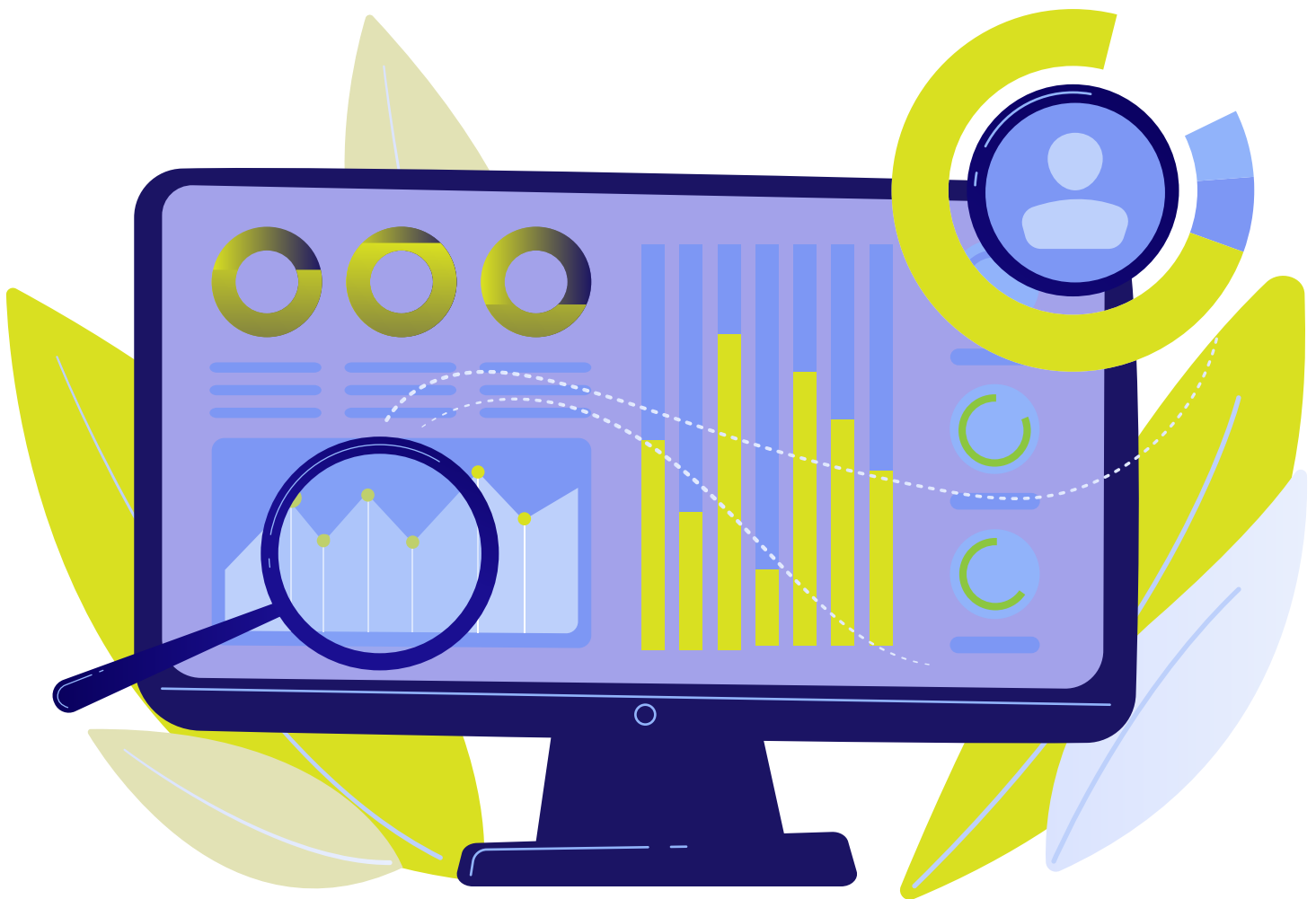


How are we performing?

Welcome to our latest performance report. The information in this report is gathered from the three months between October and December 2022. It's designed to show you, our residents, how we're doing and give you the opportunity to question us. It's also a

chance for you to see the areas where we are looking to make improvements and have a say in how we do that. It is this data that informs how we work and where we need to focus on. It helps us both operationally and strategically decide what we need to do, why and when.

We are always keen to hear your thoughts, feedback, and ideas. If you would like to be involved and receive more of our strategic documentation, please contact our Resident Participation Officer, Claire Hammond, by emailing claire.hammond@wwha.co.uk





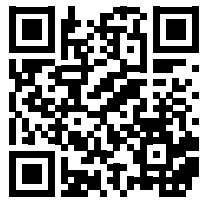
Repairs and maintenance

Between October and December we completed

9,409
repairs

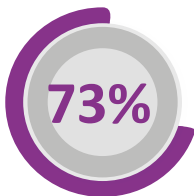
We have experienced one of the busiest times for repairs in recent years. We received **20,817** calls between October and December, which is the highest volume all year, and around 4,500 more than the same time last year.

Despite the high number, we have maintained a high level of satisfaction and improved our levels of service, by being more efficient.

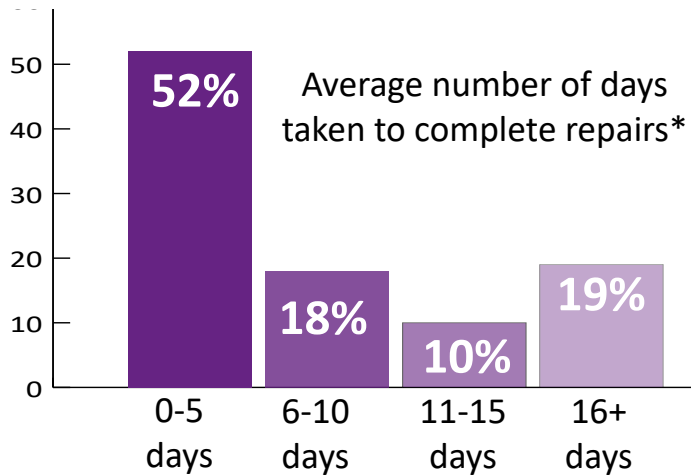


Scan here to visit the repairs section on our website.

You said you wanted us to fix your repairs on our first visit.



Throughout the year we have continued to improve the percentage we fixed first time which has risen to 73%.



Electrical repairs
9 days average

Heating repairs
4 days average

* (figures are rounded and do not add to 100 per cent)



Satisfaction rating for our repairs service



Between Oct - Dec
100%
of arranged appointments were kept

Keeping you safe

In your homes between October and December we carried out:

9,607 gas services/safety checks
11,096 electrical tests

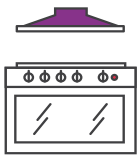


In communal areas of our schemes, we carried out:

299 fire risk assessments
180 asbestos inspections
76 water checks



Between October and December this year we installed



119
kitchens



6
bathrooms



92
boilers



windows in
33 homes



96 front doors

46 back doors

Your feedback



You liked:

- Easy to report
- Appointments kept
- Speed of repairs



What you want to see improve:

- No further work being required on the repair
- Quality of workmanship

By the end of December we retrofitted

99 homes

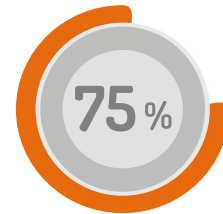
with new technologies such as PV (solar) panels and battery storage and air source heat pumps to make them more energy efficient.

Rents

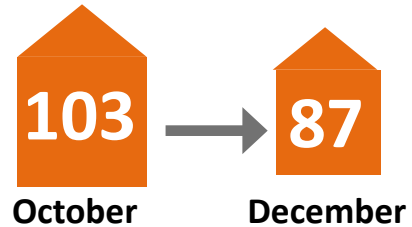
Our Tenancy Support and Housing Officers are continuing to work hard to help residents who are struggling financially.

Changes in benefit and circumstances were the main reasons for seeking help.

In an eight week period, they helped **611 residents** to get back on their payment plans.

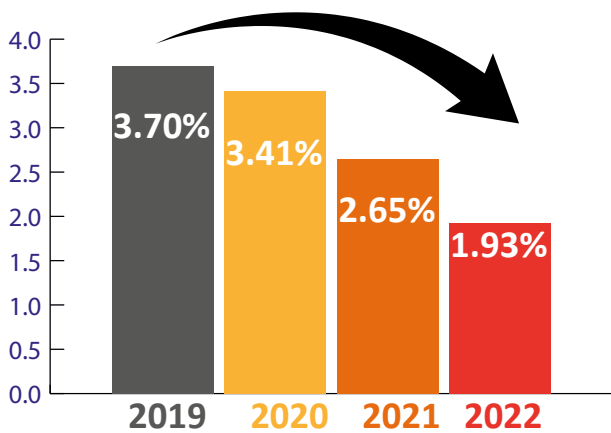


or **3 out of 4** residents are paying their rent as arranged with Housing Officers.



87 residents were in high level arrears at the end of December. This had dropped from 103 in October.

RENT ARREARS



6,377

6,377 people are paying by Direct Debit, which is the simplest way to pay your rent

Anti-social behaviour

We are currently dealing with **49** new cases of serious anti-social behaviour reported to us between October to December. This is lower than the previous three months or the same time last year. The number of lower level ASB cases also decreased to **111**, which is below average for the year.

124
active cases

Our Neighbourhood Dispute Officers (NDOs) are involved in 78 of these cases. The highest number of cases involve neighbour disputes and many of these incidents are resolved with

communication between neighbours. Our NDOs are trained to work restoratively, helping and supporting residents to find their own ways to engage and resolve issues.

The three most commonly reported issues are:

- Neighbour dispute**
- Domestic abuse**
- Noise**

Lettings

We let

320

homes during Oct - Dec 2022,
79 of these were newly built homes.

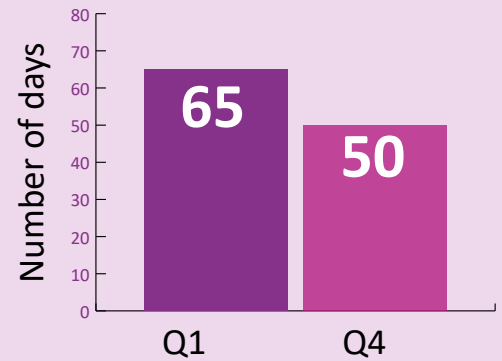


We have worked with local authorities to allocate 110 out of the 320 homes we let to homeless households who are classed as a priority on local authority waiting lists.



The satisfaction rate - that's the score that you give us for our service when finding a home - remains high.

Re-letting our properties



Throughout the year we have worked to improve the time it takes to re-let our empty homes from **65 days** at the start of the year to **50** from October to December. In the coming months our Housing Options Team will continue to make improvements to re-let our empty homes

Your feedback

You liked:

- The property suits your needs
- The support received from us

What you want to see improve:

- Outstanding repairs
- Cleanliness/decoration of property

How we run our business

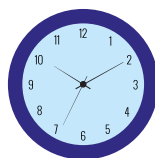
Between October and December we received

347 calls

per day about repairs and heating and

143 calls

calls per day about housing support



The busiest time to call our Repairs Team this quarter was 9am – 10am. Our Housing Support Team was busiest between 10am - 11am. The afternoon is generally a quieter time to call our teams.

Our Repairs Team received **20,817 calls** between October to December. That's the highest number of calls of the year. Our Housing Support Team received **8,554 calls** during the same period.



Complaints

In total we received

15

complaints

That's one more than the same time last year and more than the previous three months.

The average waiting time for residents calling:

- our Repairs Team was **26 seconds**
- our Gas Servicing Team was **23 seconds**
- our Housing Support Team was **53 seconds**



How we run our business

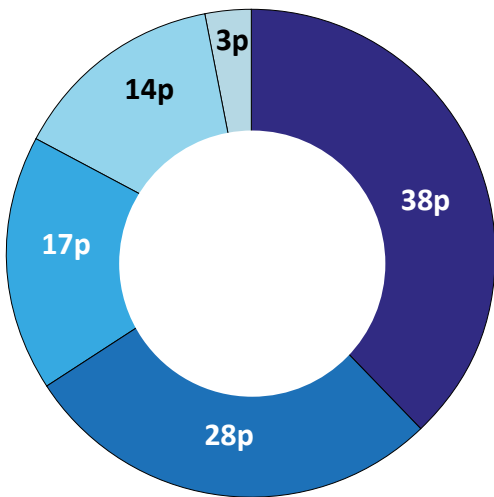


During 2022, we spent

£2,911

per property on running costs, which covers such expenditure as repairs and maintenance to our properties, staffing costs and other overheads, but not including major repairs.

Here is how we spent every £1 of your rent in 2022



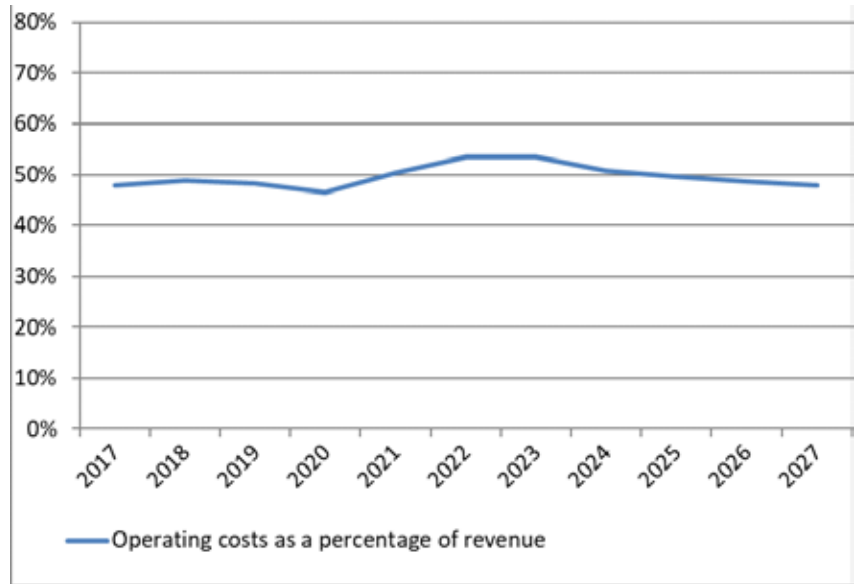
- Maintaining and upgrading our homes
- People
- Interest on loans
- Overheads
- New homes



Looking after our homes

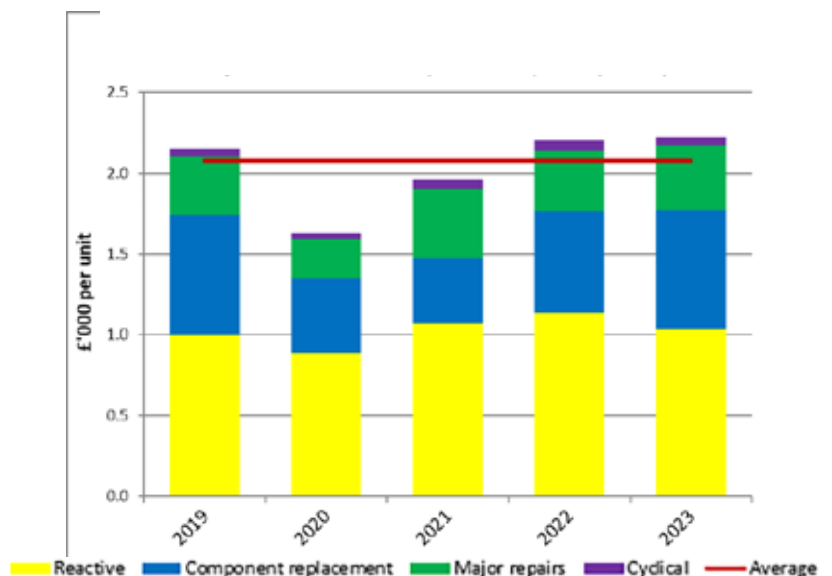
Our efficiency

By focusing on efficiency, we have maintained our operating costs at about 50% for many years, even though costs have been higher than inflation.



How we reinvest in our homes

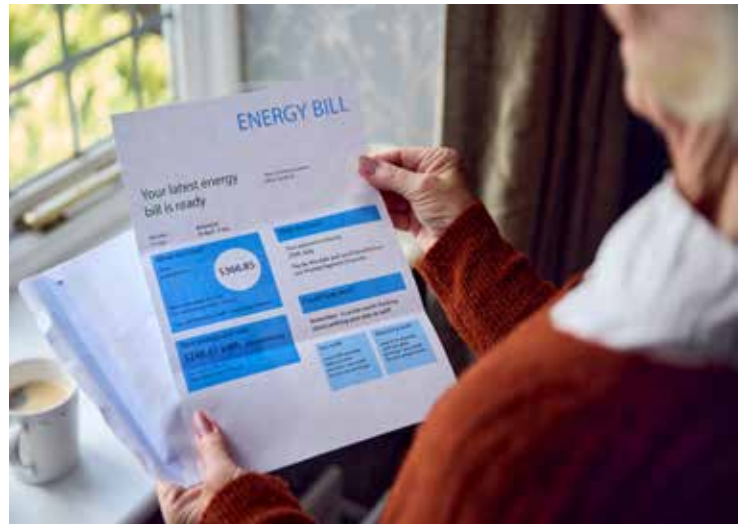
This is how we reinvest in maintaining our homes. New kitchens, bathrooms, replacement windows and front doors, roofs and boilers make up the components while cyclical work includes decoration of communal areas and exterior works such as fences, gates and railings.



The cost of living remains at the forefront of our minds as our new TSOs (see page 7) settle into their roles and their work becomes 'business as usual.'

We have recruited additional TSOs in every area. Our TSOs are more involved in supporting residents when their tenancy starts, helping them to understand the costs and check they are able to afford them.

In the last quarter (from October to December) residents have fed back that they are concerned about the cost of energy bills, electric and gas costs after moving into their homes. Our extra Tenancy Support Officers are helping to carry out more detailed financial checks with residents before moving in.



As part of our improvements to deal with the cost-of-living crisis, we have partnered with Life and Progress to offer free, confidential support for all our residents through the Tenant Support and Wellbeing Service.

The 24-hour service offers emotional, financial and legal counselling 24 hours a day, 365 days a year.

Turn to page 6 to find out how you can access the service.

One of our corporate projects within the organisation is to develop a new asset management strategy to shape the way we manage and look after our homes. We set up new corporate projects and decide on what areas we focus on as part of our operating principles and approach.

A new asset management strategy will be developed over the coming months, it will include our approach to affordable warmth and how we look after our homes over the next five years or more. It will consult with many areas within the organisation and look at our data and feedback from residents. It is important to us that our homes are well-maintained, safe, and sustainable.



How are we doing?



Resident satisfaction survey 2022 results

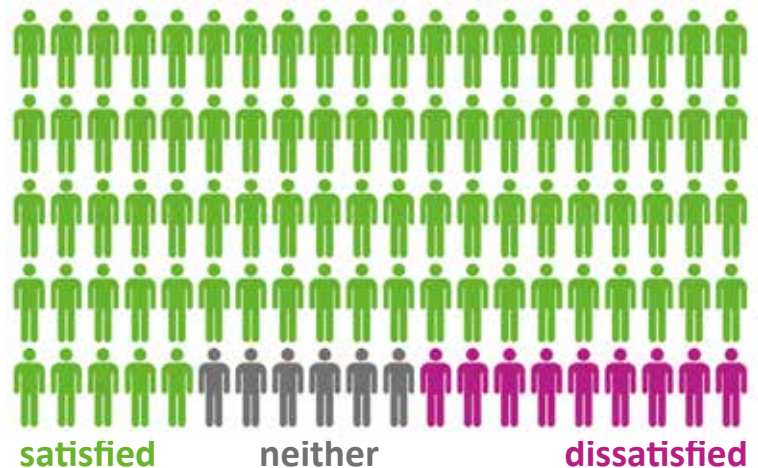
In October 2022 we carried out our annual resident satisfaction survey. This is a really important survey as topics you told us about help us identify what we're doing well, where we can improve and what our priorities should be. The results are now also being used by the **Welsh Government** to monitor satisfaction across all social landlords in Wales.

Thank you to all 979 residents who took the time to complete the survey when we called on the telephone. We make sure that we talk to a representative sample of Wales & West Housing residents and that we call different households each year. Over the coming months we will use what we have learnt to help improve our services.

We are pleased that, over the last six years, overall satisfaction has stayed at the same high level, varying by just 1% up or down over that time. At 85% this is **above average** for landlords in Wales (82%), however, we recognise that at the opposite end of the scale 1 in 10 are not so happy.

85%

satisfied with Wales & West Housing's services overall



Key drivers of satisfaction

- 1st Listening to residents & acting on residents' views
- 2nd Taking part in decision making
- 3rd Quality of the home
- 4th Safety & security of the home
- 5th Service charge value for money
- 6th Repairs & maintenance overall

The main theme of the survey results is **engaging with residents** because of how questions about listening and decision making are the most closely **linked to overall satisfaction**.

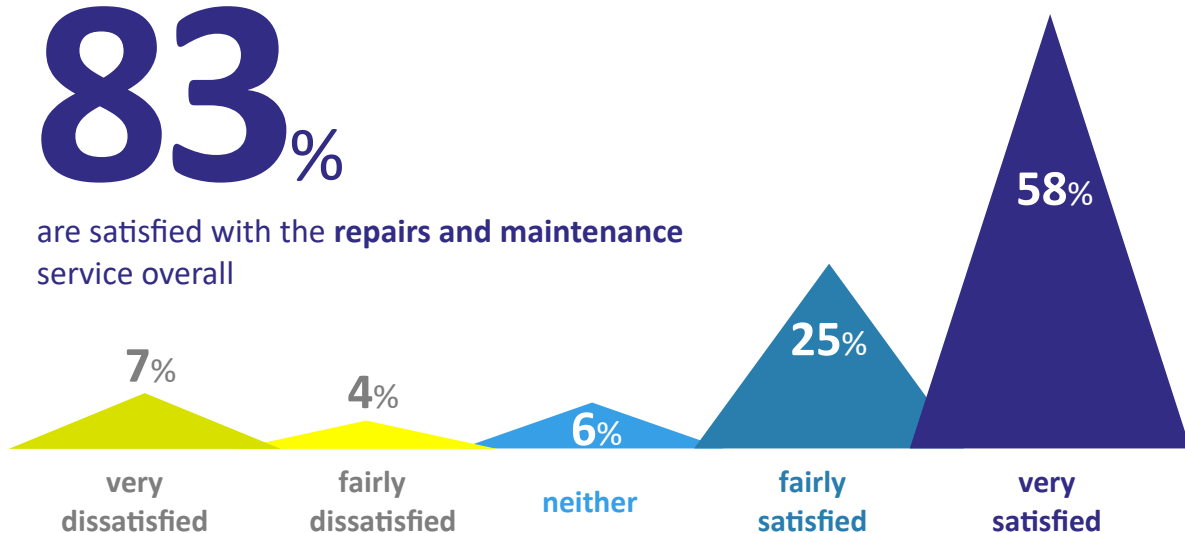
Continuing to provide **quality, safe, and well maintained homes**, and delivering **value for money** is also important to those who responded.

Repairs and maintenance

Satisfaction with repairs and maintenance has been particularly important since the outbreak of the COVID-19 pandemic. Most residents are satisfied with the repairs services they have received, including over half that are **very satisfied**. This means that our repairs service is ranked in the top group of Welsh landlords.

83%

are satisfied with the **repairs and maintenance** service overall



Communication

70%

Feel that we give you a say in how services are managed



LISTENING TO & ACTING ON YOUR VIEWS ...



... is the main 'key driver' of satisfaction and the score of 75% is above average for Wales

2/3



are satisfied we give you opportunities to take part in decision making

Place

86%



satisfied with quality of the home, which is 5% higher than the average for Wales

SAFETY & SECURITY



gets a high rating of 90%



83%

are satisfied with their neighbourhood as a place to live

67%



are satisfied with how we deal with anti-social behaviour

Affordability



87%

are satisfied with rent value for money, which is also 5% higher than the national average

COST OF LIVING



However, we know that the cost of living is a big issue for everyone at the moment.

Our team of dedicated TSOs can help you if you are struggling with money issues.



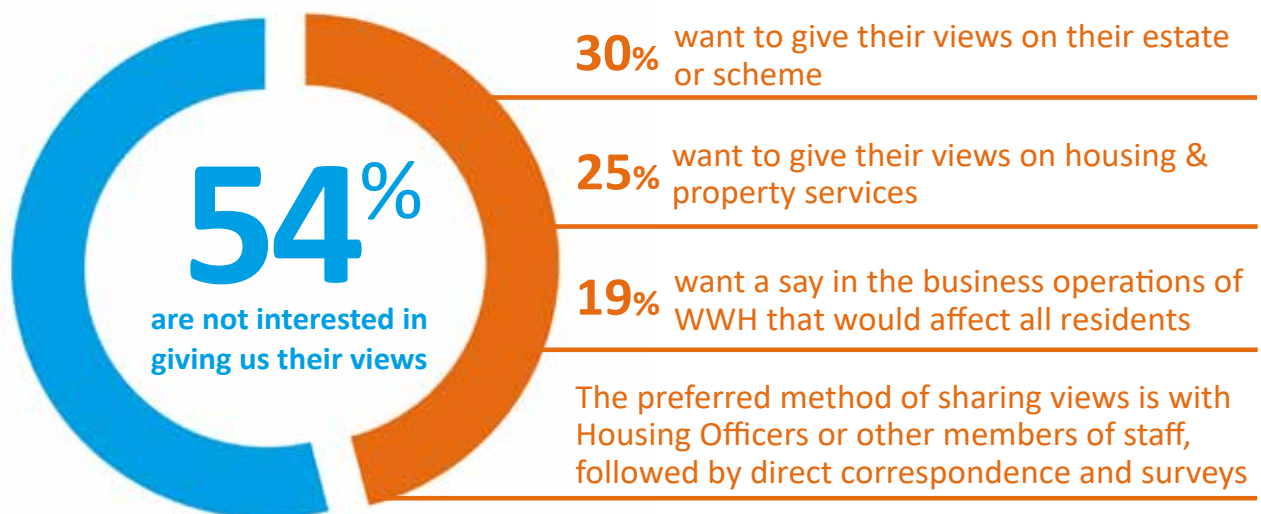
Satisfaction with service charge value for money increased to 76%

“I trust Wales & West Housing”



We are delighted that most residents **trust Wales & West Housing**, including 93% for Extra Care. This has **improved** since 2021, and we are now 5% **above average** for Wales.

Resident involvement



What next?



Our new Resident Involvement Strategy will be shared with you in the Summer In Touch. It will outline how we can best work together to deliver the right services for our residents.



We will continue to focus on the cost of living crisis.



We will equip our specialist staff to support all residents to access the funds and support available to them.



We will publish information about our performance and corporate priorities on our website and in In Touch.

Thank you ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when shaping our services.

Didn't complete our survey this time around? We will be running this survey every year so your chance will come around again, but we welcome our residents' feedback all year round.

How can you boost your pension?

Would you turn down some extra money? Many pensioners don't realise they could qualify for Pension Credit. Currently, there are almost one million pensioners across the UK, many of whom have been paying into the system for years, and are missing out on payments.

Here, our Tenancy Support Officers explain what some residents of pension age are missing out on and how they can benefit.

What is Pension Credit?

Pension Credit is a benefit aimed at people who are over State Pension age and on low incomes. It is separate from your State Pension and you could get £69 or more per week to top up your income. You might also get extra help if you're a carer, severely disabled, or responsible for a child or young person. Pension Credit can be backdated for three months, so the quicker you can find out if you qualify, the quicker you'll benefit.

To find out if you qualify you can use the Pension Credit calculator: gov.uk/pension-credit-calculator

You will need all your income and savings details.

Why are people missing out?

It's NOT automatic so you have to claim and lots of older pensioners don't know they are eligible to apply.

Others think that because they have some savings they can't apply, whereas you can have savings of £10,000 or more and may still qualify. The first £10,000

in savings is disregarded. You may also get Pension Credit even if you have other income.

How can I check if I qualify?

The exact rules of who can get Pension Credit are fairly complicated, generally, you may be eligible if you are claiming State Pension (currently age 66 or older).

Guarantee Credit tops up those on low incomes. You may be eligible if you are:

- single with total weekly income under £182 (or £201 from April 2023)
- a couple, both of pension age, with weekly income under £278 (£306 from April 2023)

Income from disability benefits such as DLA, PIP or Attendance Allowance are disregarded as income.

Savings Credit can also give a little help to those on low incomes who have managed to build up a little more income for their retirement, such as a workplace pension. You must have reached pension age before April 2016 (aged 71+) to be eligible for Savings Credit.

Why is Pension Credit important?

It opens up eligibility for other discounts and support with bills worth about £1,000 per year and the Warm Home Discount worth £140 a year.

If you claim Pension Credit you can get other help, such as:

- Housing Benefit to help with your rent payments
- a Council Tax discount
- a free TV licence if you're aged 75 or over
- help with NHS dental treatment, glasses and transport costs for hospital appointments, if you get a certain type of Pension Credit
- help with your heating costs through the Warm Home Discount Scheme
- a discount on the Royal Mail redirection service if you're moving house
- Be eligible for the Government Cost of Living Payments.

CASE STUDY

“Thanks to the help I got, I feel like I can manage.”

Following the death of her husband, Mrs Evans* (not real name) was struggling to make ends meet. The couple had always kept on top of their rent and paid all their bills, including their food, heating and rent, out of their small State Pensions. But when her husband died, Mrs Evans lost more than £200 from her weekly income.

She met with her Tenancy Support Officer, who looked at her circumstances and was

able to help her with a claim for Attendance Allowance. Mrs Evans needed help during the day due to her health conditions. She was awarded standard rate Attendance Allowance of £61 per week.

This led to her being able to claim Pension Credit. The Guarantee Credit topped up her income to £252 per week, which increased her income to a total of £312 per week. This then opened the way to her being able to get

benefits to help with her rent and Council Tax. She was also eligible for Government Cost of Living Payments including the Disability Payment.

She said: “I didn’t know where to turn. My husband had looked after our bills and when he died, I was lost.

“Thanks to the help I got from Wales & West Housing, I feel like I can manage.”

Find out if you're eligible

Your local Tenancy Support Officer can give you advice and help guide you through the application process and can complete a benefit check to see if you are eligible to apply.

See pages 7 - 9 for ways to contact them.

You can also visit [gov.uk/pension-credit](https://www.gov.uk/pension-credit) or phone the Pension Service on **0800 99 1234**.



Pembrokeshire



“Our first place to call home”

Families are settling into their new homes in the Pembrokeshire village of Maenclochog.

Welsh speaker Catrin and her two daughters moved into one of the 11 new homes on the site in December.

Ger Y Lein Fach was named by pupils from Ysgol Gymunedol Maenclochog and takes its name from an old railway line which used to be close by.

Catrin said: “I work in the village, and my sister and her family also live in the village, so it’s a great location for us as a family.”

“By moving here my daughters can see their cousins more often.”

“The house is so warm; the rooms are big, and the garden is nice. We are going to have a much easier life here.”

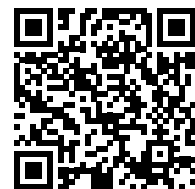
Another new resident Michelle Engleman says she “couldn’t

believe it” when she first walked into their two-bedroom house with her three-year-old daughter Leia.

Michelle grew up in Maenclochog and works for a local catering and events business. She said: “We were

living with my dad, so it’s going to be nice to have our own space.”

Read more here:



Wrexham

Bethan Evans became a Wales & West Housing resident for the first time when she moved to a new bungalow off Heol Berwyn, in Cefn Mawr, near Wrexham.

She received help from a Tenancy Support Officer, as part of the moving in process, to make the transition into her new home as smooth as possible.

Bethan lives at the property with her son, Oliver, who has a range of health conditions.

“The home I was living in was unsuitable as I was having to carry Oliver up and down the stairs, so moving here will be a big help – and it will give Oliver much more independence as well.

“Our previous home was only



a short distance away, so we’ve been able to see the bungalow as it was being built and Oliver has been drawing pictures of it.

“It’s great that we’ve been able

to stay in Cefn Mawr as it means I’ll still have the support of my family who live in the area.”

Among the first residents to move to our new development of apartments at Jacques Way, Wrexham, were Maya Rautenberg and her son Oscar, aged five.

Built on the site of a former scrapyard on the edge of Wrexham town centre, the new homes were completed by contractors Castlemead in January.

“It’s absolutely beautiful,” said Maya. “The bedrooms and the kitchen are really big. I can’t really compare it to where we were living before.

“We’ve lived in Wrexham for six years in private rented

accommodation, but our landlord sold his house last year and we have been homeless since September. We lived in a hotel for the first few months and then in Caego [another area of Wrexham].”

Ashley Clout and his son Harvey were also left homeless when their landlord decided to sell his property.

Ashley said: “The new home is beautiful. The location is brilliant, it’s right on the edge of town and close to my son’s school so he can walk now rather than having to get the bus.

“We were privately renting for four years and then the landlord told us he was selling up, so we had nowhere to live and moved into a hotel for three months.

“With private renting you are always worried about getting a knock on the door one day from your landlord saying they are selling up.

“This is a permanent home for us.”

Harvey said: “When I walked into the house I was stunned. Compared to where we were living before it feels more like a home and not just a house to stay in.”



Stop and take a breath for good mental health

Are you one of those people that rushes around without taking time to stop and notice the things going on around you?

Mindfulness is a term that you may have heard when talking about mental health. But what does it mean and why is it good for your mental wellbeing?

Mindfulness-based therapies are recommended by the National Institute for Health and Care Excellence (NICE) as a way to treat less severe depression. They can also help to address stress-related problems associated with depression, lack of energy or motivation.

It's all about paying more attention to the present moment – to our own thoughts and feelings, and to the world around us.

How can mindfulness help mental wellbeing?

Mindfulness allows us to become more aware of the stream of thoughts and feelings that we experience, and to see how we can become entangled in ways that are not helpful.

This lets us stand back from our thoughts and start to see their patterns. Mindfulness can also help us deal with issues more productively. We can ask: "Is trying to solve this by brooding about it helpful, or am I just getting caught up in my thoughts?"

How to be more mindful

Many of us spend time 'training' our bodies to be fit and healthy... why do so few of us do so with our minds?

The NHS website has the following advice:

- Reminding yourself to take notice of your thoughts, feelings, body sensations and the world around you is the first step to mindfulness.
- Notice the everyday.
- As you go about your life, take notice of the sensations of things, the food you eat, the air moving past your body as you walk.

Steps to mindful breathing

Try following these steps to practice a basic meditative technique called mindful breathing:

1. Sit still and comfortably on a chair or cushion and allow your back and neck to be in a straight line, hands resting on thighs with arms and shoulders relaxed, chin slightly tucked in and eyelids relaxed. If sitting in a chair, keep both feet firmly on the floor and if on a cushion, keep the ankles loosely crossed.
2. Relax your face, jaw and tongue, with the tongue resting against the upper teeth, mouth very slightly open. (Half-smiling is a great way to relax your face.)
3. Now take your mind away from its current thought and place your attention on your breath. Do not try to change the breath in any way, just focus on it as it is.
4. If this is the first attempt at working with the mind it's quite common to experience being flooded with thoughts. It's important not to be discouraged by this restless flood of thoughts, just be aware of and acknowledge the thoughts coming into the mind and then gently but firmly 'turn your attention back to the breath'.
5. The breath itself is soft, rhythmical and soothing, so focusing on it feels natural and peaceful.
6. Now follow a complete cycle of the breath. You can follow this in as much detail as you like. Placing the mind on the breath is practising mindfulness. While focusing on the breath we are not thinking about other things, which adds to the feeling of peace.
7. Continue this practise by trying to gently and firmly keep your attention on your breathing.

You can find out more about Mindfulness on our Tenancy Support & Wellbeing Service

www.tsws-assist.co.uk

Username: **walesandwest**

Freephone: **0330 094 8845:**

Password: **resident**

Try some apps



Aura

A free emotional wellbeing app, meaning that it features everything from meditation sessions and cognitive behaviour therapy to hypnosis that helps with sleep and life coaching.



Headspace

One of the most recognised apps, it aims to offer 'Meditation Made Simple'. The free version includes 10 sessions teaching you how to meditate. However, you have to pay to gain access to more of the app's content.



Smiling Mind

The goal of this app is to positively impact the minds of children and adults across the world by encouraging them to meditate. They recommend using the app for 10 minutes a day to see a marked improvement in wellbeing.



Insight Timer

Offers 100,000 free guided meditations, some narrated by celebrities such as Gisele Bundchen and Russell Brand.



PUZZLES

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

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

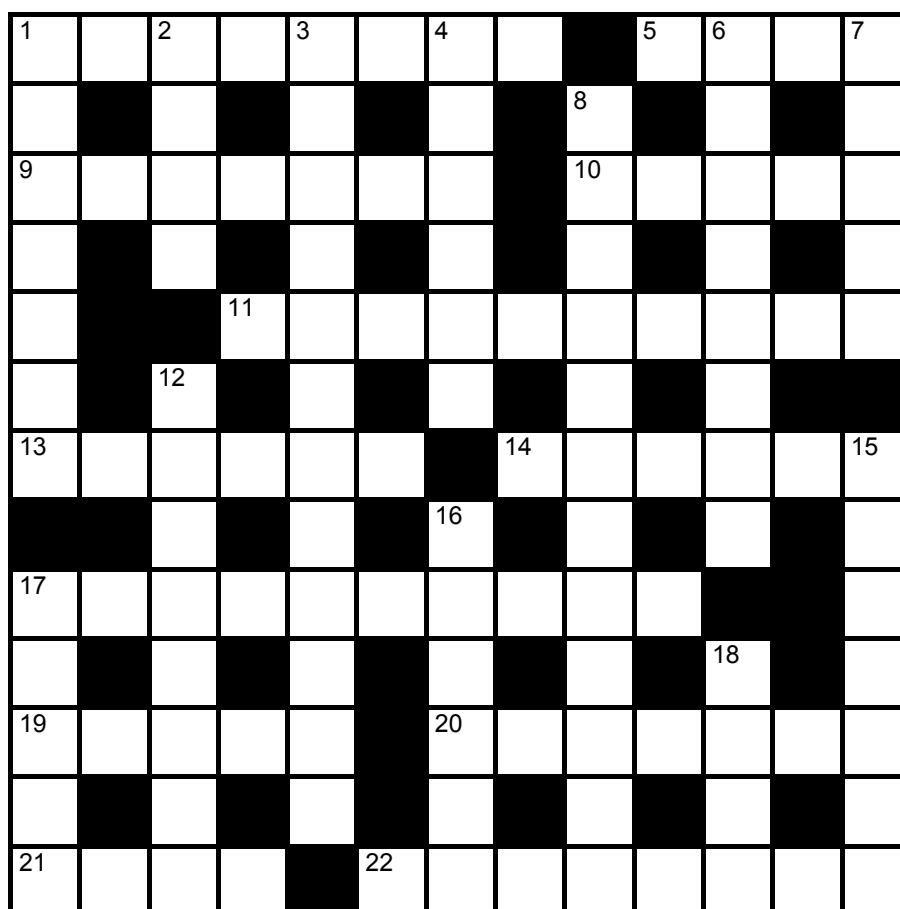
Wordsearch

- Balmy*
- Bloom*
- Bunny*
- Chocolate*
- Cold*
- Daffodils*
- Easter*
- Eggs*
- Flowers*
- Germinate*
- Hatch*
- Holiday*
- Lambs*
- Pollen*
- Prune*
- Sapling*
- Snowdrops*
- Spring*
- Sprout*
- Sun*

Sudoku

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

Crossword



Across

- 1 Turtle's shell (8)
 5 Ground fog (4)
 9 Hide (7)
 10 Automobile race run over public roads (5)
 11 Grow worse (10)
 13 Sailing vessels (6)
 14 Peaceful (6)
 17 Dentures (5,5)
 19 Events enjoyed by bargain hunters (5)
 20 Offence (7)
 21 Child's stringed toy (2-2)
 22 Filbert (8)

Down

- 1 Person born within the sound of Bow Bells (7)
 2 Circle (4)
 3 Form of language used to refer to an event that is happening (7,5)
 4 Less agitated (6)
 6 Unlucky (3-5)
 7 Common herb (5)
 8 Overpoweringly attractive (12)
 12 Popular frozen sweet (3,5)
 15 Line touching a curve (7)
 16 Immense cloud of gas and dust in space (6)
 17 Suspicious, not as expected (coll) (5)
 18 Farm outbuilding (4)

Here are some of the organisations that can help you through the cost-of-living crisis. For more information and listings visit wwha.co.uk

ALL WALES

Food banks

Food banks provide emergency food on presentation of a voucher. Find out where your local food bank is and how you can apply for a voucher: trusselltrust.org/get-help/find-a-foodbank/

Dewis

An all-Wales directory for health and wellbeing. Pop your postcode into the website to find groups and organisations available in your area dewis.wales

Warm Welcome Space

Tap in your postcode and find a space near you with a warm welcome if you're struggling to heat your home warmwelcome.uk/#find-a-space

Bridgend

- Baobab Bach food pantries - locations include Brackla and Bryntrion baobab-bach.org/pantries/
- BAVO – Bridgend Association of Voluntary Organisations – services include Community Navigators bavo.org.uk/get-help/help-for-individuals/community-navigators/

Cardiff

- Splo-Down Community Food Group – food co-operative for Splott, Adamsdown, and Tremorfa, vegetable boxes available for members. Low cost membership splo-down.org
- Cost of living support map for Cardiff – find warm hubs, community fridges, pantries and foodbanks near you helpnearme.cardiffmoneyadvice.co.uk

Caerphilly

- Cost of Living support hub – directory of local support caerphilly.gov.uk/services/cost-of-living-support

Carmarthenshire

- Xcel Furniture – a not-for-profit furniture recycling centre located in Johnstown, Carmarthen xcelfurniture.co.uk/
- Carmarthen Food Bank carmarthen.foodbank.org.uk/

Ceredigion

- Aber Food Surplus – redistributes surplus food among the community in Aberystwyth aberfoodsplus.co.uk. Similar initiative in Lampeter: facebook.com/groups/1211003065695753/

Conwy

- Crest Food Share – food free of charge but limited to one grocery bag (supplied / reusable) per customer per visit. 11am – 12pm Tues and Thurs – locations in Llandudno Junction, Llandudno and Colwyn Bay crestcooperative.co.uk/
- Hope Restored Foodbank Llandudno - West Shore Baptist Church - 9.30am - 12.30am Mon to Sat - clothes bank service now available - Tel: **07564991789** to arrange with Brenda; email: harveyfogg@hotmail.com

Denbighshire

- Foodbanks – locations include Kings Storehouse Foodbank, 102 Vale Road, Rhyl; 200 Victoria Road, Prestatyn, LL19 7TL; 15 Sussex Street Rhyl, LL18 1SE
- Good News Mission – 75 Marsh Road, Rhyl – winter warmer café, 11am-1pm Tues and Weds - goodnewsmission.co.uk

Flintshire

- Food Banks - operate in various locations across Flintshire - flintshire.foodbank.org.uk/locations/
- Nanny Biscuit a Community Interest Company offering a range of services including Food Pantries with 10 items for £3 - locations include Connah's Quay, Shotton and Sandycroft nannybiscuit.org

Merthyr Tydfil

- Twyncarmel Warm Space and Pantry Warm Space - Tues and Fri, 10am to 4pm, book your shopping slot. Call Claire Hammond 07766 832 692 for more information.
- Hope Church Pantry – £3.50 weekly membership, members can choose a selection of food with a value of £15-£20 each week – email Hopepantry@hopemerthyr.org.uk

Pembrokeshire

- Fishguard and Goodwick Community Fridge facebook.com/fandgcommunityfridge
- Newport Community Forum - newportforum.org.uk

Powys

- Brecon Food Bank, St Johns Centre, Pendre Close, Brecon LD3 9EA. Tel: 01874 611723 - brecon.foodbank.org.uk
- Elim Church Foodshare Scheme, Canal Rd, Brecon - redistribute surplus food from local businesses, 11am on Wed and Sun for free tea, coffee and cake. breconelimchurch.org.uk/foodshare-scheme.html

RCT

- Cost of Living support directory – includes Winter Welcome Centres - rctcbc.gov.uk

Vale of Glamorgan

- Penarth FoodPod – St Luke's estate, open Mon, Wed and Fri – facebook.com/penarthfoodpod/
- Food Vale – partnership providing emergency food foodvale.org

Wrexham

- Caia Food Club at St Mark's Church, Bryn Eglwys Road. LL13 9LA - supply of food and other essentials for all. Suggested £3 donation - caiafoodclub@gmail.com, stmarks.wrexhamparish.org.uk
- Warm hubs at Hightown Community Resource Centre Mondays 1pm-3pm, Chirk Parish Hall room two, 10.30am-4.30pm every Wed wrexham.gov.uk

Meet our Housing Support Team

When you ring our 0800 052 2526 number with a housing or rent enquiry, you'll be answered by a member of our Housing Support Team.

The friendly voices on the end of the phone are the first point of call for residents who have questions about their homes that are not repair or heating related.

They deal with many queries offering support and advice when Housing Officers are out and about. They can take rent payments, set up Direct Debits or deal with all queries about your home and neighbourhood including requests to make changes to your home or occupation contract.

Their support starts even before you move into a Wales & West Housing home. The team members make sure that gas and electric supplies to the property are ready for when you move in. They can also help callers looking for a home with advice on how to apply and the right people to contact.

Behind the scenes, they work hard to check residents' claims for Universal Credit or other benefits and help residents to access additional

support from our Tenancy Support Officers if they need it.

From time to time you may receive a call from the Housing Support Team too. We are keen to understand if the services we deliver have met your expectations. So, after you have moved into your home, you may get a call from the team to ask about your experience and how you have settled in. If you have experienced anti-social behaviour, we may call to ask you how you think we dealt with the report after you reported it to us. Sometimes members of the team will also call to check how

you would like us to communicate with you, for example, what language you prefer or whether you need letters or our In Touch magazine in large print or audio.

"Our team works alongside the Housing Officers to make sure residents get answers as quickly and efficiently as possible," said Cate Porter, Head of Housing (Support and Improvement) who manages the team.

"Whether it's a request to make changes to their home or contract details, we make sure requests are handled quickly and by the right person to give residents the best support we can."



When you call 0800 052 2526, your request will be dealt with more quickly if you select from the options – press 1 for any heating repairs or gas servicing, press 2 for any other repairs or press 3 for the Housing Support Team.

From the air, the communal courtyard gardens at our new development of apartments for older people at Newport Road, Cardiff may look a little different.

These apartments have a new form of sustainable drainage featuring a series of basins and channels which will collect rainwater. This, in turn, will water specially adapted grasses and plants, allowing the water to slowly absorb into the ground.

The main courtyard basin is designed with steps and ramps for residents to use, while other channel areas on the roadside of the building are fenced off.

This type of system is expected to become more common in new homes built across Wales in the future.

