

Tai Teulu



Family Housing

Spring 2019

FamilyMatters

A magazine for
Family Housing tenants

WIN
£20
Gift Card

In this issue

Get Involved
10 Year Celebrations
Dogs Trust
Competition
And much more ...



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familyhousingassociation

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Welcome to the Spring edition of Family Matters ...

In this spring edition we will show you how to Get Involved, stay safe in your home, give you updates on what we have done since the last edition plus much, much more.

Enter our spring competition to win a prize.

If you have any suggestions or ideas of what you would like to see in future copies of Family Matters then please send them in to info@fha-wales.com

Count the bunnies

We have hidden lots of bunnies in this edition of Family Matters.

Tell us how many, not including the bunny to the right, for your chance to win a £20 'One 4 All' gift card.

Closing date is May 31st 2019.

A competition form can be found on page 20 and can also be downloaded from www.fha-wales.com



Contact us



**43 Walter Road,
Swansea,
SA1 5PN**



01792 460192



Info@fha-wales.com



www.fha-wales.com

Get Involved ...

Could you be a Services Superhero?

We need your opinion on how Family Housing can help make services better for tenants and you have the power to help us shape what matters to you!

It's not all about meetings.

- You can be involved with many of our activities through email, post and telephone.
- Fill in a satisfaction survey and you can be entered into a draw to win cash.
- Open Days are used for gathering your opinions and to give you lots of useful information.
- Our Annual Garden Competition is a fun way to get involved and improve your neighbourhood.

If you are interested in becoming involved in helping us to shape our services, get



Carol on 01792 482762
Rachel 01792 482706



Or go to the Tenants' Website
www.familytenant.co.uk



A Little Means a lot!

At Florence Asher House in Clydach, we had a problem with the bin stores at the front of the building with people hanging around, sitting on them and causing noisy, anti-social behaviour.

We took the bin stores away and put a small storage area for the rubbish from the flats, but people were still dumping rubbish at the front of the building. We decided to put a few plant pots outside, and the dumping stopped.



The housing officer, Laura Knight and Carol Johns, tenant engagement officer put on their gardening gloves and got stuck in and added a few more planters. Now the front looks much better and other residents are taking pride in the area. The tenants were very pleased with the result.

If there is anything you think would improve your site, let us know!
Contact Carol Johns on 01792 482762 or Rachel Wood on 01792 482706
email communityengagement@fha-wales.com

10 Year Celebrations!

We had a fantastic day celebrating the 10th anniversary of Hazel Court our Older Persons housing scheme in Sketty, Swansea.



Hazel Court was the first of our extra care schemes and set the way for further schemes to be opened across South West Wales. Each scheme has facilities that are open to the community and wider area and have many events that are open to the public.



Our Hazel Court scheme in Sketty, Swansea celebrated in style with Parklands Primary school providing excellent singing and music, bringing our tenants of past and present together.



'The school children were really lovely and so talented playing their instruments'

'The children siniging was fantastic and it made my day listening to them'



Local PCSO's joined in the fun along with Local Area Co-ordinators.



We also had students from SYSHP who collaborated with the Art Club to create a masterpiece that is now on display in the foyer.

Our staff pulled out all the stops for this celebration and there was plenty of cake for all as well as amazing fish and chips, that went down a storm with everyone.

Thank you to everyone who came and joined in our celebration and to all who made this amazing event take place.



Carmarthen Road Hand Over



In February, we were pleased to welcome new tenants into our newest development located in Carmarthen Road, Swansea. The new scheme is made up of five 1-bedroom flats and five 2-bedroom flats. The scheme was part funded by Welsh Government through the Social Housing Grant (SHG). Our first venture working in partnership with the local developer JD Williams of 5109 Degrees, the scheme has a unique design and is certainly changing the face of social housing.

In order to prepare our tenants for the big move, we held open days inviting everyone to come and meet the housing team and visit their new home.

We look forward to popping along to visit our tenants to see how they are settling in. We will use any feedback to identify if we could have done anything differently to ensure their move was as stress free as possible.



Canfod Cartref Homefinder

Cyngor Sir Gâr - Carmarthenshire County Council Home Finder service has changed the way they let their homes. You can now:-

- ✔ See what homes are available
- ✔ Decide if you want to be considered for a home

Before you can 'bid' on a home you like, you need to be accepted onto the Housing Register. You can call on 01554 899389 and they will get you started and help you to apply.

The web link for home searching is: <https://www.canfodcartref.org.uk/>

Welcome to Canfod Cartref Homefinder

We have changed the way we let our homes. Now you can see what homes we have available for rent in Carmarthenshire.

But before you can 'bid' on a home you like, you need to be accepted onto the Housing Register. We want to talk to you first, so call us on 01554 899389 and we'll get you started and help you to apply. Once we have provided you with login details you can do the rest of your application and start your house search online.

We work with four housing associations to provide affordable houses to rent. By applying once, you will be considered by all partners and you don't need to apply to each housing association separately. They will all advertise the homes they have available too.

There is an assessment process to sort applicants into priority for rehousing. This is based on the urgency of your circumstances and the type of house you need. Our allocations policy explains this fully.

If you'd like to speak to someone in person or bring in your ID and any supporting documents to start your application process you can book an appointment with the HWB www.carmarthenshire.gov.wales



Homes in the Carmarthenshire area

My Home 24/7

Your new Tenant portal 'My Home 24/7' is on its way soon ...

We are always working on ways to improve our services to our tenants and we appreciate that the standard 9-5 office hours don't suit everyone. With that in mind we are in the process of developing your portal which will give you access to your tenancy information 24hours, 7days a week.

An app will also be available to download.

Ordering repairs to your home	
Search for your issue	
Smell gas?	Kitchen
Emergency?	Footpaths & steps
Bath	Pests & infestations
Chimney	Pipes, pipework & water
Damp, mould or condensation	Roofs
Electrical	Shower
Exterior	Sinks, basins & taps
External doors	Stairs
External walls	Toilet
Ganger	Walls, floors & ceilings
Gas heating	Water supply
Gates	Windows
Gutters, downpipes & drains	Something else?
Internal doors	

- Notifications
- Tenancy
- Rent account
- Repairs
- Contact us
- Anti-social behaviour
- Feedback

Fire Safety In Your Home

Keeping you and
your family safe

PERSONAL EMERGENCY EVACUTION PLAN (PEEP'S)

Do you live in a flat?

Older persons/Extra Care accommodation

Many of you in our Older Persons or Extra Care accommodation will have had a visit from your Community Housing Officer/Scheme Manager over the last few months to gather information from you regarding your ability to get out of your home in the event of a fire.

We need to provide information to the Fire Service about those tenants who are unable to get out unaided in the event of a fire so they can make them a priority for assistance.

Your information needs to be kept up to date so YOU are responsible for letting us know of any changes in your circumstances that may affect your ability to get out or if you need to store oxygen in your home. These changes may only be for a short time but please let us know. We can then reassess if we need to make amendments to the information we share with the Fire Service.

General Needs Accommodation

If you live in our general needs accommodation you should also let us know if you are unable to get out of the building unaided in an event of a fire or if you store oxygen in your home.

IMPORTANT - you should be able to safely and efficiently evacuate your home if a fire breaks out. If you have mobility issues, hearing or sight impairment or any issues that would prevent you from getting out in the event of a fire, you must contact your Housing Officer directly if you have their number or call 0800 0213930. We will be able to put measures in place to help protect you or your family.



If you are unsure about the Fire evacuation procedure for your building contact your Housing team or Scheme manager for further information or click on the link. [Fire Safety in Your Home](#)

What to do in case of a fire?

We have recently had a fire in one of our properties. This time last year we had 5 fires in a month. Fortunately, nobody has been harmed.

Don't ever try to put out a fire yourself. Phone 999 and ask for the fire services. Be ready to tell them where you live. Some of our Older Person's and Extra Care Schemes have their own evacuation procedures. If you live in one of these schemes and you are unsure what to do in the event of a fire, speak to a staff member.

We insure our buildings, but you are responsible for contents insurance. You may think you have nothing of value, and it will never happen to you but what if it does? Imagine if you lost all your belongings in a fire or flood. How would you replace the most basic things like, beds, carpets or cooker?

We have details below on contents insurance especially for social housing tenants.



For a free home fire safety check by the Fire Service call 0800 169 1234.

Home Insurance

Have you got Contents Insurance?

Thistle Insurance Services Ltd provide the My Home Contents Insurance Scheme, underwritten by Allianz Insurance plc, which is specifically tailored to Social Housing tenants in Wales.

The My Home Contents Insurance Scheme is an **affordable** and **flexible** scheme designed to protect our tenants against a whole range of risks.

Some of the benefits to our tenants include flexible pay as you go payment options, no excess, new for old cover, no minimum security requirements and there are no administration or cancellation fees.

Application and direct debit forms can be downloaded from our website

www.fha-wales.com/services-for-you/

For any further assistance, you can call the **Helpline on: 0345 450 7288** or see the website www.thistlemyhome.co.uk



Gas Servicing

Family Housing work to keep you safe and we use specialist contractors to carry out annual gas safety tests

You **must** always make sure you provide access for your annual gas safety checks. **This is a legal requirement.**

First in the UK to complete pioneering Fire Door Installation Qualification

Our multi-skilled tradesmen are some of the first in the UK to receive the UK's first fire door installation training qualification.

Earlier this year, The British Woodworking Federation (BWF) launched, in partnership with NPTC Group of Colleges, a new qualification specifically to target the installation of fire doors in the UK.

Steven Jenkins and Andrew Miers completed the course with flying colours and were awarded their certificates at the Senedd in Cardiff.

They are now both fully qualified in the fitting of fire doors, fire door frames and linings; understanding and fitting of fire door ironmongery and seals; the inclusion of apertures and associated fire regulations related to the fitting of glass; and the effects of use on fire door performance.

Gareth Jones our Senior Surveyor at Family Housing praised the new training opportunity: “*The training was highly beneficial. We now have a greater understanding on compliance matters surrounding Fire Doors, and the training will help us combat present and future challenges.*”



To read more please see the link below:
<https://www.nptcgroup.ac.uk/2019/01/08/first-in-the-uk-to-complete-pioneering-fire-door-installation-qualification/>

SWANSEA is set to celebrate the 50th anniversary of its city status this year!

Swansea Council and local businesses are organising major events and community celebrations to help the city make 2019 a truly memorable occasion and we will be taking part in the St Helens celebrations, with our Chinese community scheme Swan Gardens.

To help with the celebration we would love for you to share any memorabilia or stories you may have of Swansea over the last 50 years with us. Any pictures would be fantastic to show the changes over the years.

You can send them in to info@fha-wales.com with the title 50 years of Swansea City.



Big Sleep Out

#ColdTruthSleepOut2019

The team effort for this charity event from our staff was fantastic!

Staff from all areas pulled together to raise awareness and vital funds for the homeless. They chose Zak's Place as the main charity because they are continuously working to make better lives for homeless people.

Bro Preseli and Maes Mwldan held a bake sale and with the help of Celtic Catering kitchen, a local bakery and their great tenants, together they raised £95.

Head office organised a raffle with prizes being donated by staff from all areas of Family Housing and a cake sale. We do love a bit of cake ...

The 5 staff members also raised funds individually and with a great team effort we smashed the target of £500 by raising nearly £800!

We are so proud of the effort everyone put in to this event and the 5 staff that slept out all night in the horrendous weather that we had.



Volunteers

Working with a local school close to our Ty Dyffryn scheme, Ysgol Dyffryn Aman, we are lucky enough to gain 3 young volunteers, Terry, Pheobe and Angharad, who will each be completing 30 hours of volunteering with our tenants.



Terry, Pheobe and Angharad have taken part in several activities and their attitude and enthusiasm to each project is so positive. They don't hesitate to get involved and share their ideas with our organiser or tenants. They have been accompanied by our lovely residents Danny and Albert and they have also spent a bit of time with a new tenant Gene, who was kind enough to show them around one of the flats in Ty Dyffryn.

Rachel Wood one of our Community Engagement Officers is thrilled that the volunteering has gone well for both students and tenants. Rachel is hoping to organise more volunteers with our other schemes.

The mother of one of our volunteers said:

'I didn't think my daughter would do volunteering in an elderly complex, however she is thoroughly enjoying her experience'

Swan Gardens Chinese New Year 2019

Every Year our Chinese community in Swan Gardens, Swansea hold an amazing New Year celebration and this year was no exception.

They invited friends, family, staff, tenants from other schemes and the community to join in their celebrations, which included food, drink, raffles and bingo. Being the year of the pig, they had a very large piggy bank that was donated as well as other items which all raised funds for the tenant's group.



They were also lucky enough to have students from Cardiff University to film on the day. The students have based their final project on Chinese communities based in the UK and Swan Gardens was perfect for them. We will be showing the video on our website once completed.



If you were born in any of the following years 1935, 1947, 1959, 1971, 1983, 1995, 2007, 2019, your lucky things are:

Colours: yellow, grey, brown

Numbers: 2, 5, 8

Mineral: agate

Directions of auspiciousness: southeast, east

Directions of wealth: northeast

Directions of love: north

Dogs trust

Did you know it is now law that you have to have your dog microchipped?

Last year we started working with the Dogs Trust. The charity offers free services to dog owners including microchipping. They also offer a vet nurse check and behaviour advice. This is open to anyone. You do not need to be in receipt of benefits to make use of the service.

We have held a number of events with the Dogs Trust in Swansea and Ammanford. We have a few more planned but if you think there would be interest in your neighbourhood, please let us know. Contact Carol on 01792 482762 or Rachel 01792 482706.



FREE Vet Nurse Health Check
FREE information leaflets
FREE health and training advice
FREE microchipping

The law has changed! You MUST have your dog microchipped.

Dogs Trust Community Event

Thursday 9th May
Llys Ael y Bryn Communal Lounge,
Gorseinon Road, Penllergaer, SA4 9AH
11am – 3.00pm
Any queries, call Carol on 01792 482762

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DogsTrust

Microchipping offer open to dog owners aged 18 or over regardless of benefit status, subject to availability and resources of the charity. All breeds of dogs are welcome. Dogs Trust will not chip active hunting hounds or litters of puppies. We ask that puppies under 6 months old are fully vaccinated and proof of vaccinations are brought along to the event. If your puppy has recently been vaccinated, they must be carried for the 10 days following their final vaccination. Dogs over 6 months old do not require proof of vaccination. Where offered, the basic health check is for ears, teeth, coat condition and general fitness only. No other veterinary treatment will be available. If your dog requires treatment for any problems found during the basic health check you will be advised to see a Veterinary Surgeon. The Promoter: Dogs Trust, 11, Weymouth Street, London, EC4A 3DF, Reg. Charity Number 277023 and SC037843

www.dogstrust.org.uk/communityevents



“There’s a huge opportunity for all of us to cut what we spend at the checkout simply by saving more of the food we buy from the bin.” from Love Food Hate Waste

There are lots of tips on how to be food savvy on this great website [Love Food Hate Waste](http://www.lovefoodhatewaste.com)

From how saving food saves money, to planning your shopping to get more for your money, portion planning and recipes. <https://www.lovefoodhatewaste.com/recipes>

If you have any hints or tips, or know a great website that we can share with our tenants on how to be savvy and save money, let us know on info@fha-wales.com and we can share it in our next newsletter edition.

Easter egg brownies

PREP: 30 MINS | COOK: 30 MINS | SERVES 9 - 10



What you will need ...

185g unsalted butter, cut into small chunks, plus extra for greasing
185g best dark chocolate, broken into pieces
3 large eggs
275g golden caster sugar
85g plain flour
40g cocoa powder
5 fondant filled eggs
150g mini eggs
a mixture of Cadbury's and Smarties mini eggs

How to make ...

- 1.** Put the butter and the chocolate in a medium-sized heatproof bowl and set over a pan of simmering water, stirring occasionally until melted. Alternatively, cover the bowl loosely with cling film and microwave at 30 sec intervals until melted. Leave the melted chocolate mixture to cool to room temperature.
- 2.** Heat oven to 180C/160C fan/gas
- 3.** Break the eggs into a large bowl and tip in the caster sugar. With an electric mixer on maximum speed, whisk the eggs and sugar for around 5-8 mins or until they look thick and creamy and have doubled in size.
- 4.** Pour the cooled chocolate mixture over the egg mixture, then gently fold together.
- 5.** Sieve the flour and cocoa into the wet ingredients then continue to fold the mixture gently with a spatula just until everything is fully combined, try not to over-mix.
- 6.** Pour the mixture into the prepared tin and carefully level the mixture with the spatula. Put in the middle of the oven and bake for 20 minutes.
- 7.** Meanwhile, cut the fondant filled eggs in half and set aside then place the mini eggs into a pestle and mortar. Crush a few of the mini eggs but leave some whole. After 20 mins take the brownie out of the oven and press in the fondant eggs, cut side up. Scatter over half of the mini eggs too then put it back in the oven for a further 5 mins.
- 8.** Once baked, top with the remaining mini eggs, leave to cool completely then place in the fridge for about 1hr to firm up. Lift it out of the tin using the strips of baking paper and cut into squares to serve. Decorate with little Easter chicks if you like.

We would love to see your creations.
Send your pics to info@fha-wales.com.

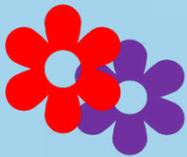
Family Housing Garden Competition is back for 2019

Do you enjoy gardening?

Why not enter our garden competition?

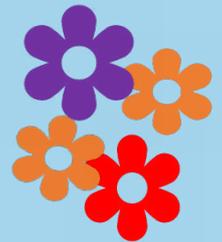
You don't even need to have a garden - you can enter a window box, hanging basket or container.

The categories are as follows:



Kids

Paint a pot and put a plant in it



Communal Entries

Best communal garden
Best communal garden – older persons' schemes
Best communal garden – supported housing
Best communal vegetable garden

Individual Entries

Best Front Garden
Best Back Garden
Best Container / Hanging Basket
Best Vegetable Garden

The closing date for receipt of entries will be 28 June 2019 with judging in July.

How to enter:

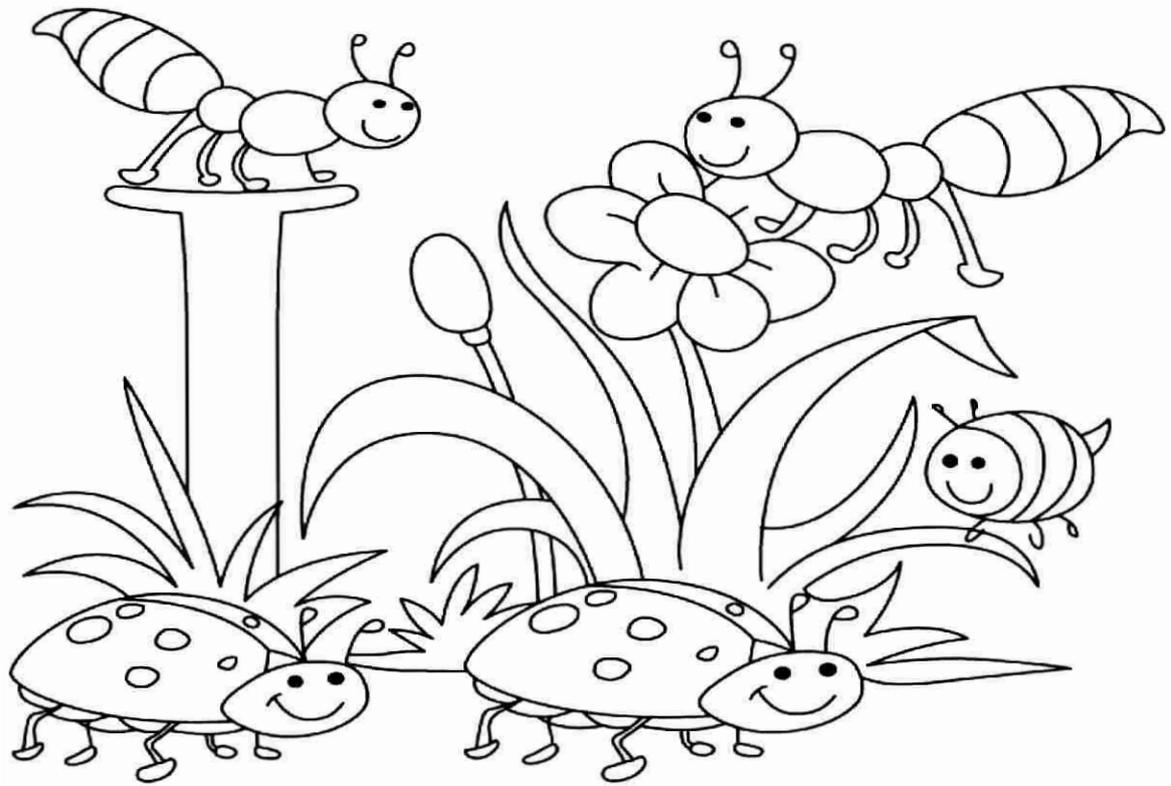
Ring Carol on 01792 482762 or Rachel on 01792 482706
or email communityengagement@fha-wales.com

GOOD LUCK!



Kids Corner ...

Join the bugs party and splash a bit of colour

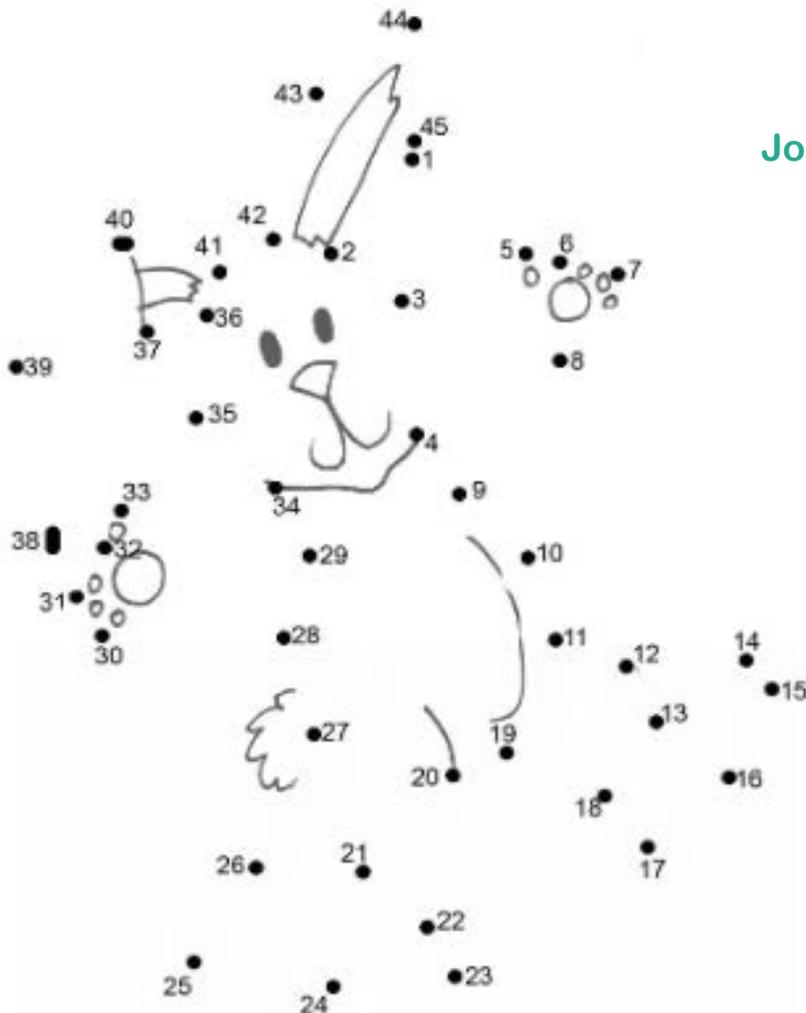
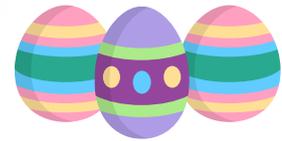


Can you spot all the differences of our easter bunnies?



Word Search

- Easter
- Egg
- Basket
- Candy
- Bunny
- Spring
- Flowers
- Carrot
- Sunday



Join the dots and reveal the easter surprize

Introducing our New Service Standards

Our Scrutiny panel has worked with us to develop new Service Standards, please see below.



Service Standards

What you can Expect from Us

Our Service Standards set out our promises to you, our residents and provide services that put you at the heart of what we do.



Trust

We will be trustworthy and sincere.

- ✓ Offer support, consideration and empathy to Individuals.
- ✓ Keep our promises and do what we say we will.
- ✓ Maintain confidentiality, only sharing your personal information where necessary.
- ✓ Store your information securely across our system.



Honesty

We will be clear and truthful in what we say and do.

- ✓ Communicate clearly using plain language.
- ✓ Listen and give honest straightforward answers, if something can't be done explain why.
- ✓ Have well trained staff able to give you accurate advice and information.
- ✓ Introduce ourselves by name and provide proof of identity when visiting your home.



Respect

We will treat people as individuals and value diversity.

- ✓ Be honest, open and transparent.
- ✓ Seek your views on our services and use your feedback to improve them.
- ✓ Respect different cultures and values.
- ✓ Communicate as far as possible in a way that meets individual's preference.
- ✓ Respond to all inquiries in a polite, friendly and courteous manner.



If you have feedback, comments, questions or would like to get involved in the work of the scrutiny Panel, please contact Jo Ashford, Chair of Scrutiny on 07870197312



Service Standards

What you can Expect from Us



Accountability

We will accept our responsibilities and be accountable for our actions.

- ✓ Do what we say we are going to do in an agreed timescale.
- ✓ Keep appointments or let you know in good time if things change.
- ✓ Keep you updated and involved on any issues that affect you and ask for your feedback.
- ✓ Take responsibility for our mistakes.
- ✓ Be accountable for our decisions and how we spend your rent and service charge.
- ✓ Operate a clear and simple complaint process.



Fairness

We will treat you fairly and impartially.

- ✓ Give you the opportunity to put your point of view forward and involve you in decision making.
- ✓ Provide our services in a consistent and transparent way.
- ✓ Have translation services available if English is not your first language.
- ✓ Tailor services delivery according to your needs where possible.
- ✓ Provide you with 24hr access to emergency repair services.



Innovation

We will strive to seek new ideas to improve and grow

- ✓ Think differently and try new things to get the best possible outcome for you.
- ✓ Improve digital services and make sure we don't forget those that can't access the internet.
- ✓ Provide opportunities for you to be involved in setting, monitoring and reviewing our services.



