

FamilyMatters

A magazine for
Family Housing tenants



In this issue

Welcome from our new CEO

How to Stay Connected

News

Competition

and much more ...

STAY AT HOME 

**PROTECT
THE NHS**



**save
lives**



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[familyhousingassociation](#)

Welcome to the Spring edition of Family Matters

Welcome to our Spring Newsletter, I am sure you will find much of interest in here and hopefully some activities for yourself and your families during a time when so many of us are at home for long periods of time.

I joined Family Housing Association as its Chief Executive at the end of January, following the retirement of Karen Dugate. Karen had done a great job, expertly steering the organisation through some challenging times. On joining Family Housing, I saw a Board committed to taking forward the organisation and staff who had a great passion for the organisation a shared set of values. I also met involved tenants, keen to work together to improve the lives of the most vulnerable in our communities.

What I could not have known, was that in a few short weeks we would all, as a result of the Covid-19, be facing extraordinary circumstances and challenges both at work and at home. In a matter of days, we changed how and what services we delivered, always checking that we remained true to our values. Our priority was always to support and protect both staff and tenants, making sure that the most vulnerable in our homes and communities were protected.

I am proud of how our staff have responded but also of the wider social housing sector. So, whilst delighted, I was not surprised, that in February Family Housing achieved a top 100 placing in the Sunday Times Best Companies to work for. The #WithYou Campaign has made it clear that we will continue to find solutions to support tenants who find themselves in financial difficulties as a result of the pandemic. Family Housing is with you through this crisis, please contact us as early as possible if you are having difficulty paying your rent. We support Welsh Government's position and will make sure that help and support is available.

As I write this, it is difficult to see too far into the future as the situation continues to change and be unpredictable. What I can say is that we will continue to support you.

I would like to take this opportunity to express my thanks to those frontline staff, particularly in Care and Support, who continue to deliver frontline services to the most vulnerable in our homes. It is heart-warming to hear so many personal messages of thanks. Also, my thanks to how tenants and volunteers are supporting our communities and each other. The weekly round of applause is for all of you and those, across all sectors, who continue to work and support each other during these challenging circumstances.

Our aim is to try and communicate with you through all channels so please follow us by text, on our website and on social media. We are also here on the phones to take your call so please keep in touch.

Stay safe,

Marcia Sinfield
Chief Executive



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Competition Time Picture Perfect ...



Would you like your picture to be the front cover on our Summer Edition of Family Matters?

If you are a budding hobbyist, an amateur or just have a pasttime interest in photography, we would like you to enter our competition by sending in your pictures and have the chance for your image to be the cover of our next issue!

Your image could include landscape, nature, garden, family fun, wildlife, wild flowers etc.

Closing date is 12pm June 30th 2020
Competition entry details and rules can be found on page 20.

Getting involved: We want to hear from you!



You will meet Steve our new Head of Housing and Communities on page 6 and he explains that we will shortly be starting a review of the way we involve tenants in how we operate and deliver services with tenants at the heart of this work. We're about to start working with an independent consultant, who has lots of experience in this area and will work closely with tenants, staff and our Board.

We really want to hear from as many of you as we can. It's really important we get a range of views about how we work and the ways you would like to get involved. We know not everyone wants to attend meetings or spend a lot of time talking to us, but we want to find ways that suit you, no matter how much, or how little, time you have.

We will keep you up to date with how the review progresses and there will be plenty of opportunities for anyone to get involved and talk to other tenants and staff. In the meantime, if you are interested, please give us a ring or pass on your details using this link. [Get Involved](#)

Contact us



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COVID-19



We have currently closed our main offices, but many of our staff are now working remotely and are using a range of alternative contact methods. We are working hard to ensure we continue to deliver essential services and provide support for tenants through this difficult time and our priority is to keep tenants, staff and others living in our communities safe. Please remember we are #WithYou

Rent Payment

It is important that you continue to pay your rent, so we can continue to provide essential services. We recognise that the current situation has caused a lot of uncertainty and we have put together some frequently asked questions [here](#)

Repairs

We will carry out emergency repairs and essential safety checks, but will not be carrying out any new routine repairs or complete existing routine repairs already reported. You can still call us on 0800 435 223 for emergencies only. Click [here](#) to see examples of emergency repairs.

Estate Services

Our Estates Team are carrying out a reduced service during this period and are carrying out safety checks to communal areas as well as maintaining bin store areas. We need you to correctly dispose your rubbish and have provided links to local authority recycling schemes [here](#)

Compliance Checks

In line with government advice, we still plan on conducting essential safety checks, including gas and electric checks in your homes.

These are essential safety works and if not completed, could cause significant risk to your safety or damage to your home. Information on this and how we will under take any work can be found [here](#)

Care & Support

If you access care or support from one of our services then please remember we are still running and are here for you. Our front line key workers are working tirelessly to continue to provide our services. Please contact us as usual if you have any questions or concerns.

To ensure the safety of our communities within our extra care and sheltered housing scheme we have restricted access to our communal areas and rooms and ask that you do not visit these schemes unless you urgently need to at this time. If you need to contact one of our schemes please click [here](#)

Moving Home

We are still taking housing applications and continue to let homes to those most in need and in particularly urgent situations.

Please [contact us](#) as usual if you have any queries.

Tenancy Issues

Although we are operating a reduced service because of the current restrictions, our housing team are able to respond to urgent issues by phone or email if you need to speak with us. Please [contact us](#) if you have any housing related queries.

If you need someone to respond urgently to anti-social behaviour please contact the Police on 101 or, in an emergency, please call 999.

Staying Safe

In a domestic abuse emergency you can call 999 and press 55, which will let the police know you need emergency assistance without needing to speak to an operator. Alternatively you can contact the Police on 101.

You can also contact the all-Wales [Live Fear](#) Free Helpline on 0808 8010 800 or use their Text Service on 078600 77333
You can also contact [Welsh Womens Aid](#)

If you need any help or advice regarding Domestic Abuse please [contact us](#) so we can help.

We have published information on these pages as a quick guide to our services but because the situation is continuously changing, we advise that you check our website and social media for latest updates.

Meet our New Head of Housing and Communities



I'm Steve Evans and I'm really pleased to have joined Family as the new Head of Housing and Communities.

I have worked in housing for over 20 years, mostly in South Wales. My previous role was as Director of People and Place for Cardiff Community Housing, where I was responsible for housing, community regeneration and human resources. Prior to this I worked for Pobl, and was responsible for housing management at Charter and Gwalia.

I'm originally from Pembrokeshire, and now live in the Vale of Glamorgan with my wife and two daughters.

I'm delighted to join Family Housing at such an exciting time. As our new Chief Executive Marcia points out earlier in this newsletter, everyone should be proud of the huge amount of work you have done over the last five years, and I'm really keen to work with you and our staff to build on this.

We know there are lots of challenges. The current Covid 19 situation is a big challenge for everyone and we are trying to keep in touch with as many of you as we can to deliver essential services and provide support through this difficult time, particularly for those who are most vulnerable.

But when we return, issues such as welfare reform and zero hours contracts will still be affecting many of you and it is important we continue to work with you to provide the right support and assistance. We know there are lots of other things we can work on together that will help improve our services and strengthen communities.

To do this we need to know what you think, so it's important we understand what matters to you and that you can easily let us know your views. I want to make sure we are listening to you and getting your feedback, as well as letting you know what happens as a result of what you have told us.

We want to develop the ways tenants get involved with Family Housing and would really like to speak to you to get your views on how we can improve. We're asking for tenants to contact us to let us know what you think, so please get in touch, even if you've never been involved before. We really want to hear from as many tenants as we can so there will be plenty of opportunities to get involved!

We won't always get things right, but we will be honest and try to put things right if they don't work out first time and let you know if we can't do something. I'm committed to getting out and about to speak directly with as many of you as I can and I'm really looking to meeting you over the coming months.

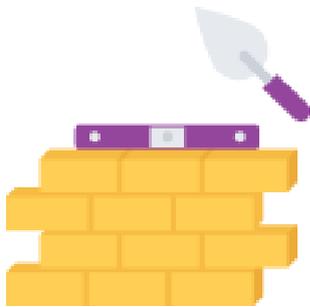
Getting involved: We want to hear from you!

As Steve mentioned above and the article published on page 3, we are about to start a review of the way we involve tenants in the way we operate and deliver services. If you are interested, please get in touch with us and get your views heard here [Get Involved](#)



Development

Over the past few months we have purchased several homes at Parc Brynderi, Bynea, Llanelli. This is in addition to an initial five homes that were purchased before Christmas, bringing a total of twelve 2 and 3-bedroom homes, which have now all been allocated to new tenants.



Our other new site in Penclawdd, which is being developed in partnership with Hygrove Homes, is due for completion in 2020. The old Swyn-Y-Mor site will provide twelve new 2 and 3-bedroom homes in an area famous for its local cockle industry, which goes back for many years to Roman times. These new homes are part of our growing development programme.



Stay Connected



Staying in touch with friends and loved ones is so important especially as we are socially distancing during Covid-19. Staying connected through video call can be fun and also help prevent loneliness and isolation.

We have created a short guide to some popular apps for smart phones or tablets and they can all be found via Google Play for Android devices or the App Store for Apple devices (iphones etc)

Whats App



WhatsApp is a free app that allows people to message each other, video call, and send pictures and videos to individuals and groups.

- Click on the green WhatsApp icon
- If you don't have a chat already open with the person you want to video call, click on the green button with the white speech bubble (normally bottom right) and find them in your contacts list
- When the chat is open, touch the white camera button (normally top right) and tap it. This will open a call and your face will be on the screen in front of you.
- When the person answers, you will see them on your screen.
- To answer a video call from someone else, tap the green "Answer" button.
- There is more detailed help on how to use Whatsapp available [here](#).

Skype



Skype enables people to make free video and voice one-to-one and group calls; send instant messages and share files with other people.

- Open the app and login if you aren't already logged in
- Click the Contacts phone book button to bring up your contacts list
- Tap on the contact you want to call, and then select the video button. If you want to have a group call add another person from your contacts list
- Once the call starts you will be able to see each other on your screen
- At the end of the call, tap the End Call phone button to hang up
- If your call is not answered, you will get a notification on your call screen letting you know. From this window, you can also retry the call.
- There is more detailed help on how to use Skype available [here](#).

Face Time



FaceTime is an Apple service that allows you to make video and audio calls over your Wi-Fi or mobile phone network for free.

- Go to your contacts list and search for the person you want to video call
- Click on their name and icons will appear underneath
- Click on the camera icon and it will open the video call
- To answer a video call from someone else, tap the green "Answer" button as you would for an audio call.
- There is more detailed help on how to use FaceTime available [here](#)

Zoom



Zoom is an internet-based software that enables you to meet with others one-to-one or in a group, similar to Skype.

- Open Zoom on your computer and click 'New Meeting'
- At the bottom of the screen, click 'Invite' and then click 'copy URL'. This will give you a link that you can share with family, friends or the people you want to talk to
- Copy the link and send it to the people you want to video call within an email
- When they click the link, it will open up a virtual meeting room and you'll see everyone you invited (who clicks the link) on your screen
- To end the call, click the red phone icon

2020 Garden Competition Time!

**Are you an ace with a spade? Do you know your onions?
Swede love you to enter our garden competition.**

There are nine categories you can enter so there is something for everyone:

1. Kids (under 16's)

Paint a pot and put a plant in it

Individual Entries

2. Best Front Garden
3. Best Back Garden
4. Best Container / Hanging Basket
5. Best Vegetable Garden

Communal Entries

6. Best communal garden
7. Best communal garden – older persons' schemes
8. Best communal garden – supported housing
9. Best communal vegetable garden

The closing date for receipt of entries will be 30 June 2020 with judging in July.

How to enter:

Ring Carol Johns on 01792 482762 or Emma Williams on 01792 482706
or email communityengagement@fha-wales.com

GOOD LUCK!



NEWS ...

Chinese New Year at Swan Gardens

It was lovely to celebrate the Chinese New Year - Year of the Rat – with our tenants at Swan Gardens and that Lau Gar Wales could join us and entertain with the great dragon dance.

Marcia our new CEO was delighted to welcome special guests Peter Black, Lord Mayor of Swansea, and Judge Ray Singh (CBE).

Another great event organised by Fun and the team, well done all!



Many Tears Animal Rescue

At the end of 2019 our supported housing project, Bernard Street wanted to do some fundraising for a local charity. Project worker Sherill Hopkins, started the research and wanted something that was beneficial to the tenants we support and connected with Many Tears Animal Rescue.

She found that studies have shown animals, dogs especially reduce stress, anxiety and depression in people, so taking the tenants to Many Tears Animal Rescue they were able to experience this.

The tenants felt they wanted to give something back, so a coffee morning with raffles was arranged and they raised £248.00.

The tenants expressed a sense of self-worth and happiness making this whole experience very beneficial.

Thank's to everyone who donated and made this possible.

Housing Matters Campaign

Mike Hedges AM Visit to St Helens Project

We fully supported the Housing Matters Wales campaign this year and called on the Welsh Government to increase the Housing Support Grant in their final budget for 2020/21. Additional resources are needed to deliver a service that helps people feel safe in their homes and support the work we do.

We were really pleased that Mike Hedges, AM, came to see the great work our staff do first-hand and understand why we campaign for Welsh Government to Increase the Housing Support Grant annually

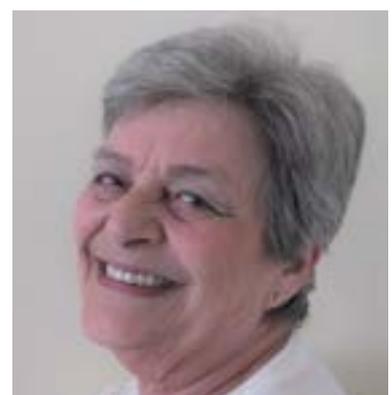


Inside Housing

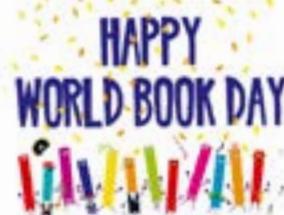
Inside Housing is the leading social housing sector magazine and website covering the whole of the UK. They provide news, analysis, comment, features and podcasts on all areas of housing policy, housing management and housing development.

We are delighted to have been selected as one of only 12 Housing Associations in the UK to participate in their Resident Safety Campaign (in partnership with Aico), which seeks to uncover outstanding examples of social landlords engaging with residents to raise awareness of safety issues.

Emma Morgan, one of our Area Housing Managers, has been chosen to represent Family Housing as our Safer Homes Ambassador for the Inside Housing campaign. It was really important to us to have a tenant work alongside Emma and we are pleased that Jo Ashford, chair of our Tenant Scrutiny panel, has agreed to do this. Emma and Jo were recently interviewed by Inside Housing, you can read the interview [here](#).



MORE NEWS ...



World Book day 2020

On the run up to World Book Day (Thursday 5th March) Family Housing staff had a book donation week and had an amazing response. The books were then bagged up with a little note and staff hid them in various communities where they work, for children to find, read and re-hide. There were Golden Tickets hidden in 3 of the books and the lucky person to find the ticket won a Prize.

The response we had to this event was incredible and the pictures, you will agree, are a delight!



Digital Engagement

Our tenants at Cartref Cynnes and Ty Dyffryn have been working on digital tech sessions with Mike from Digital Communities Wales and have been learning to become Digital Champions.

They have used various bits of kit including a digital desk-based exercise bike, to cycle back through time to the street where they used to live.

We now have several digital champions including Jill, Joan and Gwynedd and it just shows, at 90 years of age you can still learn new skills!



Talented Tenant Corner

The Kingdom of the Dog



In the last edition we featured Claire who has written a book. People have had a bit of trouble downloading the book so we just wanted to update you. The book is published by Amazon and you can read it through their APP. Here's how:

1. Download the Amazon Kindle APP - it's free (its got a picture of someone reading under a tree)
2. In your main browser type in The kingdom of the dog by Claire Stockdale. Or click here <https://amzn.to/30YuCwa>
3. Click on it and proceed to pay, it costs £2.42



The Mermaid

Frank is a tenant of ours in Maes Mwldan Cardigan and he has lived there since it was built. He is 90, always keeps his mind active and keeps himself busy with creative arts and organises craft sessions in the craft room at Maes Mwldan.

The Mermaid is his latest creation and sits proudly in his flat.



Safety In Your Home

Keeping you and your family safe



What to do in the Events of a Fire



Do not ever try to put out a fire yourself. Phone 999 ask for the fire services and be ready to tell them where you live.

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.

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.

Fire Evacuation Plan



PERSONAL EMERGENCY EVACUATION PLAN (PEEP'S)

If you live in a flat, you must follow the evacuation plan. By not following the evacuation procedure you not only put yourself at risk but also the emergency services.

Some of our Older Person's and Extra Care Schemes have their own evacuation procedures.

If you are unsure about the Fire evacuation procedure for your building, click on the link ([fire safety in your home](#)) or contact your Housing Team or Scheme Manager for further details.

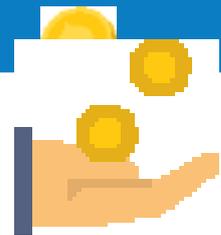
We have recently had fires in our properties and have previously had 5 fires in a month. Fortunately, nobody has been harmed.



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

Emergency Repair Costs

Emergency Repair Calls



Our repair line is open 9am-5pm Monday to Friday and when our offices are closed we run an out of hours service. This service is only for reporting emergency repairs that can cause a safety issue to a tenant.

We pay a fee for the out of hours emergency service to be provided and then we are charged for each call that comes in. In one recent month we had 300 calls and nearly a quarter of these calls were not urgent. That means we paid **£125.40** for calls that month which could have waited until normal opening hours or been reported via the My Home 24/7 app or email.

These are just a few examples of calls that came through:

- To inform us that the tenant had changed their rent payment date
- Asking where the tenant could park their car
- Small crack in glass of back door
- Bulb needs changing
- Ants on windowsill
- Had a letter but doesn't know what it's for

This amount of calls is very typical of a month, it means we pay **£1,504.80** per year for non-essential calls when tenants could use the My Home 24/7 app or email to rearrange appointments, or call contractors directly to rearrange.

This service is essential to tenants so, Stop, Think and please only call 0800 435 223 if it is an emergency.

Home Insurance



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.

The My Home Contents Insurance Scheme, provided by Thistle Insurance Services Ltd is an affordable and flexible scheme designed to protect our tenants against a whole range of risks.

Application and direct debit forms can be downloaded from our website

www.fha-wales.com/services-for-you/ Or for any further assistance, you can call the [Helpline on: 0345 450 7288](tel:03454507288) or see the website www.thistlemyhome.co.uk

Puzzle Page ...

Test your brain!

Code Cracker

Each letter in this puzzle is represented by a number 1-26.

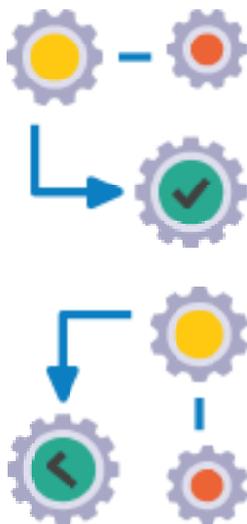
Can you crack the code and solve the crossword?

Every letter of the alphabet is used at least once.

Three letters are already in place to get you started.

18	19	23	16	21		22	19	10	16	15		8
14				16		14		16		19		21
11	20	0	20	15	20	9		8	19	10	8	12
12		25		25		14		15				25
11	25	15	12	23		19	21	19	7	26	2	8
15		15				2		11		5		
16		25	11	3	16		9	24	14	8		17
		21		25		8				21		26
14	2	0	26	15	20	16		5	15	25	13	25
8				11		18		19		1		21
15	2	4	19	12		21	16	25	11	7	19	21
25		26		19		14		11				16
15	L	20	16	2	26	9		3	19	22	16	15

1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26



Can you unscramble the letters to find ten US state capital cities?

GRYOMOMENT
 OXENHIP
 SMARTOCEAN
 HASLATEALES
 APLAINSON

ILLHAVEN
 SHORTLANCE
 INLAIDPIANOS
 LONEPERMIT
 CUBALIMO

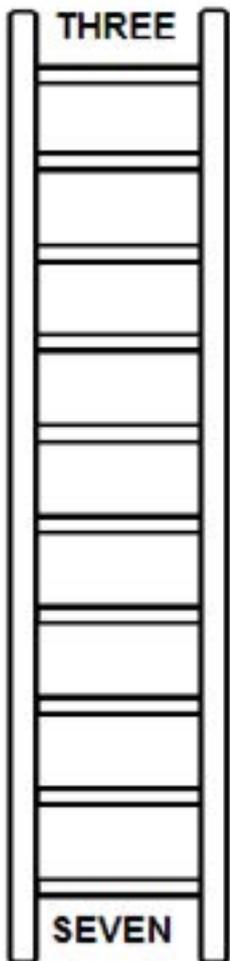
Cartoon Characters

A puzzle for all ages

Can you find the hidden names?

They may be horizontal, vertical, diagonal, forwards or backwards.

- | | |
|-----------------|----------------|
| Arthur | Mighty Mouse |
| Bambi | Mr Magoo |
| Barney Rubble | Pluto |
| Betty Boop | Popeye |
| Bugs Bunny, | Porkey Pig |
| Charlie Brown | Road Runner |
| Daffy Duck, | Scooby-Doo |
| Donald Duck | Snoopy |
| Dumbo | Sylvester |
| Eeyore, | The Simpsons |
| Elmer Fudd | Tigger |
| Felix The Cat | Top Cat |
| Fred Flinstone | Tweety |
| Garfield, Goofy | Winnie The Poo |
| Micky Mouse | |



Clues:

- Hurled
- Small mammal
- Tatter
- Fathered
- Located
- Gorged
- Salvaged
- Rescuer
- Cut

Word ladder - Can you get to the top?

A word ladder is a sequence of words formed by changing just one letter each time e.g. CAT - COT - DOT - DOG.

Can you find the missing words?
Use the clues if you get stuck.



Pizza two ways with the kids ...

Use tortilla wraps and a muffin tin to make individually portioned egg, salami and tomato bites - ideal for lunch boxes or picnics



What you will need to make Mini Pizza Quiches

2 large tortilla wraps
4 eggs
Chopped vegetables (optional)
6 slices salami
3 cherry tomatoes, halves, plus extra to serve
Handful basil leaves
Vegetable sticks, to serve

PREP: 10 MIN
COOK: 15 MINS
MAKE: 6

How to make ...

1. Heat oven to 180C/160C fan/gas 4. Using a 12cm cutter (or a small plate) cut circles from the large tortilla wraps – you should get 6. Use the circles to line 6 holes of a muffin tin, pushing them into the holes to make cases.

2. Beat the eggs and pour into the tortilla cases (you can add some chopped vegetables too, if you like). Top each case with a slice of salami and 1/2 a cherry tomato. Bake for 15 mins until the egg has set. Top with a few basil leaves, if you like, and serve with extra tomatoes and vegetable sticks.

Little ones will love these fun and super-easy pizza's for lunch or a light supper

What you will need to make Pitta Pizza ...

4 large pitta breads
4 tbsp tomato puree
2 tsp mixed herb
2 tomato, sliced
6 slices salami, torn into small pieces
50g cheddar, grated

How to make ...

1. Heat the grill. Spread each pitta bread with 1 tbsp tomato purée, sprinkle over the mixed herbs, then lay on the tomato slices. Divide the salami between the pittas, sprinkle over the cheese and grill until the cheese is golden and bubbling.



PREP: 20 MIN
COOK: 25 MINS
MAKE: 4

Kids will love to help make these great healthy lunch options ...

Getting to know us ...

Fun Wong - Project Officer



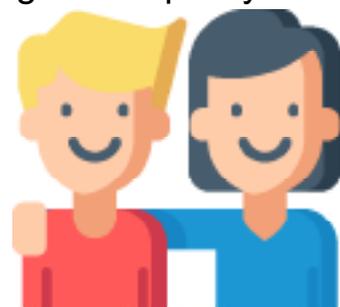
My name is Fun, I am a project officer at Swan Gardens. Swan Gardens is a 50+ housing scheme for people of Chinese origin. Most tenants there don't speak English and need language support.

We are a small team of three. Apart from supporting tenants with the language barriers, we encourage tenants to take part in local community events. We help tenants to organise fundraising and celebrate important days across the culture. Events held at Swan Gardens over the years include St David's Day, Dragon Boat Festival, Chinese New Year and Christmas to name a few. Over the years we have raised thousands of pounds for our community. Last year's Macmillan Coffee Morning at Swan Gardens raised £1,040.00. Every year, we have smashed the previous year's record - hopefully this year will be the same too.

Tenants from some of our other Family Housing schemes come to events – we have the reputation of hosting the best party in Swansea !!! We are well known for the community Big Lunch - the buffet is top nosh.

With the help of my colleague, Carol Johns, tenant engagement officer, Swan Gardens set up a tenant social group in 2013. In May this year, they will celebrate their 7th year. I help the social group apply for large and small funds through out the year. I have been very lucky so far with community funds which enable tenants to get involved with many activities such as chair based exercise classes and trips to London and Birmingham.

I am a strong believer in community cohesion. A sustainable community needs everyone working together. Swan Gardens is very fortunate to have the support of many organisations such Confucius Institute, Glynn Vivian Gallery, Sandfields Residents Association and Swansea Bay Regional Equality Council.



Competition Time Picture Perfect ...



We want you to get involved and be part of our newsletter. We want you to send us your best photography pictures and the winning picture will be the cover of our summer newsletter!

Your image could include landscape, nature, garden, family fun, wildlife, wild flowers etc But it must adhere to the [competition rules](#)

You will need to include the following details with your picture and send it to our info email address no later than 12pm June 30th 2020

Name	
Address	
Telephone	
Email	

Send your entries to :

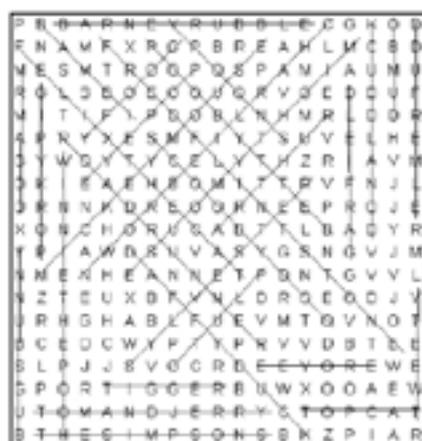


Info@fha-wales.com

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

Puzzle page answers

MONTGOMERY	NASHVILLE
PHOENIX	CHARLESTON
SACRAMENTO	INDIANAPOLIS
TALLAHASSEE	MONTPELIER
ANNAPOLIS	COLUMBIA



THREE
THREW
SHREW
SHRED
SIRE
SITED
SATED
SAVED
SAVER
SEVER
SEVEN

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