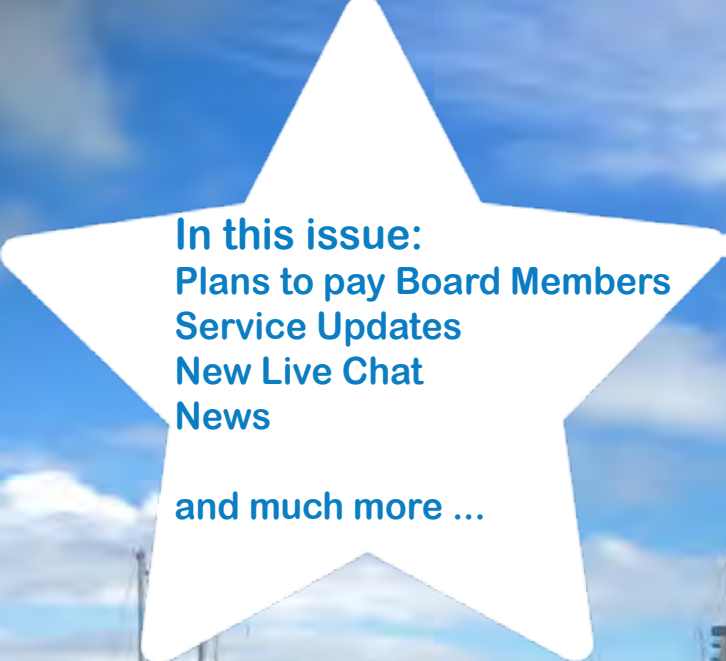


FamilyMatters

A magazine for
Family Housing Tenants



In this issue:
Plans to pay Board Members
Service Updates
New Live Chat
News

and much more ...



Front cover image provided by Rita Evans
our Spring competition winner



[@fhawales](https://www.facebook.com/fhawales)



[@fhawales](https://twitter.com/fhawales)



[familyhousingassociation](https://www.instagram.com/familyhousingassociation)

Welcome to our Summer 2020 edition of Family Matters.

This edition includes an update on how we are delivering our services through Covid-19 and highlights the different ways you can contact us, including our new Live Chat facility.

Communication is so important to us and never more so than now. We value your feedback and it would be great to get your views on plans to pay Board Members for the vital work they do in leading the organisation as it continues to innovate and grow.

It's six months since I joined Family Housing and every day I reflect upon how rewarding the job is, it's great to hear this echoed by our staff and in the Getting to Know Us section Rebecca Murphy reflects upon her role as a Community Housing Officer, where no two days are the same!

I hope you enjoy reading the magazine, please let us know if you have any suggestions for articles for future editions.

I think I'll cook the Halloumi Tray Bake on Page 18 tonight it looks delicious :)

Take Care and Stay Safe,

Marcia

Contact us



43 Walter Road,
Swansea,
SA1 5PN



01792 460192



Info@fha-wales.com



www.fha-wales.com

In this issue



	Page
Perfect Pets Competition	2
Garden Comp Winners	3
Service Updates	4
New Live Chat	6
Development News	8
Plans to pay Board Members	9
News	10
Asbestos Information	14
Puzzle Page	16
Recipes	18
Getting to Know Us	19

Competition Time Perrrfect Pets...



Get your pet in the spotlight!

We know that lock down has not been the easiest time for everyone, whether you are at home or still working, but our pets have given us that unconditional love and boost we sometimes need. Now its their time to be in the spotlight.

We want you to send in pictures of your pets and we will give them the spotlight they deserve in the next edition of Family Matters.

We will select a winner from the entries, so the cuter the better! They will win a £25 Pets At Home Voucher to pamper their perfect pet!

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

2020 Garden Competition Winners!

Thank you to everyone who entered our competition.
We had a great response and you didn't make it easy for us!

Our winners in each category are shown below:

Individual Entries

Best Front Garden
Maes Y Awel, Pembrey

Best Back Garden
Maes Y Awel, Pembrey

Best Container
Cheryl Marsh, Swansea

Hanging Basket
Eileen Williams, Swansea

Best Vegetable Garden
Alltywerin SHP

Communal Entries

**Best Communal Garden –
Older Persons' Schemes**
Cartref Cynnes

**Best Communal Garden –
Supported Housing**
The Manse

Best Communal Vegetable Garden
Ty Dyffryn





Services Update



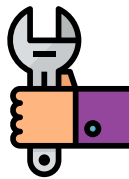
As Covid-19 restrictions are gradually relaxed, the well-being of tenants, partner organisations and staff remains our absolute priority.

We have put in place a range of measures to ensure that we operate safely with the highest possible hygiene standards. This includes ensuring we socially distance wherever possible, providing staff with appropriate PPE and providing staff with regular information.

Our office based staff are still mainly working from home with the exception of a few and we have opened our reception at head office, but we are following strict guidelines and working on an appointment basis only.

All our staff are working really hard to keep residents safe and deliver essential services and over the last few weeks we have seen a big increase in the number of calls we are receiving. We appreciate it can be frustrating to wait for an answer so wanted to update you on how our services are operating and let you know about some other ways you can contact us and access our services. We know lots of you are already using these successfully as we had over 5,000 visits to our website in July alone.

Repairs



We have resumed our normal repairs service, but we still need to ask you questions when you report a repair and when we arrive at your home. We need this information to keep everyone safe and it is kept confidential and only provided to those who have a legitimate right to know it.

We have personal protection equipment including masks, gloves, overshoes, overalls and hand sanitiser. What we use depends on whether you have corona-virus symptoms, and whether we can socially distance. We will check this with you when you call us.

Due to the current backlog of repairs, it may take a little longer than usual for us to complete your repair. However if your repair is an emergency this will still be attended to within the target time-scale.

Estate Services and Cleaning



Our grounds maintenance and cleaning services are now operating again, and we are returning to a normal level of service. There may be some small changes whilst we work through any backlogs of work but please rest assured that we are now working at all schemes and working in a safe manner. Our team are socially distancing so please don't be offended if they act to ensure there is always a two-metre gap.

Anti-social Behaviour



We know that the Covid-19 pandemic is creating a lot of uncertainty and we are dealing with a lot more reports of anti-social behaviour, especially relating to noise. Together, we want to make sure that everyone is safe, free from excessive noise, vandalism, harassment and fear of crime and doing their part to reduce the spread of Covid-19.

We would like to remind you to please be kind and considerate towards your neighbours and especially consider the amount of noise you are making. If you are unsure about whether what you're experiencing is anti-social behaviour we would encourage you to check online <https://www.fha-wales.com/my-home/anti-social-behaviour/> for more information and advice on how to report incidents.

Please note that noise is only considered anti-social behaviour if it is persistent over several days. If you are being disturbed by your neighbours, we would recommend downloading The [Noise App](#) and / or printing a copy of the log on our website noting the dates and times of the incidents as they occur. We can send you copies of the log in the post if you prefer.

Domestic Abuse



We do not tolerate any form of Domestic Abuse so please don't suffer alone. In an 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.

For more information on advice and support please follow these links or contact us:

[Live Fear Free](#)

[Welsh Women's Aid](#)

Rent and Money Advice



We appreciate that this is a very stressful time and that some tenants may find their income affected and struggle to pay their rent on time. If you are having any difficulties, we have a specialist team who are here to help and can discuss a range of options with you. Our priority is to keep tenants safe and in their homes.

More information can be found here: <https://www.fha-wales.com/paying-rent/>, online at <https://www.fha-wales.com/about-us-2/contact-us/> or by calling one of the numbers below:

- Swansea or Neath areas - 01792 450042 or Free Phone 0800 0213930
- Carmarthenshire, Pembrokeshire or Ceredigion areas - 01792 450044 or Free Phone 0800 0213930

You can contact us by phone, email, social media or text message and remember you can still use My Home 24/7 <https://www.fha-wales.com/my-home/home-24-7/> 24 hours a day. From making payments, reporting repairs to telling us about a problem, you can contact us as normal.

Communal Spaces



We know many of you are keen to re-open communal spaces and we are considering how and when to re-open facilities such as gyms, laundries and communal lounges. Current guidance from Public Health Wales is that spaces such as this should not be reopened whilst guidelines prevent extended households meeting indoors. However, our priority is to ensure everyone's safety and to strike the right balance so we will be keeping this under review and contacting those of you who live in schemes with internal communal spaces such as this over the next couple of weeks.

Service Charges



Many of you have contacted us to enquire about service charge refunds. We recognise that some of our services have been reduced since March, but we anticipate costs and service levels over the year will be as originally estimated and do not plan to issue any refunds at this stage.

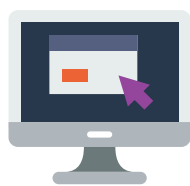
How to Contact Us ...

Our staff are working really hard to keep residents safe and deliver essential services every day and over the last few weeks we have seen a big increase in the number of calls we are receiving.

We appreciate it can be frustrating to wait for an answer so wanted to let you know about some other ways you can contact us and access our services without even needing to use the phone.



My Home 24/7 app



www.fha-wales.com



Email



Live Chat

My Home 24/7 can be accessed by App, on a mobile device or from a PC, 24 hours a day, 7 days a week putting you in control of your account at a time that suits you.

Our **website** can be accessed on a mobile device or from a PC, 24 hours a day, 7 days a week where you can contact us via a form or find alternative contact details.

All **email** addresses can be found on our website. Whether you want to contact a department, a Community Housing Officer, a Rent Officer, Money Solution Worker, or contact our office, they are all there to help you.

We have recently launched our **Live Chat** and this can be accessed on a mobile device or from a PC, 24 hours a day, 7 days. If you are looking for a quick reply to a question this is the best form of contact.

Many of our tenants use these ways of contacting us every day and find that they are often much more convenient. The My Home 24/7 app, our website, and email can be used to contact us outside office hours and we respond quickly to any queries we receive. Our new Live Chat facility on the website is also really popular and more and more tenants are using this.

For more information on how to access all our key services please see the table below:

Query	Details
Applications	Our lettings service is now operating normally, including Mutual Exchanges but did you know you can make a housing application via our new Live Chat for Swansea and Neath? You can chat on our website or by clicking the link direct.lc.chat/11971140/
Application Queries	You can now ask us about any housing application queries for Swansea or Neath via our new Live Chat? You can chat on our website or by clicking the link below direct.lc.chat/11971140/ Chat to our team instantly today.
Mutual Exchanges	Home Swapper is the largest mutual exchange (swapping) service for housing association and council tenants who want to house or flat swap anywhere in the UK. You can search via the website www.HomeSwapper.co.uk or download the app to look for suitable swaps. If you do find someone else to swap homes with, please let us know. For more information please go to https://issuu.com/fhawales/docs/swappingyourhome
Anti-Social Behaviour (ASB)	If you feel you are suffering from ASB then the first thing to do is to record any issues. Take a look at the advice on our website www.fha-wales.com You can also report any incidents via the incident form completing as much detail as possible. https://www.fha-wales.com/my-home/anti-social-behaviour/anti-social-behaviour-reporting-form/ If there is no immediate danger or emergency situation telephone the 24-hour non-emergency line 101.
Noise Complaints	Please use the FREE Noise App to record any noise nuisance! Take a look at our ASB page where we explain the process of reporting any incidents and the form you can use to log issues. https://www.fha-wales.com/my-home/anti-social-behaviour/
Rent Payments	Due to current high volumes of calls we would advise you to use our other alternative and quicker options to pay your rent. You can use the My Home24/7 app or pay via our website www.fha-wales.com
Tenancy Reference Number	Do you want to use the My Home24/7 app to make rent payment or see statements but not sure of your tenancy number? For a quick and easy solution contact our team on Live Chat today direct.lc.chat/11971140/



Development News!



Swn Y Mor- Penclawdd

At the end of July we took handover of 12 (2 and 3 bed) houses at the former Swn-y-Mor site in Penclawdd. The houses were constructed on behalf of the Association by Hygrove Homes and part funded by Welsh Government with support from the City and County and Swansea through the Welsh Government's Social Housing Grant Programme. All the homes are fully let. The completion of the development forms part of the Association's drive to build 700 new homes over the next 10 years.



Treboeth - Swansea

Construction work has started on the site of the former OAP Centre at Heol Gerrig, Treboeth, Swansea. The scheme of 9 x 1 bed flats is being constructed by the Castell Group and we will be purchasing the properties on completion.



Our Plans to Pay Board Members

Introduction

Family Housing has a Board of Management who work with staff to help run the organisation. There are 12 members who serve the organisation on a voluntary basis. Each board member commits about approximately 24 days during the year to the organisation, this includes preparing for and attending meetings, training, engaging with staff and tenants amongst other things.

We are considering paying the members at some point in the future. We want to hear from you what you think about this. This article explains some of the reasons why we want to consider paying members, and how you can tell us how you feel about this.

Our Plan

We are always committed to delivering the best possible service to all our tenants, looking after your home and making sure the organisation is financially strong. This is not always easy. We are continuously dealing with an increasingly complex business with more scrutiny from the Welsh Government, people who lend us money and other organisations who have an interest in the way we run Family Housing.

We are therefore looking to strengthen the Board of Management by attracting and retaining the best people who can help us manage the organisation. Some of the benefits of paying board members include the ability to:

- recruit for skills, experience and values required by us
- attract a more diverse board when other housing associations are paying board members
- remain up to date with the sector
- have greater flexibility in providing their time for meetings and other important tasks
- hold members accountable for performance

The Welsh social housing sector is increasingly moving towards board remuneration as a tool to strengthen governance and accountability. There are 13 housing associations who currently pay board members and others are looking to do so like us.

How and what we pay, will be assessed by a committee set up to look at this and they will get independent advice.

Timetable

At the moment we are trying get feedback from tenants and other organisations. The board will look at all the feedback from this process to help decide on what to do next.

What Next?

We would like to hear from you. Using the information below, tell us how you feel about this. Please reply by Friday 11th September 2020.

Sally Parker, Governance Assistant

Email: Sally.parker@fha-wales.com



NEWS ...

Get Online with Family

We have successfully been granted £4550 from The National Lottery Community Fund. We are now able to help our community during this challenging time thanks to National Lottery players by helping tenants across South Wales to Get Online. We will be providing equipment on a rotation basis to tenants and introducing training to use these tools along with using the internet, on-line shopping, email and video calls. This training will help tenants to feel included, use tools to help with saving money and to develop confidence using online services.



If you want more information on Get Online with Family, you can contact the team on:

Carol Johns | 01792 482762 | 07854 017 328 | carol.johns@fha-wales.com

Emma Williams | 01792 482706 | 07814308670 | emma.williams@fha-wales.com

Virtual Coffee Mornings

Every fortnight our Community Engagement Team hold a virtual Coffee and Chat and it's been lovely to see old and new faces.

Are you a tenant of Family Housing and want to have a catch up, share some news or just have some company?

Email the team on communityengagement@fha-wales.com and they can make sure to include you.



Happy Birthday NHS!

One lady who can never lie about her age is Aneira “Nye” Thomas. She was the first baby to be born in the NHS and is named after its founder, Aneurin Bevan. Nye used to work for Family Housing around 30 years ago and still keeps in touch with some of the staff who have also now retired.

Aneira was inspired to write a book by her own experiences of the NHS. She is from a family of nurses and midwives and she also became a nurse. Her daughter is a paramedic so the NHS runs through their blood.

Aneira came into the world at one minute past midnight on 5 July 1948. If she had been born before midnight, her mother would have had to pay one shilling and sixpence for the privilege.



“Hold on Edna!” is the title of the book, reflecting the fact that the doctor told Aneira’s mother to wait until after midnight so she would not have to pay to give birth. It is the touching story of Nye’s family - their loves and losses - and the launch of a treasured public service that has touched the lives of every family in the nation.

Nye was in great demand 2 years ago when the NHS turned 70 - she even appeared on Lorraine Kelly where she urged us all to not take the NHS for granted. How much that message has rung true this year!

“Hold on Edna!” is published by Mirror Books, call 01256 302 699 or go to www.mirrorbooks.co.uk It is also available in Amazon, Waterstones and WH Smiths.

Helping people to Stay Connected

Earlier in the year, which may only seem like yesterday! Carol Johns and our IT department arranged for our old company mobile phones to be donated to the NHS.

Carol aka ‘The Easter Bunny’ delivered a box full of the phones to Swansea Bay NHS Head Quarters for patients to keep in touch with friends and family while they couldn’t have visitors due to Covid-19.



MORE NEWS ...



Our Fantastic Teams!

At the start of the pandemic in March our teams:

- Made over 3,400 welfare calls to Tenants and have continued these calls through out
- Provided advice and guidance to 1,149 tenants
- Made a massive difference to our tenants' lives by helping increasing their incomes by £619,708 per annum.
- Despite lock down, managed to let 42 empty homes between April and June to people in need
- Dealt with 76 reported ASB cases in June compared with 25 in June last year

The team have adapted, adjusted, taken on so many challenges to ensure our services are still delivered and done so with such a positive attitude and a kindness that they have shown to each other and tenants.



Still Smiling :)



Our staff are still smiling (underneath the masks!) while providing a great service and keeping our tenants safe and well in the exceptional heat during Covid-19.

Our tenants at Hazel Court are now able to see their family members, go out for a drink or meal, or go and have their hair done and although things are not back to normal, everyone is much happier and those that are receiving care, are still grateful to those providing it.



Thank you ...



Thank you to Dwr-y-Felin Comprehensive School and their staff for making 50 visors which were distributed to our Care & Support staff who are look after our tenants, and thank you to our Estates Team for helping deliver the visors.



Thank you to the Crymych Community Project for the kind donation of visors in Bro Preseli for staff and also the Celtic catering staff!

Thank you to Fairy Hill in Gower for donating 200 meals for our tenants at Hazel Court and to our staff who spent the afternoon delivering to as many tenants as they could.



Thank you to a family member of a tenant living at Robense House for showing your appreciation to our staff.

The staff have been supporting a tenant with high relational needs during lock down, not only keeping her mentally well, but also supporting her when she needed to self isolate in her bedroom for a week.



Thank you to the local fishbar at Ty Dyffryn who delivered 60 portions of fish and chips for staff and tenants and also the local councillor who delivered some snacks for the staff.

"I would like to congratulate all staff for going above and beyond during this Covid19 pandemic. I have been so impressed by the speed and efficiency in dealing with the various stages of response to Covid19 updates. I know this would have been a difficult and worrying time for the staff as well as tenants, but they really did rise to the challenge and I for one am truly grateful. Thank you/Diolch!"

Tenant feedback from our recent survey

Asbestos Information ...

What is Asbestos?

Asbestos is the name given to a group of naturally occurring fibrous minerals. Due to its strength and fire resistance, asbestos was used in a wide range of building materials and products between the 1930s and late 1990s.



Where is asbestos likely to be found?



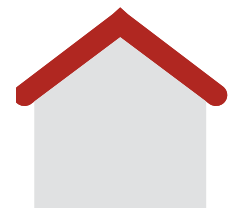
Bath panels/
W.C cisterns



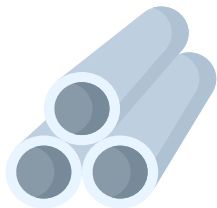
Under stair
cupboards



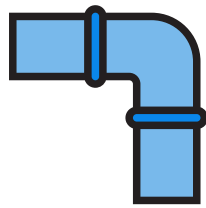
Corrugated cement
sheeting on
sheds/garages



Soffits



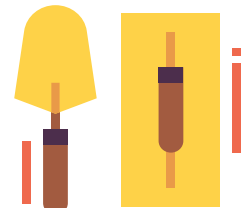
Guttering and
down pipes



Boxing to soil pipes
and pipe work

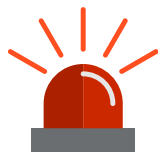


Plastic floor tiles



Textured decorative
coatings e.g. artex

What are the risks?



Asbestos containing materials are not a risk if they are in good condition and are not disturbed. The risk increases when asbestos is damaged or disturbed i.e. drilled, sawn, scrubbed or sanded which can result in brief but elevated levels of exposure.



What are we doing to minimise the risk?

- ✓ Family Housing has developed an Asbestos Management Plan that sets out how we will identify and manage Asbestos in your home.
- ✓ We have undertaken surveys to communal areas of all our properties to identify if Asbestos is present. The results of these surveys are contained on an online register.

- ✓ If we carry out any refurbishment works to your home such as replacement of a kitchen or bathroom we will carry out a detailed survey to establish whether or not asbestos is present.
- ✓ If Asbestos is found we will carry out a risk assessment and take actions based on the level of risk. This will include removing or sealing Asbestos if it is identified as high risk or taking no action, but continue to monitor through further surveys if the risk is considered to be low.
- ✓ When a home becomes empty we will carry out a survey of the property prior to the new tenant moving. We let our staff and contractors know if asbestos is present so that they take extra care when they carry out work in a home.

What are my responsibilities if I'm a tenant?



If you are planning on carrying out any home improvements then it is important you should seek permission from the Association in accordance with your tenancy agreement. We can check our records and tell you if any asbestos is present in your home or arrange for our specialist contractors to carry out an asbestos survey.

What if I think there is asbestos in my home?

If you are in doubt as to whether any material contains asbestos, or If you think your home contains damaged asbestos material, then contact Family Housing on:



Tel: 0800 435223



Email: info@fha-wales.com



Web: www.fha-wales.com

Do you have 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 ...



Can you find the hidden words?

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

- | | |
|--------------|-------------|
| ACCOMPLISHED | INVENTIVE |
| ADROIT | KEEN |
| ANALYTICAL | LEARNED |
| ASTUTE | LOGICAL |
| BRAINY | PERCEPTIVE |
| BRIGHT | PRODIGIOUS |
| BRILLIANT | PROFICIENT |
| CANNY | RATIONAL |
| CLEVER | RESOURCEFUL |
| CREATIVE | SENSIBLE |
| CUNNING, | SHARP |
| EDUCATE | SHREWD |
| ENLIGHTENED | SKILLED |
| GIFTED | SMART |
| IMAGINATIVE | TALENTED |
| INCISIVE | THOUGHTFUL |
| INGENIOUS | WILY |
| INTELLIGENT | WITTY |



Word Solution

How many words can you make from the letters in the wheel? Each word must contain the hub letter R. Can you find a 9-letter word and at least 15 other words of five letters or more avoiding proper nouns?

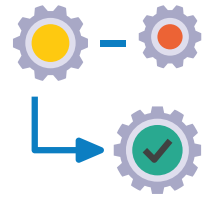
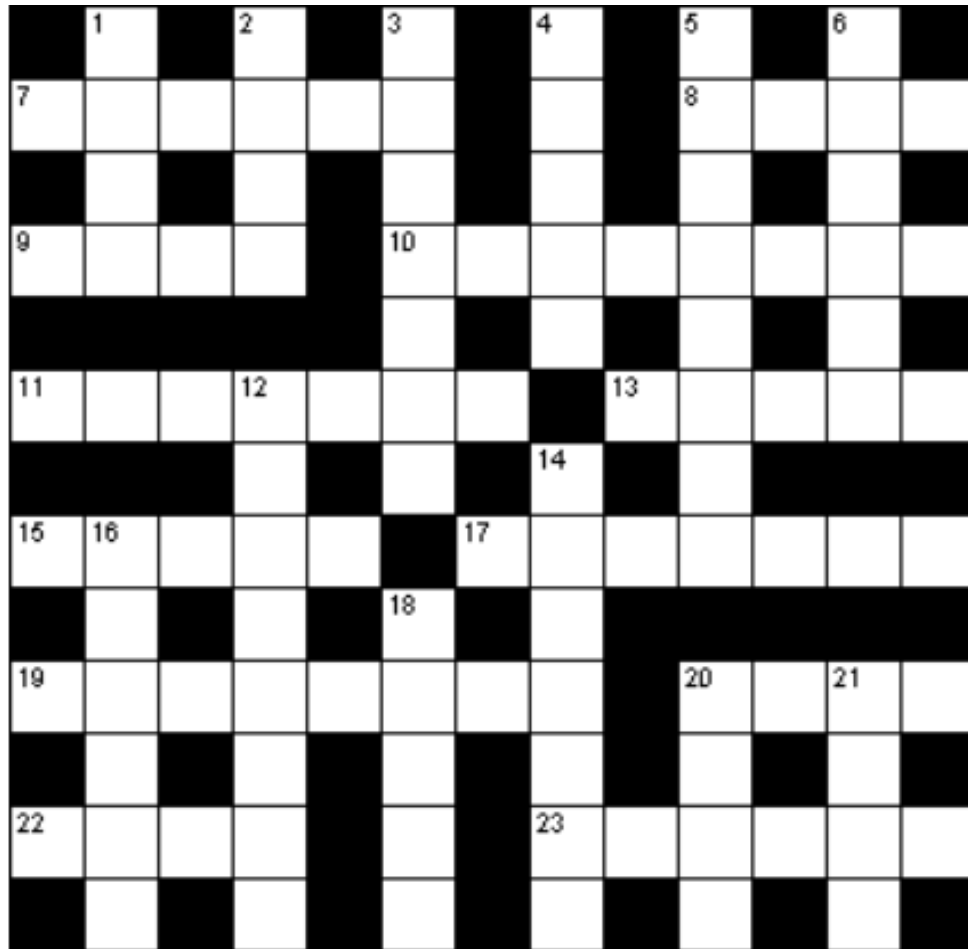
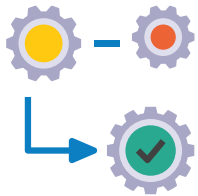


Famous names from the past

Can you work out the name of each famous person from the following anagrams? Name lengths are shown in brackets.

- | | |
|------------------------------------|--|
| MARRY NO OILMEN (7,6) (actress) | SILVERY SLEEP (5,7) (singer/actor) |
| HOMBURG THERAPY (8,6) (actor) | ART CHEF HID CLOCK (6,9) (director) |
| TEN ELITE BRAINS (6,8) (physicist) | A WALTZ OR FUN GAMES GO MAD (8,7,6) (composer) |
| ADMONISH TOES (6,6) (inventor) | EXTERNAL HATE RAGED (9,3,5) (conqueror) |

Crossword Capers - A night at the movies ...



Across

7. Shakespeare In Love actor ____ Fiennes (6)
8. Elephant Man actor John ____ (4)
9. Ex Bond actor, ____ Connery (4)
10. Thespian family (8)
11. Hollywood actor, Kevin ____ (7)
13. Surname of former Beatle (5)
15. Composer of Bolero (5)
17. Miami Vice actor 1984-89, Don ____ (7)
19. Once Upon a Time in Mexico actor, Antonio ____ (8)
20. He was Walter in the 2003 movie Elf, James ____ (4)
22. Norse god of thunder (4)
23. He was Henri Ducard in Batman Begins, Liam ____ (6)

Down

1. 2003 movie, ____ Actually (4)
2. Sean ____ was Jimmy Markum in the 2003 movie, Mystic River (4)
3. First name of A Tale of Two Cities author (7)
4. Surname of Far from the Madding Crowd author (5)
5. Surname of Ben Hur actor (8)
6. First name of Brief Encounter actor (6)
12. First name of one of the Roosevelt presidents (8)
14. Composer of the William Tell Overture (7)
16. First name of The Mousetrap author (6)
18. 2005 movie, The Brothers ____ (5)
20. She played one of The Witches of Eastwick (4)
21. ____ 'n' Andy (4)

2 course, easy peasy baking ...

What you will need to make Halloumi tray bake

750g new baby potatoes, halved
2 medium red onions, quartered and broken up to large pieces
4 tbsp of olive oil
400g can chick peas, drained
1 large pepper sliced in to strips
1/2 romanesco broccoli or cauliflower (about 400g) cut in to small florets
250g mixed colour cherry tomatoes
4 garlic cloves, peeled
250g pack reduced fat halloumi



PREP: 15 MIN | COOK: 1 HOUR | MAKE: 4

How to make ...

1. Heat oven to 160C/140C fan/gas 3. Put the potatoes in a large roasting tin with the onion. Pour over 2 tbsp olive oil and roast in the oven for about 30 mins.

2. Add the chickpeas, pepper, romanesco, tomatoes and garlic. Drizzle with 2 tbsp oil, then roast for a further 20-25 mins until everything is cooked and browning nicely. Toss together briefly and put the halloumi slices on top. Put it under the grill for 5-10 mins, or until the cheese is melting and browning (keep an eye on it). Scatter over the basil leaves to serve.

This compote is delicious served warm with ice cream, or cold for breakfast with yogurt



PREP: 10 MIN | COOK: 20 MIN | SERVES: 4

What you will need to make Roasted stone fruits with vanilla

175g golden castor sugar
1 vanilla pod, split in two
5 cardamom pods
zest and juice 1 lime
6 apricots halved and stoned
3 peaches, quartered and stoned
3 nectarines, quartered and stoned

How to make ...

1. Heat oven to 220C/fan 200C/gas 8. Tip the sugar, vanilla pod, cardamom, lime zest and juice into a food processor, then blitz until blended, or mash together using a pestle and mortar. Tip the fruit into a shallow baking dish, then toss in the sludgy sugar.

2. Roast for 20 mins until the fruits have softened, but not collapsed and the sugar and fruit juices have made a sticky sauce. Any leftovers will keep in the fridge for up to 2 days.

WHY NOT TRY...

Making a quick Knickerbocker Glory using sliced stone fruits, raspberries and vanilla ice cream, topped with whipped cream.

Getting to know us ...

Rebecca Murphy - Community Housing Officer



I have been with Family Housing for 13 years. I have worked in several roles in Housing but being a Community Housing Officer is definitely my favourite, the most challenging but very awarding.

The job is not your usual Monday to Friday office job, the variation in the role still surprises me every day. I am the only contact some people have with the outside world. I am a listening ear, support network, authority figure, police support and therapist all wrapped

into one. I am always learning about people, myself and how to support and help others. Working in Housing is certainly a vocation and not just a job.

The key element of community work has been paused due to current health climate and health safety measures. Community work can be the most rewarding part of the job giving back to our families and their homes through skip days, renovating local parks, Dogs Trust Days and themed parties for residents and families at Easter or Halloween. Its important to know who lives in our homes and get to know their families, making connections increases trust and will mould how we do our job for the best service delivery.

My role has dramatically changed in the past 6 months to adapt to Covid-19 restrictions. Where we work closely to support families in their homes through Police and Social Services multi agency work our face to face contact has reduced considerably but workload has more than doubled.

The main challenging factors have been child welfare, with no school support networks and families at home all day every day, it has resulted in an increase in alcohol related anti social behaviour incidents and Police call outs. Our main aim is always to support families and offer support to maintain the family unit while people get help.

There has been an increase in domestic violence-victims have found new ways to reach out for help and to combat the constraints of lockdown. We have been successful in keeping people safe in their homes with extra safety measures such as cameras, extra locks and working closing with Police so they are aware of urgent response if needed. I have been successful in avoiding emergency moves due to extra support and measures, maintaining the family home and similar surroundings for victims and their families is always a priority.

What makes this job rewarding is seeing the difference we make in people's lives whether, it be a new home, adaptations to stay in their home, support for furniture, food parcels or very often just being a listening ear for people to talk through what they are experiencing. We need to be creative to assist people with their problem solving. I will never grow tired of seeing someone make a house a home.

I'm looking forward to being able to spend more time with our residents and be back in the community with more face to face contacts doing the job I love.

Competition Time Purrfect pet ...



Congratulations to Rita Evans for winning our Spring Competition and getting her chosen picture on the front cover of this issue!



Get your pet in the spot light!

Send in pictures of your pet and get them shown in the next edition of Family Matters and a chance to win a £25 Pets at Home voucher.

All entries 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 October 30th 2020.

Name	
Address	
Telephone	
Email	

Send your entries to :

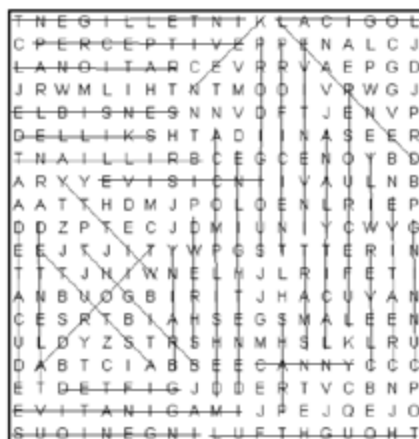


Info@fha-wales.com

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

MARILYN MONROE ELVIS PRESLEY
 HUMPHREY BOGART ALFRED HITCHCOCK
 ALBERT EINSTEIN WOLFGANG AMADEUS MOZART
 THOMAS EDISON ALEXANDER THE GREAT



9-letter word - GLADIATOR

Some other words of five letters or more containing the hub letter R: agora, altar, aorta, argal, argot, aroid, artal, atria, goral, grail, griot, goat, laird (Scot), largo, radio, raita, ratio, riata, taira, tiara, trail, triad, trial, adroit, aortal, argali, atrial, lariat, latria, radial, tailor.

Puzzle page images can be downloaded from our website (just hover over the [Get Involved](#) tab)