

AELWYD HOUSING

Resident Newsletter

Winter 2024

*"Therefore the Lord himself will give you a sign;
The virgin will be with child and will give birth to a son,
And will call him Emmanuel."*

Isaiah 7:14

Have a Blessed and Joyous

Christmas



Tai
AELWYD
Housing

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Office and Telephone Payments

Mon-Fri: 8:45 - 16:45

02920 481203

Email - enquiries@aelwyd.co.uk

Office address - 9 Ty Nant Court,
Morganstown, Cardiff, CF15 8LW

Website: Aelwyd.co.uk

To report an emergency repair please call 029 2048 1203 and hold the line, selecting 1 for Delta Wellbeing

Message from the Chief Executive



As we say goodbye to 2024 it's always good to reflect on the year gone by and be thankful for the good memories. At Christmas time it's good to think about those we love and the things that make us feel safe and happy. For Christians it's a time to remember the birth of Christ and all that means.

We know how important a home is in helping us feel safe and connected to those we love. Our residents always tell us that the thing they value most about their home is that it's a place where they feel safe.

Over the past year we have invested more than ever in works to improve fire safety, reduce the risk of damp and mould, and upgrade door entry systems. We've visited most of our homes to carry out inspections to help us plan improvements for the future. Throughout the newsletter you'll see lots of guidance and advice on keeping safe. Feeling safe and secure is the foundation of enjoying life.

This Christmas, I hope all of us at Aelwyd Housing have done our part in helping you feel safe and secure in your home, and that it's a place where you enjoy all the things you love in life.

On behalf of all of us, I wish you a very happy Christmas, and a blessed and prosperous 2025.

Fire safety checklist

Following these basic fire safety tips and adopting them into your daily routine will help to keep you safe in your home.

- ✓ **Test your smoke alarms every week**
Remember, a smoke alarm can only warn you if it works properly.
- ✓ **Plan an escape route**
Plan how you would get out if there was a fire in your home. Keep the hallway, stairs and doors clear so that it is easy to get out in an emergency.
- ✓ **Have a night time routine**
Remember to close all doors, switch off and unplug appliances. Keep a telephone and mobility aids close by if you need them.
- ✓ **Take extra care when cooking**
Don't have anything near the cooker that could catch fire. Remember to use a timer or something else to remind you not to forget about your cooking.
- ✓ **Take extra care with open flames and heaters**
Make sure candles are not on or near anything that could catch fire. Do not leave a heater too close to anything and never cover it.
- ✓ **Store electric blankets either flat or rolled up**

✗ **Don't overload plug sockets**

And never use them when wet.

✗ **Never smoke in bed**

Always take proper care with cigarettes, especially if you are tired or unwell and put them out properly.

✗ **Never use your electric blanket at the same time as a hot water bottle**

Remember – NEVER fight a fire yourself

Always call 999 and ask for the Fire Service

Health and safety

for Aelwyd staff and contractors

As both a landlord and an employer, Aelwyd Housing has a duty to keep staff and contractors safe whilst they carry out their duties on behalf of the Association, and as a resident, you have a role to play too.

As residents here are some things that you can do to help keep staff and contractors safe whilst they work:

- Ensure that your home is of sufficient cleanliness that staff and contractors can work safely and without concern
- Provide access to your homes and any required areas for safety inspections and subsequent works that may need to be carried out
- Ensure that children and pets are supervised at all times and not causing a distraction to staff when they visit your home
- Do not smoke when employees are working in your home, if you are a heavy smoker, consider opening the windows for 15-20 minutes before staff arrive
- Follow any specific health and safety guidance or advice during the visit to ensure work can be carried out safely.



Reengage is a national charity tackling social isolation for people over the age of 75. Previously known as Contact the Elderly, a charity you may well have heard of before they re-branded.

They offer free volunteer led activities across Wales, as well as a free telephone befriending service that they refer to as Call Companions.

If you would like to learn more, you can call them on freephone 0800 716 543
Or, if you are on-line, via their website www.reengage.org.uk

Alternatively, if you wish to know more about this service, and need assistance, you can contact the office on **02920 481203**.

Winter Fuel Payment



The winter fuel payment, which used to be an entitlement, has now become a means-tested benefit.

You can get a Winter Fuel Payment for Winter 2024 - 2025 if you were born before 23 September 1958, live in Wales, and receive one of the following benefits:

- Pension Credit
- Universal Credit
- Income-related Employment and Support

Allowance (ESA)

- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Child Tax Credit
- Working Tax Credit

For more information on eligibility, or if you are not sure if you are eligible, please refer to the Government website: GOV.uk.

Or you can call the office on **02920 481203** and ask to speak to Lucy Clewlow, who will be able to arrange a home visit.

Our website



About ▾ Homes ▾ Residents ▾ News Contact Q



Our website provides lots of information which we hope you find useful. You can find information about the Association, our homes, how to pay your rent and how to report repairs. If you have not seen it, please take a look: www.aelwyd.co.uk

We are always open to suggestions on how we can make the website better. Is there anything you would like added? Is there any additional information you would like to see? Do you have any comments or suggestions on how it looks? If you have any feedback, please let us know. Comments can be sent via email to enquiries@aelwyd.co.uk or please call the office on **02920 481203**.

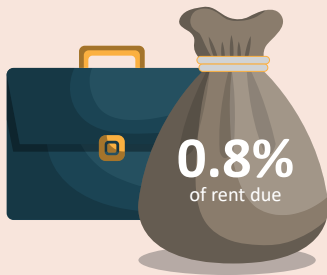
How did we do?

Performance from April 2023 - March 2024

Housing Management

% of arrears outstanding

Arrears were 0.80% of the rent due at the end of the year.



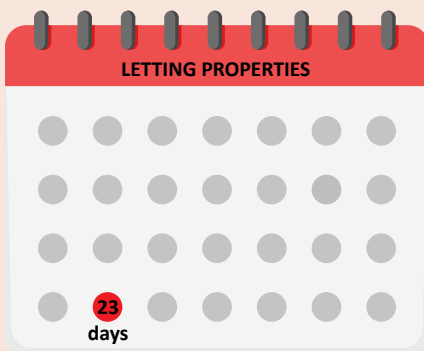
Number of homes let

We let 24 homes during the year



Average days to let a new home

It took an average of 23 days to let a new home



Satisfaction with a new home

New residents reported 100% satisfaction with their new homes

100% satisfied

Legal action taken

There were zero legal action cases during the year

0 cases

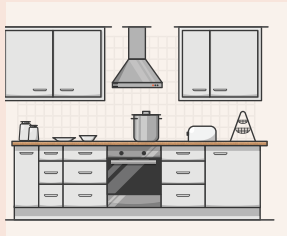
Property Services

Homes receiving
new windows



37

Homes receiving
new kitchens



4

Homes receiving
new bathrooms



7

Gas safety
compliance



Electrical
safety compliance



Asbestos
compliance

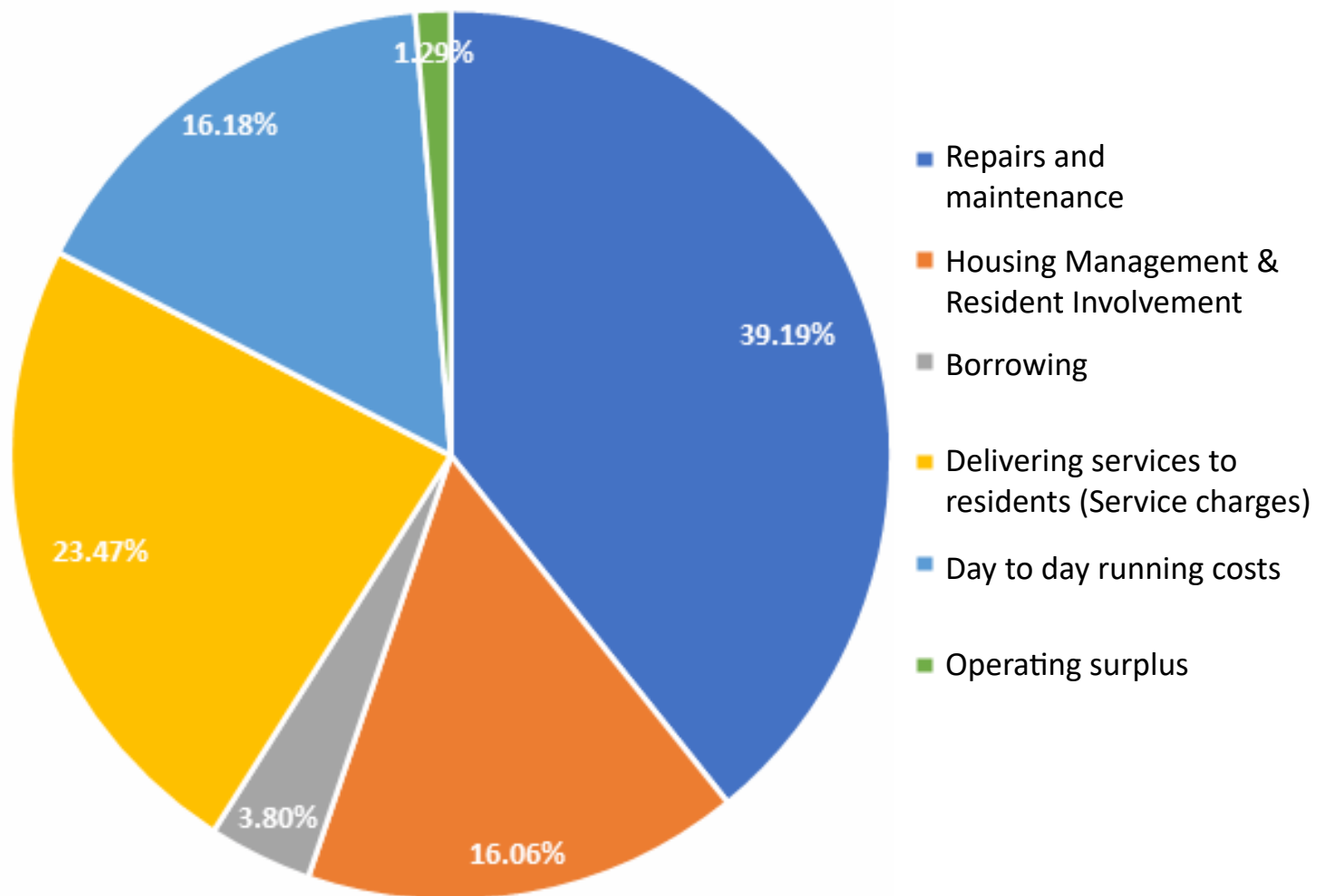


Fire safety
system testing



How your rent is spent

April 2023 to March 2024



Repairs and Maintenance

This includes reactive repairs as well as planned maintenance. It also includes work to bring homes back up to a standard to relet, as well as making homes warmer and more energy efficient.

Delivering Services to Residents

This includes costs to keep your scheme running including services within the com-

munal areas. The Scheme Coordinator and scheme cleaning services.

Housing Management & Resident Involvement

This includes the work of the housing management team, allocating and letting homes, arranging involvement activities such as Grwp Golwg, managing any reports of nuisance, the resident welfare fund and the resident involvement fund.

Day to day running costs of the Association

This includes office overheads, staff salaries and pension costs.

What we pay on borrowing

This is the money that we pay back for any loans that we have.

Operating Surplus

This is the unspent money that goes into the Association reserves for future spending. This means that we can invest in planned repairs to your home in the coming years.



Recycling

Many local authorities across South Wales are now signed up to mixed recycling schemes, and there may be a number of boxes or bags that you will need to utilise for your recycling.

Below is a guide to assist you in understanding what can or cannot be recycled so that the communal bin areas do not become overfull, or bags not collected due to contamination. For more specific information on your Local Authority's recycling scheme, please refer to their website or phone them.

Alternatively, we can assist you if you do not have access to the internet. Just give us a call on **02920 481203**.



- fruit and vegetable peelings,
- left-overs
- egg shells
- tea bags and coffee grounds
- meat and bones



- kitchen roll
- garden waste, including flowers
- cat or dog waste



- glass bottles and jars (including broken glass bottles and jars)



- broken Pyrex-type glass
- mirrors



- paper and card
- newspapers and magazines
- Envelopes



- kitchen roll
- tissues



- bottles
- bottle tops
- pots
- tubs
- trays
- clean plant pots
- bread bags
- cling film
- bubble wrap



- cellulose/crinkly plastic (such as salad leaf bags)
- crisp packets
- polystyrene
- broken toys
- hard plastics



- empty box
- flatten
- box must be dry



- old pizza boxes or other greasy food boxes



Fire extinguishers



There have been reports from schemes that residents have been using fire extinguishers as doorstops.

Fire extinguishers **must not be removed** from their holders or designated locations unless needed in an emergency.

The Association will take action against any resident who is found to tamper with fire safety equipment, or who props open fire doors.

Reporting repairs out of hours

Our **Out of Hours service** is always there for you in the case of an emergency.

If you have a repair or issue that you would like to highlight to us as a priority, you can also use the out of hours service for this. Call our usual number (02920 481203) and wait to be put through to Delta Wellbeing.

Or, alternatively, you can report it online via <https://deltawellbeing.org.uk/delta-connect/out-of-hours-emergency/>

Or by going to www.aelwyd.co.uk to report via our online emergency repairs form.

Examples of urgent repairs include:

- A Lift not working
- A leak that cannot be contained
- No Electricity

If you have a routine / non-urgent repair, please wait until usual office hours.



Planter competition

Thank you to everyone who entered our Planter Competition. Congratulations to Gill Edwards of St David's Court, Magor who won with this entry. I think you will all agree, it is a lovely display!



We know many of you like to grow a beautiful display of flowers. Here are a few photos from around our properties. Thank you for helping to make your grounds so colourful and vibrant.



Creamy Christmas pasta

Serve comfort and joy this festive season with this quick creamy pasta with just six ingredients, plus oil and a little seasoning. Perfect for a cosy night in over Christmas.

Serves 4, so adjust for smaller portions.



Ingredients

- 2 tbsp olive oil
- 200g/7oz raw Brussels sprouts, finely shredded
- 150g/5½ oz chestnuts, cooked, peeled and roughly chopped
- 200ml/7fl oz double cream
- ½ nutmeg, freshly grated (or ½ tsp ground nutmeg)
- 50g/1¾oz Parmesan, finely grated (or a similar vegetarian hard cheese)
- 200g/7oz fusilli pasta
- salt and freshly ground black pepper

Method

1. Place a large frying pan on a medium heat and add the olive oil, shredded Brussels sprouts and chestnuts. Season with salt and pepper and cook, stirring often, for about 10 minutes, or until the sprouts have softened. Add a splash of water if the pan begins to look dry. Once softened, add the cream, most of the nutmeg and 40g/1½oz of the Parmesan. Stir well, bring to a simmer, then turn off the heat. Check the seasoning.
2. Meanwhile, bring a large pan of salted water to a boil. Cook the pasta as per packet instructions for al dente, then drain.
3. Stir the cooked pasta into the creamy sauce. Leave to rest for one minute before stirring again. Finish the dish with a dusting of nutmeg and the rest of the Parmesan. Serve.

*Cosy Christmas
recipe*



WINTER Wordsearch

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

We've hidden 24 winter-related words in the grid above, can you find them all?

- | | | |
|----------|-----------|----------|
| BLIZZARD | FIREPLACE | PLOUGH |
| BOOTS | FROSTY | SCARF |
| COAT | HAT | SHOVEL |
| COCOA | ICE | SKIING |
| COLD | ICICLES | SLEDDING |
| DECEMBER | JANUARY | SNOW |
| EARMUFFS | MARCH | SWEATER |
| FEBRUARY | MITTENS | WINTER |





CHRISTMAS OPENING HOURS

The office will close on **Tuesday 24th December 2024** at 4pm and will reopen on **Thursday 2nd January 2025** at 8:45am.

For any emergency housing or repair issues when the office is closed, please call **HEAD OFFICE** on **029 2048 1203** and hold to be connected, select 1 for Delta Wellbeing. Or head to **www.aelwyd.co.uk** to report via our online emergency repairs form.

Emergency Numbers

Electrical Power Cuts - Call the National Power Cut Helpline on 105 (24 hours, 7 days a week)

Gas Leaks - If you have a gas leak or can smell gas, leave the house and phone the National Gas Emergencies immediately on 0800 111 999. If you can do so safely, turn off your gas supply.

On behalf of all at Aelwyd Housing, we wish you a very peaceful and joyous Christmas and a blessed 2025