

# **AELWYD HOUSING**

## **Residents Newsletter**

Spring 2024

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Tai  
**AELWYD**  
Housing

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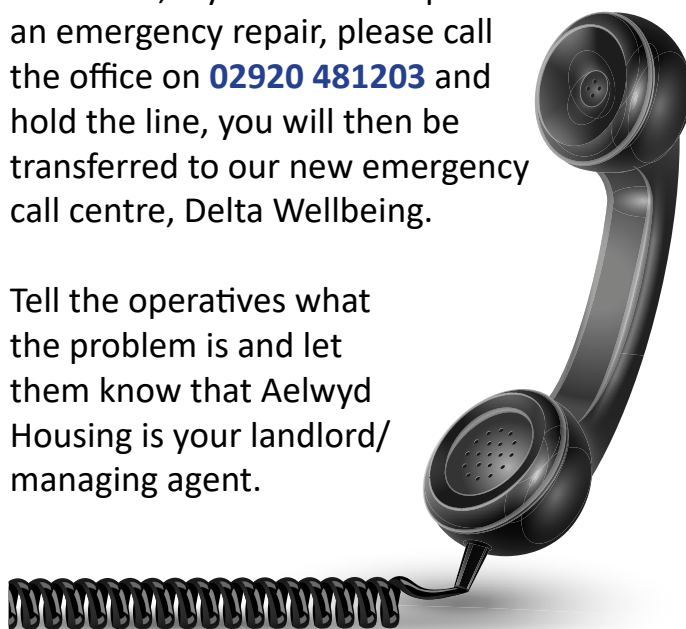
# Change to our Out Of Hours Service

We wanted to remind residents that the way you report an emergency repair to Aelwyd Housing outside of office hours has changed.

We have moved from Merthyr Lifeline to Delta Wellbeing.

Therefore, if you need to report an emergency repair, please call the office on **02920 481203** and hold the line, you will then be transferred to our new emergency call centre, Delta Wellbeing.

Tell the operatives what the problem is and let them know that Aelwyd Housing is your landlord/ managing agent.



### 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

# Help is at hand

Has your mobility become worse recently? Do you struggle getting in or out of the bath? Do you need grab rails for support? Are you struggling to walk up the stairs? Or are everyday tasks such as standing at the cooker becoming increasingly difficult?

We have recently completed several adapted bathrooms with grants provided by Welsh Government so that they better meet the needs of residents with fantastic results.

We recently adapted a bathroom for a resident as the existing design did not make best use of the space and required a reconfiguration.

Please contact us if you require more information on adaptations or wish to discuss your needs.



“ My new bathroom came just at the right time and means that I can stay in the home that I love, now that my bathroom meets my needs

Mr. H

”

## Your door entry system will be changing

As the Digital Switchover will affect the door entry system, a new door entry system will be installed in your scheme over the next two financial years.

However, the new system will not have an option for 'House Manager' that goes through to Merthyr Lifeline.

You will be able to let visitors in to your home as normal, but if you are unable to get to your intercom, please arrange for carers and visitors to either have a spare key, or to have access to a key safe at your home.

# Community alarm provision

As you will already know, from the **1st April 2024 Aelwyd Housing will no longer provide a community alarm service**. If you currently receive this service, you should have been contacted by a member of staff to discuss your options.

We can help you to find an alternative local provider or help you to set up an independent arrangement with Merthyr Lifeline. We will also make arrangements with you to collect the dispersed alarm units that you have should you no longer want a service going forward

## What this will mean for you

- You will not be charged for a community alarm service by Aelwyd Housing from the 1st April 2024.

- Your pull cords will not work in your home and will be disconnected during scheme visits by staff throughout the year.
- Your pendant will no longer go through to Merthyr Lifeline from the 1st April 2024.

If you decide not to have an alarm going forward please remember that, in the unfortunate event that you become unwell or have a fall, it will be your own responsibility to contact a relative or friend for assistance. It will also be your responsibility to contact the emergency services without assistance.

Please be assured that if you wish to retain a community alarm service, we will assist you to set this up with a new provider.

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## A warm welcome to Clare

**Clare Cooze** has recently joined the team as **Director of Finance** and is settling in well. Clare joins us on a part-time basis and has 37 years experience in the Housing Sector and is passionate about helping people experiencing or facing homelessness.

In her free time Clare enjoys attending live music concerts especially 80's genre and getting some fresh air with her beloved



dog Poppy, who is becoming a firm favourite visitor to the office.

# Let's talk flooring

From the 1st April 2024, all Aelwyd Housing homes will be let with suitable flooring in each habitable room. This means that there will be non-slip flooring in the kitchen and bathroom and usually carpets in the living room and bedrooms. New residents will accept responsibility for this flooring when they move in.

If, during your occupancy, you decide to change the flooring within your home, you do so at your own cost with the understanding that you will need to leave the flooring at the end of your occupancy contract.

If you choose flooring other than carpet, such as laminate flooring or vinyl flooring, should any works need to be carried out within the home, and for whatever reason the non-carpet flooring needs to be taken up, it will be your responsibility to relay, make good or replace the flooring.



This also means that when the time comes for you to move out, you are responsible for leaving suitable flooring that is unstained and in a good condition.

## Enjoy Living In Your Aelwyd Housing Home? Tell your family and friends!

As you know, we at Aelwyd Housing are very unique. We offer great quality affordable homes for people over the age of 55 years. As we have homes across a number of local authority areas, there are times when we have vacant homes and no-one on our list ready to move in.

We are always looking for new ways to tell communities about us and the work that we do, as we believe that it is everyone's right to have access to a decent and affordable home in an area that they want to live.

If you know anyone over the age of 55 years who needs a home, please encourage them to get in touch with us. We can help them apply for a home and we will keep in touch with them once they join our waiting list. We are very fortunate that we do not always have long waiting list times and we regularly have homes which are ready to let. Please do tell your friends and relatives about us and if they would like to join our waiting list, ask them to either contact the office on **029 20481203** or to visit our website [www.aelwyd.co.uk](http://www.aelwyd.co.uk)

# How to safely use and store your electric vehicle

Mobility scooters and e-bikes are becoming more popular as a way of getting around. Most are charged with lithium batteries and can be charged at home. It's important to ensure scooters and e-bikes are stored safely and are not a fire hazard.

South Wales Fire and Rescue Services are especially concerned with lithium batteries and the potential fire risk that they present. You can find advice about electric vehicle safety on the South Wales Fire and Rescue website:

[www.southwales-fire.gov.euk/your-safety-and-wellbeing/at-home/electronic-bikes-and-scooters](http://www.southwales-fire.gov.euk/your-safety-and-wellbeing/at-home/electronic-bikes-and-scooters)

Mobility scooter safety information can also be found on many internet sites, such as:

[www.surewise.com/mobility-scooter-insurance/articles/mobility-scooter-safety-guide/-A-Complete-Mobility-Scooter-Safety-Guide](http://www.surewise.com/mobility-scooter-insurance/articles/mobility-scooter-safety-guide/-A-Complete-Mobility-Scooter-Safety-Guide)

[www.rosipa.com/media/documents/road-safety/mobility-scooters-guide.pdf](http://www.rosipa.com/media/documents/road-safety/mobility-scooters-guide.pdf)  
- RoSPA's Guide to Mobility Scooters

## Things to consider

If you want to purchase a mobility scooter or e-bike, the following should be taken into consideration **beforehand**:

- **Notify Aelwyd Housing** so we can complete the necessary fire safety checks on the property before you purchase the scooter/e-bike.



- **Do you need insurance** to use the scooter/e-bike - to protect yourself against 3rd Party Claims (if you injure someone or damage someone's property) and to protect against theft or accidental damage to your scooter/bike?
- **Mobility scooters/e-bikes are NOT to be kept in communal areas** as they are a fire safety risk with regards to causing an obstruction and blocking access routes. Always keep exits accessible.
- **Ensure you have smoke alarms** in the area you intend to charge your scooter/e-bike.
- **Where will you store the scooter/e-bike overnight?** Where possible, store your electric vehicle in outside storage such as a shed or garage which should be at least 6 meters from the main building.
- If the scooter/e-bike is stored outside, can you access it easily?
- **You will need to consider PAT (Portable Appliance Testing)** on the scooter/e-bike

every year to ensure it meets safety standards.

### Access into the property:

- How will you get the mobility scooter/e-bike in/out of the property or the garden?
- Will you need a ramp?
- Is the access gate or door wide enough?

### How will you charge the scooter/e-bike?

- Make sure you only use the correct charger for your scooter/e-bike.
- Make sure your battery and charger meet UK safety standards.
- Let your battery cool before charging.
- Always unplug your charger once the battery has charged.
- Keep an eye on warning signs that your battery may be failing – as this could cause a fire risk.
- Where will you plug in the charger cable?
- Will you need an extension cable?
- If you charge the scooter/e-bike inside, will its location/position prevent you getting out of the property in the event

of a fire? If charging inside, the best place to charge a scooter/e-bike is in the kitchen – as the kitchen generally has a fire door.

- Will you need an external charge point?
- Never charge your scooter overnight or when you are away from the property due to fire safety risks. This may cause an issue with your Home Contents insurance in the case of an incident.

Mobility scooter/e-bike adaptations (scooter/e-bike storage, access in/out of the property or electric charge points) are not eligible for Welsh Government PAG funding and are not a landlord responsibility.

Therefore, if you purchase a mobility scooter or e-bike, it is your responsibility to provide the required storage, sufficient access and an electric charge point. To make any required changes to the property for the electric vehicle, **you will need to get in touch with us via telephone or via email:** [Enquiries@aelwyd.co.uk](mailto:Enquiries@aelwyd.co.uk)

## Elf day at Splott Baptist Court

Christmas seems a distant memory, but the achievements of our residents at Splott Baptist Court, Cardiff, for Elf Day could not go unnoticed and so they deserve a special shout out!

Residents and staff at the scheme joined together for Elf Day, an event to raise money for Alzheimer's Society.

Residents organised an afternoon tea and were joined by their local PCSOs from Roath Neighbourhood policing team, who also donated a raffle prize for the event. One brave resident even shaved his head to raise money for Alzheimer's Society. Thanks to the efforts of the scheme. They raised a whopping £115. Diolch yn fawr iawn!



# Easter services in your area

## EASTER



### HOLY SATURDAY

7PM FIRST MASS OF EASTER

ST LUKE'S CHURCH, RHYDYFELIN

### EASTER SUNDAY

6AM DAWN SERVICE, PONTYPRIDD COMMON

9AM QUIET EUCHARIST

ST CATHERINE'S CHURCH, PONTYPRIDD

9.30AM MASS, ST LUKE'S CHURCH, RHYDYFELIN

11AM MASS, ST JOHN'S CHURCH, GRAIG

11AM HOLY EUCHARIST, YNYSYBWL

11AM FAMILY EUCHARIST

ST CATHERINE'S CHURCH, PONTYPRIDD

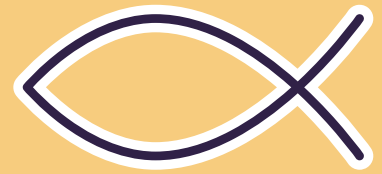
THERE WILL BE NO MID WEEK COMMUNION SERVICES  
IN THE MINISTRY AREA  
FROM MONDAY 1 APRIL TO FRIDAY 5 APRIL



PONTYPRIDD MINISTRY AREA  
ARDAL WEINIDOGAETH PONTYPRIDD

Church	Regular Events	Easter / Special Events
Blaenau Gwent Baptist Church	Sunday Service - 10.30am	
Salvation Army Wesley Street Cwmbran NP44 3LX	<p><b>Sunday</b> Worship @ 10.30 am &amp; 5 pm (6 pm from 31st March)</p> <p><b>Sunday</b> School @ 10.30am</p> <p>Every 2nd &amp; 4th Monday - Connections @ 12-2pm (Light lunch &amp; activities for £2)</p> <p><b>Wednesday</b> - Foodbank @ 1.30 - 4pm</p> <p><b>Thursday</b> - Sanctuary @ 10.30am - 12.30pm - Sharing about life, faith and God in an informal setting (bring packed lunch)</p> <p><b>Thursday</b> - Watercolours @ 12.30 - 2.30pm (Learn how to paint)</p>	<p><b>Sunday</b> Worship @ 10.30 am &amp; 5 pm (6 pm from 31st March)</p> <p><b>Sunday</b> School @ 10.30am</p> <p>Every 2nd &amp; 4th Monday - Connections @ 12-2pm (Light lunch &amp; activities for £2)</p> <p><b>Wednesday</b> - Foodbank @ 1.30 - 4pm</p> <p><b>Thursday</b> - Sanctuary @ 10.30am - 12.30pm - Sharing about life, faith and God in an informal setting (bring packed lunch)</p> <p><b>Thursday</b> - Watercolours @ 12.30 - 2.30pm (Learn how to paint)</p>
Mount Pleasant Baptist Church, Hengoed	<p><b>Sunday</b> Service - 10.30am &amp; 6pm</p> <p><b>Wednesdays</b> 7.30pm - Bible study &amp; Prayer meeting</p>	
Magor Baptist Church	<p><b>Sunday</b> Service - 11am</p> <p><b>Fridays</b> - coffee morning @ Baptist Chapel</p> <p>Knit and Natter group <b>Mondays</b> @1.30-3pm</p> <p>1st <b>Saturday</b> of the month - Open Door (men's group) @ 10am (bacon butties provided)</p>	<p><b>Palm Sunday</b> 24th March - Palm Praise @ 4pm</p> <p><b>Good Friday</b> 29th March - coffee morning and service of meditation and reflection @ 10am</p>
Bethel Baptist Church Pontyclun	<b>Sundays</b> - Service at 10.45am	
St Catherine's Church Gelliwastad Road Pontypridd CF37 2 BS	<p><b>Sundays</b> - 9am Traditional Quiet Eucharist</p> <p><b>Sundays</b> -11am Contemporary Worship</p> <p><b>Wednesdays</b> 10.45am - Simple Eucharist</p>	<p><b>Lent</b> - Stations of the Cross Service - 22nd March @ 2pm</p> <p>Eucharist - <b>Wednesday</b> @ 10.45am</p> <p><b>Easter Sunday</b> - Dawn Service at Pontypridd Common @ 6am</p> <p><b>Easter Sunday</b>- Quiet Eucharist Service @ 9am</p> <p><b>Easter Sunday</b> - Family Easter Service @ 11am</p>

Church	Regular Events	Easter / Special Events
<p><b>Temple Baptist</b>  <b>Gelliwastad Road</b>  <b>Pontypridd</b>  <b>CF37 2BP</b></p>	<p>Sundays - Service at 10.30am</p>	<p><b>Good Friday</b> 29th March - Communion Service @4pm  <b>Easter Sunday</b> - Service @ 10.30am</p> <p>Temple Baptist has an Anna Chaplain. Her name is Hilary Prichard. She is a hospital chaplain, but on Fridays she works with older people in Pontypridd. The purpose of Anna Chaplaincy is to provide chaplaincy in the community, to those who are in later life and, perhaps, housebound, lonely, recovering from sickness etc. More details about Anna Chaplaincy can be found here (<a href="https://www.annachaplaincy.org.uk/">https://www.annachaplaincy.org.uk/</a>). You can contact Hilary via email: <b>hilary.prichard@templebaptist.org.uk</b>, or Tel: <b>07486 553791</b>.</p>
<p><b>Skewen Methodist Church</b></p>	<p><b>Sundays</b> - 11am service  <b>Saturdays</b> - 10am - 12pm coffee morning  <b>Thursdays</b> - 1.30pm Women's Fellowship</p>	<p><b>Maundy Thursday</b> 28th March @7pm Holy Communion  <b>Good Friday</b> 29th March @ 3.30pm United Service at Ty Santes Fair  <b>Sunday</b> 31st March 6.30am Sunrise Service at Aberafan Beach (near Lifeboat Station)  <b>Sunday</b> 31st 8am - Holy Communion at Sandfields Church followed by breakfast.  <b>Sunday</b> 31st 11am - Holy Communion at Skewen Methodist Church  Cymanfa Ganu (Singing Festival) April 7th at 3.30pm - bilingual event - all hymns sung in both English and Welsh simultaneously.</p>
<p><b>Emmanuel Christian Fellowship,</b>  <b>Cross Street,</b>  <b>Ystrad, Rhondda,</b>  <b>CF41 7RE</b></p>	<p><b>Sunday Service</b> - 11am</p>	<p><b>Good Friday</b> - Celebration 10am  <b>Easter Sunday</b> - Celebration 10am  <b>Easter Sunday</b> - Open Air Service 1pm from The Veranda in Cross Street</p>
<p><b>English Baptist Mission,</b>  <b>Ystrad Mynach</b></p>	<p><b>Sunday Service</b> - 10.30am  <b>Wednesdays</b> - 1.30pm Bible Study &amp; Prayer Meeting</p>	



**Maundy Thursday**  
**Thursday March 28th in St Paul's, Pontyclun**  
**at 11am**

**Good Friday**  
**Walk of Witness at 10am**  
**Communion service at Bethel at 6pm**

**Easter Saturday**  
**Prayer Morning: 6am - 12pm**

**Easter Sunday**  
**Celebration at 10.45am, including baptisms**

**email: [admin@bethelpontyclun.org](mailto:admin@bethelpontyclun.org)**



# Enjoy our Easter Bundt cake recipe



## Ingredients

220g unsalted butter, plus extra for greasing  
40g cocoa powder, plus 1 tbsp for dusting  
200g classic 74% dark chocolate, chopped  
350g caster sugar  
4 eggs  
2 tsp vanilla extract  
pinch sea salt  
320g plain flour  
1 tsp bicarbonate of soda  
1 tsp baking powder  
120ml buttermilk

## To decorate:

100g classic 74% dark chocolate, chopped  
40g shredded wheat, crushed mini eggs

## Method

1. Preheat the oven to gas 3, 170°C, fan 150°C. Grease a 2.4ltr bundt tin with butter and dust with the 1 tbsp cocoa powder, shaking out any excess cocoa.
2. Melt the butter and chocolate in a heatproof bowl set over a pan of barely simmering water, stirring often. In a separate bowl, whisk the sugar, eggs, vanilla and salt until light and airy. Stir the 40g cocoa powder, flour, bicarbonate of soda, baking powder and buttermilk into the chocolate, then fold in the egg mix until well combined.
3. Pour into the tin and tap gently to remove any air bubbles. Bake for 55 mins, until a skewer inserted into the middle comes out clean. Cool in the tin for 15 mins, then turn out onto a wire rack to cool completely.
4. For the nest topping, melt the chocolate in a heatproof bowl set over a pan of barely simmering water, stirring often. Mix half the melted chocolate with the crushed shredded wheat. Dollop small mounds onto a plate and shape into nests, then chill for 5 mins.
5. Transfer the cake to a serving plate. Top with the nests and minieggs, then drizzle over the remaining chocolate.



# Happy Easter

For God so loved the world that He gave  
His only begotten Son, that whosoever believeth  
in Him, should not perish, but have  
everlasting life.

*John 3:16*

Competition  
Time

# Flowers in Bloom

We are looking for entries from each scheme for our **Flowers in Bloom** competition.

This can be flowerbeds, planters, hanging baskets or flower pots. Entries should be sent to [Enquiries@Aelwyd.co.uk](mailto:Enquiries@Aelwyd.co.uk) along with your name and address and the scheme that you live at.

The closing date for entries is **1<sup>st</sup> September 2024**.

Winners will be chosen by our Grwp Golwg members. The winning scheme will receive a **PLANTER BOX** to be placed in the communal area for all residents to use.



# Your rent and service charges are changing



**From the 1st April 2024 you will have a new rent and service charge amount to pay.**

Please make sure to let your bank know what these new amounts are, so that you do not fall into arrears. You can also pay your rent over the phone by calling **029 20481203**, you will need your debit card to make a payment.

If you are claiming Housing Benefit, you should ensure that you also contact the Housing Benefit department to make sure that this rent change is acted upon.

Similarly, if you are claiming Universal Credit, you will need to log onto your UC portal and make a journal entry that details this rent change. You will need to complete a “Confirm Your Housing Costs, To Do” rather than a “Change in Circumstances To Do”.

***Please do this on the 1st April 2024. We have been advised by Universal Credit that you should not do this prior to the 1st April 2024.***

## Are You Struggling To Pay Your Rent?

As a Contract Holder it is your responsibility to pay your rent and not fall into arrears on your rent account, even if you have help from Housing Benefit or Universal Credit in paying your rent.

If you are experiencing difficulties in paying your rent, please do get in contact with us. We understand that this is an extremely difficult and worrying time for everyone and, if you are struggling to pay your rent, we would like you to get in touch.

We will talk to you about your circumstances, any income you currently receive and what expenses you may have. We can give you advice and support and make affordable repayment arrangements with you.

# Fire safety updates



As you know, we will do all that we can to keep you safe in your homes. When you first move into your home we talk to you about your ability to evacuate your home in the event of an emergency. If you are unable to evacuate, we complete a **person centered fire risk assessment** which we send through to the Fire Service.

If you live above the ground floor and are concerned about your ability to leave your home independently without using the lift, please contact us and we can support you to move to a ground floor property, when one becomes available.

But we also need your help to keep our information up to date and to keep you safe. If you experience any changes in your physical health that may impact your ability to evacuate your home, or hear and respond to a fire alarm, you must tell us as soon as possible.

## DO:

- Tell us if your health changes and impacts your ability to hear the fire alarm or leave your home unaided in the event of an emergency
- Familiarise yourself with the fire assembly point in your scheme
- Keep safe and regularly read the fire safety advice sheet sent to you
- Contact us if the back up batteries need changing in your smoke alarms

## DON'T:

- Jam fire doors open
- Take closures off your front door- they are there to ensure that you have greater protection in the event of a fire
- Leave items in the communal areas these can block exit routes and cause unnecessary fire hazards and trips hazards in an emergency situation
- Keep the fire exit routes clear in your home

## Other changes to keep you safe

Over the next few years Aelwyd Housing will be upgrading the fire detection systems in your home, please try to provide access when required as these measures will provide greater assurance of detecting a fire, should one break out in your home.



# Stock Condition Surveys

We have started a five year programme of stock condition surveys.

We are intending to survey 20% of our properties each year, so please don't worry if you aren't contacted this year.

The purpose of the survey is to gather data on the condition of the main elements of a home, to help us plan future maintenance programmes. This includes things areas such as your kitchen, bathroom, windows and doors.

Please note that just because you have had a stock condition survey or fire door inspection carried out, this does not mean that you are automatically having any new

items or upgrades. The purpose of the survey is to help us plan in when you are next due for new items to your home.

We will write to residents if your home has been selected for a stock condition survey and your co-operation in providing access would be much appreciated.



# Why so many surveys?

It may seem like you are having lots of surveys or inspections to your home, but we need to undertake some of these things to ensure that you remain safe in your home and that everything is working as it should.

Some of these checks need to happen to every home some just need to take place to a selection of homes periodically.

We also seek your feedback through resident satisfaction surveys following completion of works, when a new resident moves in and also every two years for all residents. This feedback helps to shape the services that we deliver and the ways in which we deliver services. Your feedback matters to us, just as much as keeping you in a warm, safe and well-maintained home does.

Here is a list of some of the surveys that we carry out and the reasons why:



Frequency	What is the Survey	Why	How many homes	Compliance area
10 yearly	Legionella Risk Assessment	To check that we are managing any water safety risks in your scheme	Selection of schemes Selection of homes	
10 yearly	Fire Risk Assessment	To check that the risk to fire safety is managed in the scheme you live in	All purpose built flats with no communal areas	
5 yearly	Asbestos Inspections	To check that any low risk asbestos does not require a different management plan	Every communal scheme Selection of homes	
5 yearly	Electrical Testing	To ensure that all wiring is safe and to current regulations	Every Home	
5 yearly	Stock Condition survey	To check the condition of keys areas in your home such as windows, doors, kitchens bathrooms, boilers, ventilation fans	Every home	Welsh Housing Quality Standard 
5 yearly	Fire Risk Assessments	To check that the risk to fire safety is managed in the scheme you live in	All purpose built flats with communal areas	
3 Yearly	Fire Risk Assessments	To check that the risk to fire safety is managed in the scheme you live in	All converted flats with communal areas	
Annually	Gas Safety Check	To check that the boiler and other gas related appliances are safe and working as they should in your home	Every home	
Annually	Smoke & Co Detector Check	To ensure that the fire detection equipment in your home is working as it should	Every home	
Annually	Fire Door Inspection	To ensure that they door is operating as it should in the event of a fire	Every flat door accessed from a communal corridor.	

# Resident Welfare Fund

## What is it?

The Aelwyd Housing resident welfare fund is aimed at supporting residents to pay for any urgent or unexpected expenses. This may include the purchase of essential household items or services to help residents improve their overall quality of life, safety, and wellbeing.

The principal aim of the Resident Welfare fund is to be a temporary financial support provision available to residents experiencing financial hardship.

## Who is eligible?

The RWF applies to all Aelwyd Housing residents that meet the qualifying criteria and live in a property owned by the Association.

- Residents that qualify for Housing Benefit/Universal Credit and do not qualify for additional help from either DWP or via discretionary Housing Payments
- Residents who do not qualify for or have been turned down for a Discretionary Assistance Fund (DAF) grant
- Residents that may be experiencing financial hardship, and where there are no other grants or funding sources available for assistance
- Residents who lost their jobs because of Covid-19 and have no other financial support



- Material deprivation where residents lack basic items such as, white goods, bed/bed linen; floor coverings, curtains, basic cleaning supplies, essential toiletries and hygiene products, crockery, key safe provision, cooking utensils, towels
- Only one application per Contract Holder in any 12-month period
- Residents must not have any history of outstanding breaches in Occupation Contract relating to non-access, health and safety compliance or anti-social behaviour.

## How do I apply?

The application form is on our website at [www.aelwyd.co.uk](http://www.aelwyd.co.uk) or you can request an application form by contacting the office.

## How will I get paid?

No cash payment will be made. Payment for items will be undertaken by officers, and offered in the form of vouchers, BACs payment or directly to the Supplier on the resident's behalf.

## What can I use the fund for?

Example of eligible items are listed in the table below:

Category	Items
Essential Household Items/Furniture	White goods to include; <ul style="list-style-type: none"> <li>• washing machine,</li> <li>• cooker/ oven</li> <li>• refrigerator/ fridge-freezer</li> <li>• microwave</li> </ul> Bed Sofa/ lounge chairs
Other Household Items	<ul style="list-style-type: none"> <li>• bed linen</li> <li>• basic cleaning supplies</li> <li>• crockery</li> <li>• cooking utensils</li> <li>• towels</li> </ul>
Services	<ul style="list-style-type: none"> <li>• deep clean of property</li> <li>• replacement of old carpet/ flooring that could become a hazard</li> <li>• debt on a utility metre preventing a Gas Safe Check or Electrical safety check or where clearing would reduce significant financial hardship for a resident</li> </ul>
Necessities	<ul style="list-style-type: none"> <li>• one off emergency food shopping</li> <li>• essential toiletries or personal hygiene items</li> </ul>
Travel Expenses	<ul style="list-style-type: none"> <li>• to attend a GP/ Hospital appointment</li> </ul>



# UK landlines are going digital

by December 2025



Find out how BT is supporting customers with the switch to its new home phone service, Digital Voice: [bt.com/digital-voice](https://bt.com/digital-voice)

Standard telephone landlines as we know them will come to an end in 2025 and a new digital equivalent, through broadband lines, will replace them. BT are running a series of events throughout Wales in April this year to highlight this process and give people the opportunity to speak to them face to face, to ask any questions and receive any support they need. Below are details of the events being held:

03-April	Haverfordwest	Riverside Library, Off Swan Square, Haverfordwest SA61 2AN	10 - 2pm
3 - 4 April	Abergavenny	Red Square (by Waterstones), High Street, Abergavenny NP7 5RY	10 - 4pm
5th & 8th April	Merthyr Tydfil	Co-op Pentrebach, Brown Street, Pentrebach, Merthyr Tydfil CF48 4BG	10 - 4pm
8 - 9 April	Dolgellau	Dolgellau Library, Bala Road, Dolgellau LL40 2YF	10 - 4pm
9 - 10 April	Port Talbot	Morrisons Port Talbot, Baglan Industrial Park, Christchurch Road, Port Talbot SA12 7DA	10 - 4pm
10-April	Cardiff	Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ	10 - 3pm
11-April	Newport	Newport Central Library, John Frost Square, Newport NP20 1PA	10 - 2pm
15 - 16 April	Llanelli	Morrisons Llanelli, Pemberton Retail Park, Trostre Roundabout, Llanelli SA14 9DR	10 - 4pm
17 - 18 April	Carmarthen	Carmarthen Garden Centre, Myrtle Hill, Pensarn, Carmarthen SA31 2NG	10 - 4pm
22 - 23 April	Llanrwst	Co-op Llanrwst, Plough Street, Conwy LL26 0AG	10 - 4pm
24th April	Ogmore Vale	Ogmore Vale Library, Ogmore vallery Life Cente, Cwrt Gwalia, CF32 7AJ	10 - 2pm

# Spring/Easter Wordsearch

C	H	I	C	K	E	J	U	N	E	G	R	W	O	W
H	P	U	D	D	L	E	M	A	P	R	I	L	H	S
I	B	L	O	H	B	U	N	N	Y	E	B	O	M	E
B	A	S	E	B	A	L	L	T	T	E	U	M	A	E
S	U	M	A	M	A	T	C	H	A	N	T	F	R	D
H	O	T	S	P	R	I	C	I	N	G	T	L	C	S
N	E	S	T	T	A	P	I	H	E	A	F	O	H	O
E	G	S	G	E	T	R	A	I	N	B	O	W	L	R
E	G	S	S	Y	R	E	W	S	O	L	Y	E	E	A
A	S	E	H	B	U	F	N	N	S	O	L	R	S	I
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A	N	U	W	E	F	M	A	Y	Y	M	U	R	O	C
S	A	N	E	R	A	N	B	O	W	S	H	E	S	O
U	M	B	R	E	L	L	A	E	A	S	T	E	R	A
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APRIL  
 BASEBALL  
 BLOOM  
 BUNNY  
 BUTTERFLY  
 CHICK  
 EASTER  
 EGGS

FLOWERS  
 GREEN  
 GROW  
 HATCH  
 JUNE  
 MARCH  
 MAY  
 NEST

PASSOVER  
 PUDDLE  
 RAINBOW  
 RAINCOAT  
 SEEDS  
 SHOWERS  
 SPRING  
 UMBRELLA



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