

AELWYD HOUSING

Resident Newsletter

Summer 2025



Tai
AELWYD
Housing

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Office and Telephone Payments

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

Message from the Chief Executive

Welcome to the Summer edition of our Newsletter to residents. It's a season of new growth and the time of year when nature is at its most vibrant after emerging from Winter. Every year it's a delight to see how residents make so many of the communal gardens look so beautiful. It's a real skill and labour of love. Over the past few months, we've seen some exciting changes and growth at Aelwyd Housing too.



Sharon Lee

We've invested in new IT systems so we can continue to improve how we deliver services to you. Part of this is the development of a Resident Portal where you can see key information about your rent account, repairs and key documents. We're trying to reduce paper-based services where possible and support residents to become more digitally active.

We've also been replacing the door entry systems in buildings throughout South Wales allowing residents improved access for themselves and visitors. We've also continued with our fire safety works and fire door replacement programme as the safety of residents remains a priority for us.

This year we've helped more families in housing need by buying two new homes in Neath Port Talbot and we plan to acquire more homes during the year.

This summer we celebrated with our Property Services Officer Joan Mumford on her 40th anniversary with the Association. We welcomed two new Property Surveyors and appointed a new Director of Operations as we sadly say goodbye to Gemma Watkins after five fantastic years.

I hope you find the Newsletter informative. We'd love to have your suggestions on what you'd like included in future editions, so please let us know.

God bless,
Sharon

Communicating with residents

Following a resident consultation exercise, the way that we share information in the future is changing.

We are trying to limit the amount of letters that we post out to residents and are keen to use texts and emails as much as possible. However, we will continue to send some important communications by post. Please ensure you update us of any changes in contact information for either yourself or your next of kin.

We are also developing a resident portal through our new system Rubixx which will allow you to access information regarding your home.

We will be able to tell you more about this in the coming months, all you will need is an email address to register. Please ensure that we have an email address for you by emailing enquiries@aelwyd.co.uk

Do you enjoy living in your Aelwyd Housing home? Tell your family and friends!

As you know, we offer great quality, affordable homes for people over the age of 55. We have properties across 11 local authority areas in South Wales.

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

If you know of anyone who may be looking to downsize or need the peace of mind of knowing they will have an affordable, safe home, please encourage them to get in touch with us.

New resident portal

With the new resident portal you will be able to communicate with us and undertake the following:

- Access rent account balances
- Review outstanding repairs
- Report a repair
- Update contact information such as telephone numbers
- Complete satisfaction surveys
- View safety certificates for your home



They can get in touch with us via:

Telephone: 029 20481203

Email: Enquiries@aelwyd.co.uk

**Our website: www.aelwyd.co.uk
via the Contact Us form**

'What matters' visits

Lucy Clewlow, our Housing Officer, has been busy the past few months visiting residents and scheduling appointments to complete 'What Matters' home visits.

These are annual visits which are completed with each resident in their home as an opportunity for you to discuss together what matters to you as a resident. As part of the visit, Lucy will discuss your rent account, any issues or repairs relating to your home and also undertake a check of each room. This visit also allows you the opportunity to give feedback about the services Aelwyd Housing provides.



Lucy Clewlow, Housing Officer

In most cases we will contact you via text a couple of weeks before your visit. If you require a specific date or time please let us know by calling the office on **02920 481203**.

Access for Gas Safety and Electrical Testing

As part of our commitment to keeping residents safe and in line with the Renting Homes Act, we must conduct annual gas safety and electrical safety tests in your home. Please ensure that you provide access to our contractors for these essential checks to be completed. Failure to do so is a breach of your Occupation Contract.

If you are unavailable on the day of the arranged visit, please try to arrange for access to be provided by a family member or neighbour.

If this is not feasible, then please provide as much notice as possible by calling the office so that we can rearrange the appointment at a convenient time.

If residents repeatedly miss appointments, this will result in recharges on your account. Thank you for your co-operation.



Welsh Housing Quality Standard

What does it mean for me?

You may have heard a lot about WHQS recently. It is a new standard introduced by the Welsh Government to ensure that residents in social housing are living in homes of a good standard.

For social landlords to meet the standard, homes must be:

- in a good state of repair
- safe and secure
- affordable to heat and have minimal environmental impact
- fitted with an up-to-date kitchen and utility area
- fitted with an up-to-date bathroom
- comfortable and promotes wellbeing
- a suitable garden; and
- have attractive outside space.

At Aelwyd Housing we pride ourselves on keeping your homes safe, well maintained and we are working to ensure they are as energy-efficient as possible. If you have any queries regarding this, please get in touch.

You can find more information regarding WHQS at:
www.gov.wales/welsh-housing-quality-standard-overview



Welsh Water Meter Changes

Welsh Water have advised us that they are replacing older meters and looking to install them in all properties where possible. This is to aid water preservation through monitoring of leaks and encouraging residents to be water efficient. Welsh Water should write to residents to advise them prior to undertaking any works and disruption should be minimal with water only required to be shut off for a short time. There may be occasions where it is not possible to install a meter, or further works could be required to pipework leading to the property before a meter can be installed.

Welsh Water have advised even where new meters are installed residents will still be able to continue to pay a standard rate if they wish to. However, it will mean residents can monitor their usage and decide whether a metered bill would be beneficial to them.

Resident Welfare Fund

We launched our Resident Welfare Fund several years ago, but it hasn't been utilised as much as we would have expected.

The fund was set up to help support residents maintain their tenancies by purchasing equipment they may otherwise be unable to afford. For example, a key safe to allow access to support services, or waste bins to assist in keeping homes clean and tidy.

We are keen to ensure that we continue to support residents in the best way possible so if there isn't much interest in the Resident Welfare Fund, we will need to consider if there is a better way we could use this money to help you.

As a reminder, here are details about the fund:

What is the Resident Welfare Fund?

The Aelwyd 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.

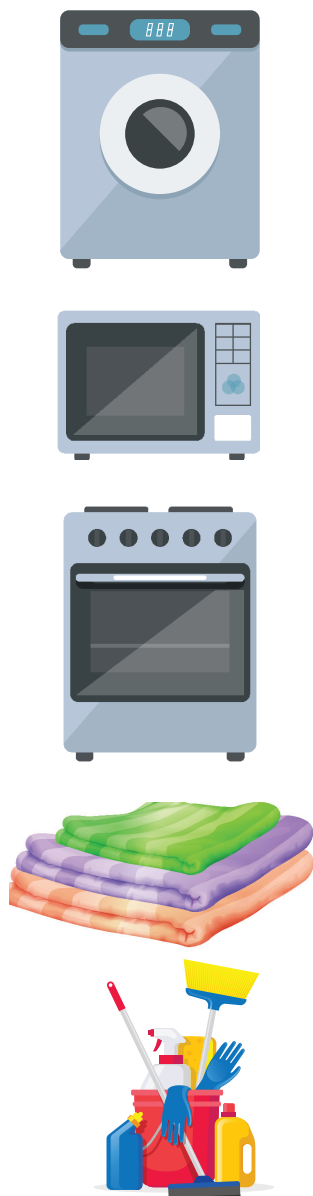
How many times can I apply?

Only one application per contract holder within a 12-month period can be made.



What can I use the fund for?

Examples of eligible items are listed in the table below:



Essential Household Items/ Furniture	<p>White goods to include:</p> <ul style="list-style-type: none"> • washing machine, • cooker/ oven • refrigerator/ fridge-freezer • microwave • bed • sofa/lounge chairs
Other Household Items	<ul style="list-style-type: none"> • bed linen • basic cleaning supplies • crockery • cooking utensils • towels
Services	<ul style="list-style-type: none"> • deep clean of property • replacement of old carpet/ flooring that could become a hazard • 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
Necessities	<ul style="list-style-type: none"> • one-off emergency food shopping • essential toiletries or personal hygiene items
Travel Expenses	<ul style="list-style-type: none"> • to attend a GP/hospital appointment

How do I apply?

The application form is on our website at 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.

If you are interested in applying for the Resident Welfare Fund, then further information is available on our website or by contacting **Lucy Clewlow**, your housing officer.

Dementia Action Week

Aelwyd Housing is committed to being a Dementia Friendly organisation. As part of this commitment, a coffee morning was held in Plas Carmel during Alzheimer's Action Week in May. Thank you to those of you who attended. We were also joined by a representative from Welsh Water who spoke to residents about water efficiency and provided free resources.



Shockingly, 1 in 2 people living with dementia in Wales do not have a diagnosis. If you are worried about yourself or a loved one, you should seek help from your GP. On the page opposite you will see a list of common symptoms produced by the Alzheimer's Society.

There are several support agencies for people living with Dementia.

Alzheimer's Society

www.alzheimers.org.uk
Dementia Support Line - 0333 150 3456
Support line opening hours:
Monday to Wednesday: 9am – 8pm
Thursday and Friday: 9am – 5pm
Saturday and Sunday: 10am – 4pm

Age UK

www.ageuk.org.uk/services/in-your-area/dementia-support/
0800 678 1602
Lines are open 8am-7pm, 365 days a year.

Dementia UK

www.dementiauk.org
0800 888 6678
Offer virtual clinics with Admiral Nurses either by phone or video call.

Singing for the Brain

Music and Singing has been proven to help those living with Dementia by reducing anxiety and helping with memory recall. You may find there is a group local to you that you could join by searching on the Alzheimer's Society website. Local Libraries and community centres also often offer similar services.



Common dementia symptoms

Everyone experiences dementia in their own way. However, here are some common early signs to look out for.



Memory loss

e.g. not being able to remember things that happened very recently.



Difficulty organising thoughts or staying focused

e.g. struggling to solve everyday problems, or getting stuck on tasks that used to be easy.



Problems using words or communicating

e.g. not being able to find the right word or finding it harder to express yourself.



Problems with vision

e.g. having trouble recognising objects, getting confused by complicated patterns, or misjudging distances.



Getting confused about where you are, or what time it is

e.g. getting lost more easily or losing track of the time, date, or even what year it is.



Changes in mood or personality

e.g. becoming more sad, anxious, withdrawn, or irritable. Losing interest in hobbies or increasingly struggling with social interactions.

If you're worried about yourself or a loved one, complete our symptoms checklist at alzheimers.org.uk/checklist and show it to a GP.

Or call our Dementia Support Line on **0333 150 3456** (English-speaking)

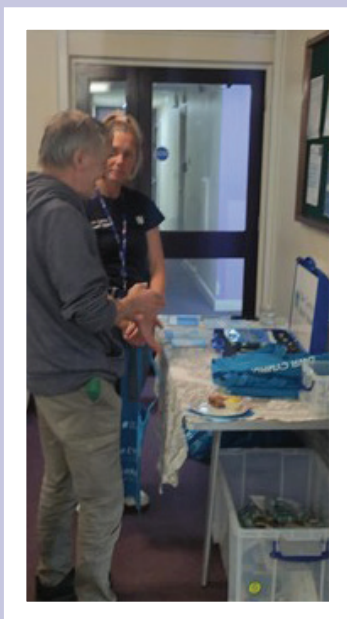


**Alzheimer's
Society**

Alzheimer's Society operates in England, Wales and Northern Ireland.
Registered charity no. 296645

Dementia Action Week

Coffee Morning at Plas Carmel



Ban the Pan

Chip pan amnesty

At Aelwyd Housing we are keen to help residents to stay safe in their homes and help promote affordability which is why we're currently running a chip-pan amnesty. By handing us your old chip pan, you can have a brand-new air-fryer. The air-fryers have been kindly donated by our contractors.

Traditional Chip-pans are both expensive to run and liable to cause fires. Fire and Rescue Services have for a long time recognised that cooking chips in a traditional chip pan, accounts for more lives and injuries than any other type of cooking fire in the home.

Did you know?

- Most accidental fires in the home start in the kitchen.
- Chip pan fires are a major contributing factor for fire deaths.
- Cooking chips whilst drinking alcohol increases the risk.
- Oil and heat is a recipe for disaster.
- Using an air-fryer is more efficient and cheaper to run.
- Chips cooked in an air fryer are healthier for you.



Who to tell?

During your time as a resident with us there can be many issues that arise, and it is often unclear who you need to report your concerns to, or when you need to update us.

When to contact Aelwyd Housing:

- To report a repair
- To update any details on your current contract/ join our Transfer waiting list or end your contract
- To update us when a family member changes their contact information or to add someone to your contacts
- To seek permission e.g., for a pet / alteration to your property
- To advise of changes to your medical information

When to contact your Local Authority:

- To report fly tipping at the scheme or local area
- For pest control – mice, rats, etc.
- Regarding rubbish/recycling collections
- To report abandoned vehicles

When to contact the Police:

- If there is an immediate threat to your safety or property – you must call 999. Update us at your earliest convenience regarding the incident and we can work with you and follow up with the relevant agencies
- Any reports of harassment, intimidation by any individual, where there is no immediate threat can be reported to police via 101.
- Aelwyd Housing can only act if you have told the police and reported occurrences. You will be given an incident number,



which we will need to follow up any enquiries.

- Car parking issues – tell your PCSO or report to 101. As above, we will need you to provide us with an incident number.

Anti-Social Behaviour

If the matter is re-occurring, then in the first instance you could consider calmly and politely talking to the individual concerned as they may not be aware they are causing an issue.



If this approach does not work or you are unable to do this, then you can report it to Aelwyd Housing via phone call, email or you can log an enquiry via our website.

You will be asked to provide a background to the report such as, what is happening, who is involved, how often it is occurring and any action you have already taken. We will then discuss the approaches available and the agencies you could contact where relevant.

We will agree an action plan on working towards a solution where all parties will be updated on the progress of the report.

If it is a one-off incident, such as music playing on one occasion, then it may not need to be reported to us. However, if there are threats of harm or violence, then you must call 999 and update us as soon as you are able.

Dealing with Asbestos

What is Asbestos?

Asbestos is a fibrous mineral that was commonly used in building materials between the 1930s and 1980s. The word 'asbestos' comes from an ancient Greek word, meaning 'inextinguishable'. It was mined from rock and milled into fibres that are extremely strong and resistant to heat and chemicals and was used to insulate buildings.



Where would I find it?

You would usually find asbestos in areas such as:

- Corrugated and flat roofing sheets, tiles and roofing felt
- Soffit boards
- Cladding panels
- Decorative textured coatings (Artex or similar finishes)
- Duct panels
- Infill panels above, below and next to windows and doorways
- Panels behind radiators and heaters
- Some vinyl floor tiles
- Bath panels
- Water tanks and lids
- Boiler flue pipes
- Pipe lagging

Will it harm me?

There are low levels of asbestos fibres everywhere in the air as it was used so widely in building materials in the past. However, this is unlikely to damage your health as the human body can cope with asbestos at these low levels.

The advice from the Health and Safety Executive says that if a material that contains asbestos is in a good condition and you do not disturb it, there is very little risk of fibres escaping into the air.



Please do NOT panic: If left undisturbed the risk posed by Asbestos is very LOW.

What is Aelwyd Housing doing to manage asbestos?

As a landlord we are legally responsible for managing asbestos in our properties. We have an asbestos register which tells us where we have identified asbestos in our properties and where we think asbestos may be. We employ a specialist surveyor to regularly undertake surveys and take samples of suspect materials as part of an ongoing inspection programme. From time to time, we may write to you to ask for access to your home to carry out an asbestos survey. The information gathered during these surveys allows us to keep our register up to date and helps us support you in managing asbestos within your home.



How can I carry out DIY or any decorating safely if I think my home contains asbestos?

Here are some tips for carrying out DIY and decorating safely:

Do:

- Soak wallpaper before you remove it or use a steam stripper and gently peel away the paper before you decorate.
- Use plaster to skim over Artex ceiling coatings to create a flat surface, or simply paint over the surfaces.
- Contact Aelwyd if you are unsure and want some advice before you start decorating.
- Leave vinyl floor tiles in place and just carpet over them.

Don't:

- Don't drill, saw, sand or disturb any material which may contain asbestos.
- Don't try to remove textured wall or ceiling coatings.
- Don't try to remove old floor tiles.
- Don't vacuum or sweep any pieces of material you think may contain asbestos.

Strawberry Cheesecake

Combine two classic summer desserts in this no-bake cheesecake topped with a sweet strawberry sauce, ideal for al fresco entertaining

Serves 8 - 10, so adjust for smaller portions.



Ingredients

- 150g butter melted, plus extra for the tin
- 300g digestive biscuits
- 650g soft cheese
- 175g icing sugar
- 300ml double cream
- 1 vanilla pod
- halved lengthways and seeds scraped out
- 1 tsp vanilla extract
- 200g strawberries hulled and diced

TOPPING

- 250g strawberries, 100g hulled and quartered, 150g halved
- 50g caster sugar
- 1 tsp cornflour

Method

1. Lightly butter the base and sides of a deep 20cm cake tin and line the bottom with baking paper. Put the digestive biscuits into a food processor and whizz to crumbs, then add the melted butter and whisk again briefly.
2. Tip into the tin, spread out and press down firmly to make an even base. Put into the fridge to set.
3. Put the soft cheese into a mixing bowl and use an electric whisk to whisk until fluffy. Add the icing sugar and gently whisk until smooth.
4. Pour the cream into a separate bowl, add the vanilla seeds and extract, and whisk to very soft peaks.
5. Gently fold the cream and diced strawberries into the soft cheese mixture.
6. Spoon the filling over the biscuit base and spread until even and smooth. Put into the fridge and leave to set for at least 4 hours, but preferably overnight.
7. To make the topping, put 100g of quartered strawberries into a small pan with the caster sugar and a splash of water, and cook over a low-medium heat for 8-10 minutes or until the sugar has dissolved and the strawberries have softened.
8. Gently mash the strawberries in the pan to break them down, then pass through a sieve into another bowl and pour the juice back into the pan.
9. Add the cornflour and stir constantly on a low heat until the sauce is thickened and smooth. Cool.
10. Once the cheesecake has set, take it out of the fridge, carefully remove from the tin and transfer to a serving plate. Pour over the strawberry sauce, top with the remaining halved strawberries and serve.

Summer Wordsearch

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

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

AUGUST

BARBECUE

BEACH

FAMILY

FLIPFLOPS

FUN

HOT

ICE CREAM

ICE POP

JULY

JUNE

OCEAN

PICNIC

POOL

RELAX

SEASIDE

SHORTS

SPRINKLER

SUMMER

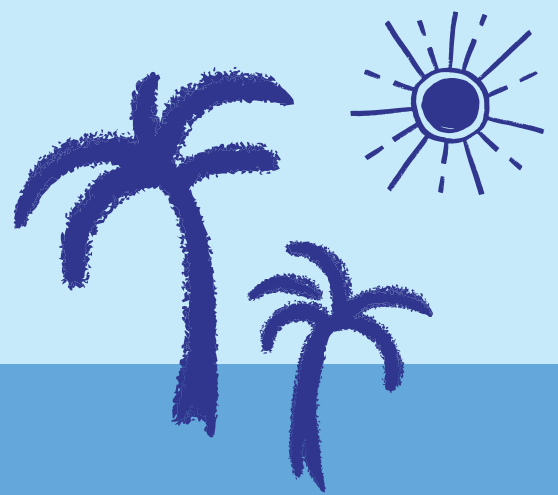
SUNGLASSES

SUNSCREEN

SUNSHINE

SWIMMING

VACATION





Tai
AELWYD
Housing