



# Adra

The latest information  
and stories from  
your local area

Winter 2020

What's inside

**Our Aros Adra service goes from strength to strength**

**A day in the life of one our plumbers**

**Our plans to be a sustainable company**

# A word from Sarah



Sarah Schofield

## Let's catch up with Sarah Schofield our Director of Customers and Communities...

Well, it's been a challenging year for all of us. I don't think any of us could have predicted just how crazy 2020 has been. But I think it's made us all stronger and we've learnt a lot about ourselves along the way.

It's provided us at Adra with a lot of opportunities to work with our partners to achieve great things. I was especially proud to see Adra vans and our staff delivering PPE to vulnerable community groups across Gwynedd earlier this year and that we are contributing to a fantastic community project such as Porthi Pawb in Caernarfon. It really has brought out the best in all of us.

How has 2020 been for all of you? I would like to take this opportunity to let you know that we are here for you at Adra. We are making welfare calls every week, let us know if you'd like to be on the list or you need help or assistance.

We've all learnt this year just how quickly things can change, so please do keep an eye on our website. We have a designated page for Coronavirus and all updates will be posted here or scan the QR code to go straight there.



## Information on our website

We've created a specific page on our website with updates to our services. Visit [adra.co.uk](https://adra.co.uk) and click on the yellow banner. Things change all the time so be sure to keep yourself up to date.



Our offices are currently closed due to the Coronavirus pandemic. But don't worry we're still here for you:

 Email: [enquiries@adra.co.uk](mailto:enquiries@adra.co.uk)

 By phone: **0300 123 8084**

 Social media: [@adrataicyf](https://www.instagram.com/adrataicyf)

 Website: [adra.co.uk](https://adra.co.uk)

Sometimes a chat can make a world of difference. Contact us to talk to one of our officers to see what we can do to help.

# Support for your Mental Wellbeing

We understand that feeling down or anxious has been part of many people's lives during this challenging year.

These resources are safe, free, and you don't need a referral, so take a look and see what can help you today

## SilverCloud

SilverCloud is an online course which offers support for anxiety, depression, and much more, all based on Cognitive Behavioural Therapy (CBT). Anyone aged 16 or over can sign up at:

[nhs.uk/silvercloudhealth.com/signup/](https://nhs.uk/silvercloudhealth.com/signup/)

## CALL Mental Health Listening Line

Provides a confidential mental health listening and emotional support line which is open 24/7. CALL can also signpost to support in local communities and a range of online information. Call 0800 132 737, text "help" to 81066 or visit: [callhelpline.org.uk](https://callhelpline.org.uk)

Get in touch about anything that's troubling you no matter how big or small the issue is. We're here to help you work through what's on your mind. Call us on our free number. Mental health charity. 24/7 confidential support. Call them free on 116 123.

## Beat eating disorders helpline

Beat provides helplines and information for adults and young people, offering a supportive environment to talk about eating disorders and how to get help. Call 0808 801 0677 or visit [www.beateatingdisorders.org.uk/supportservices](https://www.beateatingdisorders.org.uk/supportservices)

Samaritans Wales - Life Can Be Tough. Whatever You're Going Through, they Want to Help. Call them Now. Mental Health Charity. You Talk, they Listen.

**Call them free On 116 123. 24/7 Confidential Support**



## Push to Talk

### Help to Bring People Together at the Push of a Button

Push To Talk is a simple way of safely connecting people for a chat. Accessed through either a mobile app or a device easily installed in the home. Push to Talk enables people within a community to make new connections at the push of a button.

The service connects people randomly within the network so that a conversation can be started with someone new. It's a chance for people who are lacking human interaction to make new friends from the safety of their own

homes. A chance for those feeling overwhelmed to talk, listen, and make time for themselves.

Does this sound like something you, or someone you know, a friend or family member would be interested in? We are working with Menter Môn to pilot this scheme for 12 months. We're looking for people to take part. 20 individuals can use the service free of charge for 12 months. The project will also run in conjunction with Ynys Môn Council and Age Concern. If you're interested, please contact:

**[haydn.maxwell@adra.co.uk](mailto:haydn.maxwell@adra.co.uk) or phone us 0300 123 8084**

# Call Centre Frequently asked questions

We receive 84,000 calls a year to our call centre.

We thought we'd ask our staff what you ask about the most.

## 'How do I get my radiator to work better?'

You need to bleed your radiator to allow trapped air to escape. Trapped air stops warm water from going around your heater. This means your radiator isn't working properly and could be costing you a lot of money.

### What you need

- a radiator key (available from a DIY store they cost around £2)

- a cloth to catch any drips

### How to bleed a radiator

**1** Turn off your heating

**2** Use your radiator key to turn the valve at the top of the radiator. Attach the key to the square groove in the centre of the valve and turn it slowly anticlockwise. You should hear a hissing sound. This is the trapped air escaping. Use your cloth to catch any water that comes out.

**3** Retighten the valve after the hissing sound stops and only liquid comes out.

**4** Top up the water in your boiler, fill it up using the filling link or loop until you have a pressure about 1.2 - 1.5

**5** Turn your heating back on

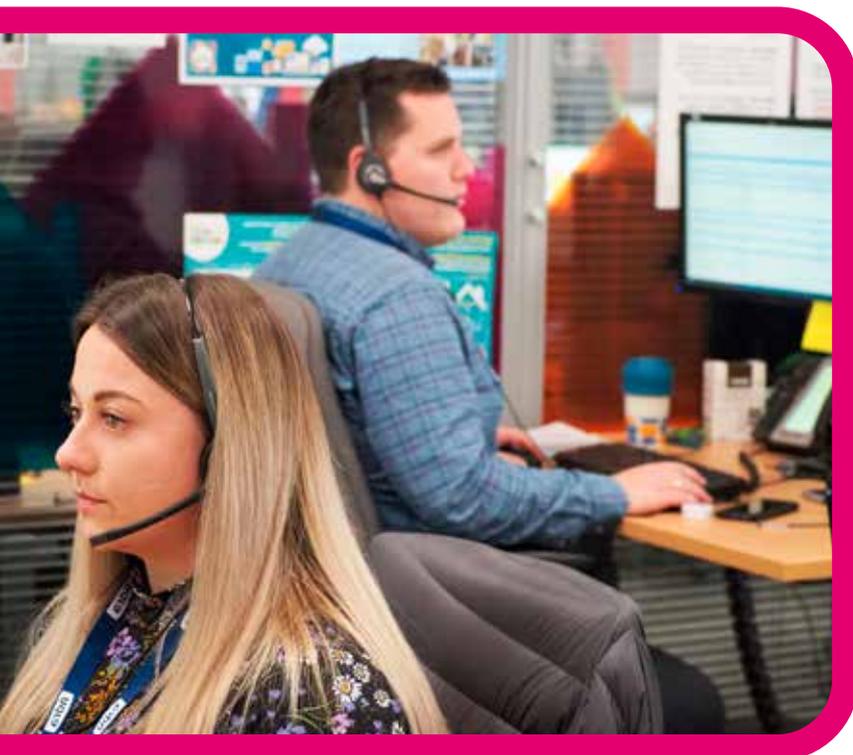
## 'I have disabilities. Can I apply for a wet room?'

Many people with disabilities need a wet room to be installed instead of a bath.

Our adaptations team design these for our customers.

But before we get to that stage, you'll need to contact the social services at your local council and they will make a referral on your behalf.

Our adaptations team will then go on to discuss your application.



# Becoming a Board Member

## Have you got what it takes to becoming a Board Member ?

Interested in training to become an Adra Board Member? Learn new skills, gain accreditation, and potentially progress to serve on the Adra Board of Directors?

We're looking to re-run the successful Tenant Board Academy programme again in the New Year, and looking for candidates with a keen interest in social housing, business development, and an appetite to contribute to the work of one of the largest Housing Associations in Wales.

Non-Executive Directors of Adra are paid £4,000 per year and on average requires a time commitment two days per month to prepare for and attend meetings.

The course will develop your knowledge and skills in the following areas:

- Role and responsibilities of a Board Member
- Performance and Risk Management
- Governance and legal responsibilities (equality, employment, health and safety, data protection).
- Financial Monitoring and budgetary control;
- Problem solving and decision making.

If interested, please email [Governance@adra.co.uk](mailto:Governance@adra.co.uk) or call the **Governance Team on 01248 677114** to register your interest.

## You said we did

Listening to your feedback is important to us, here are some of the things you told us recently.

### Our text messages are a bit too general

You told us you need more information in our text messages. So now when a repairs operative is on their way over to your home we'll let you know when and why they are coming.

### You'd welcome more use of new technology

This year, we swapped our Estate Walkabouts for Courtesy Calls to keep all of us safer. One

thing that came through in your answers was that you'd like to try new technology to give you a better and safer service.

So, this December our Repairs teams will be trialing new video calls.

We hope that we might be able to resolve some issues over the video or get a better understanding of your problem in order to fix it sooner.

As we mentioned, it's just a trial and we know it's not for everyone, we'll keep you posted on the progress we make on this.



Linda



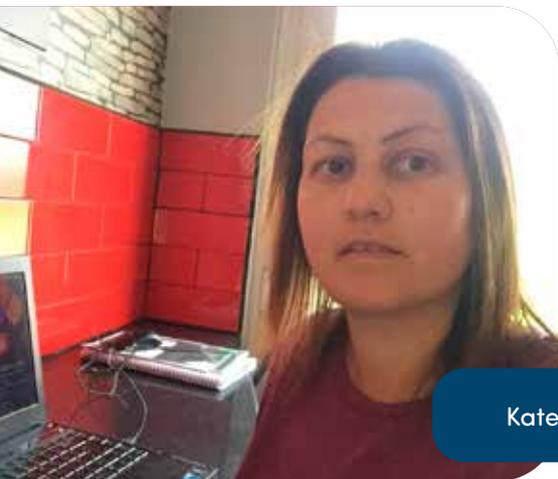
Kath

# Academi Adra

Working with our partner organisations, we want to create jobs and training opportunities with us, our partners and contractors. We are growing, and we have many exciting and ambitious plans for our future, across our services and on our new development sites across North Wales. Through our development, we want to create opportunities for our people, starting with our customers.

We are proud to launch Academi Adra, an initiative which can support you to develop your skills and employability.

**Here's Kate to tell you more...**



Kate Sutton

## What is Academi Adra?

Academi Adra brings together the range of opportunities we can provide through Adra and our partners to help you to develop your skills and find employment.

## What opportunities can you offer?

Working with our partners, we can offer work experience, work placements, apprenticeships, traineeships, volunteering opportunities and much more. Let us know what you'd be interested in and we'll put you in touch with the right people.

Academi  
**Adra**

## How do I find out more?

There's further information on our website and a quick form you can fill in to find out more, or alternatively please phone us on 0300 123 8084 and ask to speak to me. I'll ask you a few questions to get started and we'll take things from there!

Scan this code to take you to the Academi Adra webpage.



## Joshua Hall

"My name's Josh and I live in Dyffryn Ardudwy, Gwynedd. I've been out of work for the past year, and have been claiming Universal Credit since the beginning of 2020. I had an interview lined up for work earlier in the year, but then Covid struck and that opportunity went away and it's been even harder to find job opportunities ever since".

"I've always been interested in construction, but I haven't had any training or got any qualifications in the field, so I was looking for someone to give me that chance to get a foot in the door. I spoke to Kate at Adra after being referred to her by the Job Centre, and she registered me for a training course in Bala which I get to start at the end of the month! The training that I'll have will allow me to get a CSCS

card, which will mean that I'll be able to go on construction sites and hopefully lead to work experience opportunities in the future".



Joshua Hall

## Volunteering

Did you know that 70%\* of employers would hire someone who has volunteering experience on their CV? Why not volunteer and;

- Gain Experience
- Learn new skills
- Enrich your CV
- Meet new people

We work with the Mantell Gwynedd Volunteer Centre to match you with volunteer opportunities with Adra and a range of other organisations. Get in touch to find out more 0300 123 8084.

\*Source: Department of Work and Pensions



## Apprenticeships

We offer apprenticeship opportunities at Adra and through our Contractors on development schemes. Gethin is one of four new Apprentices who were recruited after attending one of our recruitment open days earlier in the year. Gethin started with us in November as an Electrical Apprenticeship. If you're interested in apprenticeship and training opportunities with Adra or our contractors, please get in touch 0300 123 8084.

Volunteers



Gethin

# Your home, have your say!

We will continue to provide our customers with quality homes, set within safe and secure neighbourhoods. Therefore, we are in the process of revising our Asset Management Strategy which will detail how we manage and invest in your homes over the next 10 years. This strategy will look at property investment works, repairs, maintenance, land management and energy efficiency incentives. To make sure that we understand your needs and priorities we would like to hear your views on this.

Your feedback may help shape future plans for investing in your home and local environment.



To take part in this consultation, please visit our website [www.adra.co.uk/consultation](http://www.adra.co.uk/consultation). Alternatively, please get in touch with our Community Involvement Team on 0300 123 8084 who can send you a paper copy in the post. Dolgellau residents for keeping the community spirit alive.

## Aros Adra

Our Aros Adra service is going from strength to strength. The service started over a year ago and recently we've employed two new members to join the team.

### So what exactly is Aros Adra?

Aros Adra offer home support, and you don't have to be a tenant of ours. Anybody can benefit from the support

- an elderly person
- a person with a disability
- anyone with an illness

Our Aros Adra staff can help with general housework, preparing meals or days out. Julie Jones has been using the service for a few months now and told us:

"The Aros Adra staff are amazing, I look forward to my outing with Elin - we have a great time"

Elin Meirion has been working with Aros Adra from the start, and says it's great to see the difference the service can make:

"We've worked with people who really lacked confidence when it came to go out and about. Aros Adra supports people with many things like shopping, running errands. It's just offering that extra help that allows people to live independently in their own homes for longer."

If you'd like to know more, head over to our website:

[www.adra.co.uk/arosadra](http://www.adra.co.uk/arosadra)



# Tai Teg



## Have you heard of Tai Teg?

If you are thinking of moving out of your home and want to live in an affordable new home that is part of various schemes to help you, you'll need to register with Tai Teg.

More information here

<https://taiteg.org.uk>

## Our Deputy Chief Executive looks back at his first year

A year has flown by since our Deputy Chief Executive joined us here at Adra. Iwan Trefor Jones has been looking back at his first 12 months

“I’m so glad that I joined the team and all the services that we offer our customers. I’m also proud of all the work we are doing to develop and provide more affordable homes for local people.”

“Looking back, it’s been a very happy year and a year that I’m proud of. Our repairs team worked hard through the pandemic to provide emergency support. It’s also been a very exciting one with so many new schemes starting such as our new scheme in Dinas and new flats on the old Bangor Social club site. I can’t wait to see local people move into their new homes.”



Iwan

## Self Service portal

A new digital service launching in the new year.

2020 has been a pretty tough year and so many will wish for a better 2021. We are very excited here at Adra as our new online customer portal will be launching in the new year.

Here you'll be able to check your rent statement, make payments and log anti-social behaviour in your own online account on our website.

We can't wait to show it to you - keep your eyes peeled for more information soon! If you'd like to take part in the pilot for the new portal, get in touch:

[Enquiries@adra.co.uk](mailto:Enquiries@adra.co.uk)



# A day in the life of...Cai Edwards

We have over a 150 people working in our Repairs team. They visit your home when any. All of them visit your home when any repairs or maintenance work needs to be done. So, let's get to know a bit more about their day to day lives. We asked Cai Edwards one of our plumbers a few questions:

## How long have you been working with Adra?

I've been here just over a year now. After completing my apprenticeship, I worked self-employed for a while before joining the Team here at Adra.

## Where do you work?

I cover homes in Meirionnydd and Dwyfor - it's quite a large area. You can find me and my van anywhere between Aberdaron, Bala and Tywyn.

## What is a typical day like for you?

That's a tricky one as every day is different. That's something I enjoy about my job. One day I could be fixing a burst pipe in Dolgellau and another day be installing a new bathroom in Pwllheli.

## Any plumbing related tips for our readers?

Check underneath your kitchen sink and any other sinks in your home weekly for a leak. The sooner you spot a leak the smaller the damage to your home will be. Get in touch if you do find a leak.

Cai Edwards



# Home Contents Insurance

## Do you have content insurance?

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind should the worst happen. It really is something very important to consider.

We have teamed up with Thistle Tenant Risks who provide specialist Tenants Contents Insurance policies.

This Pay As You Go Home Contents Insurance is a specialist insurance scheme provided by Thistle Tenant Risks and administered by Adra, all our tenants are eligible to apply.

Get in touch with our Rent Team or head over to our website for more information if you need home content insurance. Our expert team are here to help you.



## Community Support

Our Staff Support over 300 vulnerable tenants every year. One of our team is Bev, our Supported Housing Officer. She's recently been supporting Mr Jones who was referred to us when his brother moved into a residential home. Although partially sighted, Mr Jones has remained very independent. Bev has been providing weekly support and visits and helped him with his bills and benefits.

Bev and Mr Jones have been working with the Society for the Blind to ensure Mr Jones has all the help he needs to be able to move around his home safely. Now that he needed a walking

stick to move around his home his 3-seater sofa was too big for him to easily access his kitchen.

So, Bev applied for a new two-seater sofa from Antur Waenfawr, and Mr Jones is thrilled!

By working with different local agencies, we can help improve the lives of our tenants.

We are very proud of our partnerships and the great work our Supportive Housing Officers do every day for our tenants. This is one of many stories that demonstrates the value of our services to the people in our communities.





# Trying to do our bit to help the environment

## Aiming to decarbonise our business by 2030

It's no secret that we are doing irreversible damage to our planet.

- Our planet is getting warmer, plants and animals can't adapt.
- Our glaciers are melting.
- Our forests are burning.

We all want to live in a home that's warm and healthy for our family. Somewhere comfortable throughout the year, that uses less energy to heat, and has less impact on the environment for future generations. That is what we mean by being zero-carbon. We have many houses that are old and achieving this is more complex than in newer homes.

We must act now. All of us must act now. We want to play our part as a responsible organisation.

Therefore, we've created a plan that will guide us to decarbonise our houses and company by 2030.

We have a lot of work to do. But we're up for a challenge. So what does this mean?

## Current Situation

We are the first housing association in north Wales to create an ambitious strategy like this. The first step is checking what our current situation is:

- many of our homes have a big carbon footprint
- we have a large fleet of vans
- our offices use a lot of energy

Not only do we want to decarbonise our houses but we also want to save customers from fuel poverty and be able to heat your homes in a sustainable and affordable way.

## Next steps?

We are currently discussing several ambitious and exciting plans for a greener future here at Adra. In the meantime, here's some tips for you:

- When buying new bulbs, buy energy efficient ones, better for your pocket and the planet - a winner
- Take shorter showers and turn the temperature down a bit- again better for your pocket and the planet.
- Buy your food locally and seasonally, visit local shops where they sell potatoes, carrots and other veg without the plastic packaging - it's often cheaper too.

So big green changes are coming soon. We can't wait to have you on board with these schemes.





# Children's Corner

## Christmas is almost here – who's excited?

Why not decorate your own Christmas tree this year? Colour the baubles in, cut them out and pop them on the tree.

## Have fun!

Did you see our Halloween competition on Facebook? Here are some of the winners with their vouchers to local shops.

## Congratulations to all of you.

