

Adra

The latest information
and news from Adra
about your home and
local community

Winter 2021



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adra.co.uk    @adrataicyf

+ 
Wishing all of
our tenants a
Merry Christmas
and a Happy
New Year
+ 



A Word from our Chief Executive Ffrancon Williams

Some time has passed since our last newsletter to keep in touch and update you on what is going on here at Adra.

The newsletter is one way of keeping in touch. Our Cymuned Adra website is also a brilliant way to see what's going on at Adra, including information and support for you and your family as well as events within your community. We also post updates on our Facebook, Instagram, Twitter and Linked In social media pages. You can follow us on @adrataicyf

One of the things that's kept us busy as a company is the way we're growing to build or adapt more social housing and affordable housing. There is a serious shortage of homes available locally. As we grow we can offer opportunities for people who'd like to develop a career in the housing sector. We offer flexible working options for many of our jobs, which means you can combine working from home and in our offices. When reading this newsletter, you can also learn more about Academi Adra and the training and experience opportunities we have available. You can also visit our website to learn more about the jobs or courses we have. By working with us, you could make a big difference to the lives of many in the community.

We want to make sure that we continue to offer homes that are safe, comfortable and efficient to run. That's why we've put £10m next year and similar for the next three years, to spend on the houses we already have. The work will include new kitchens, new bathrooms and electric rewiring as well as improving exterior elements like reroofing, rendering, windows and doors.

To help you with energy costs to play a part in decarbonising the planet, we will also look at energy efficient measurements and new technologies like air source heat pumps, internal and external insulation, solar panels and batteries. Keep an eye out for more information on our decarbonisation schemes.

To conclude, I know 2021 has been a difficult year for many with the continuation of the pandemic. Even though there are obvious worries about the Omicron variant at the moment, we can say at least, thanks to the success of the vaccine, we're in a better place than we were this time last year with less restrictions as we come closer to Christmas. I'd like to wish you and your families a Merry Christmas and here's hoping for a better year next year.

Thank you,
Ffrancon



Chats on the doorstep

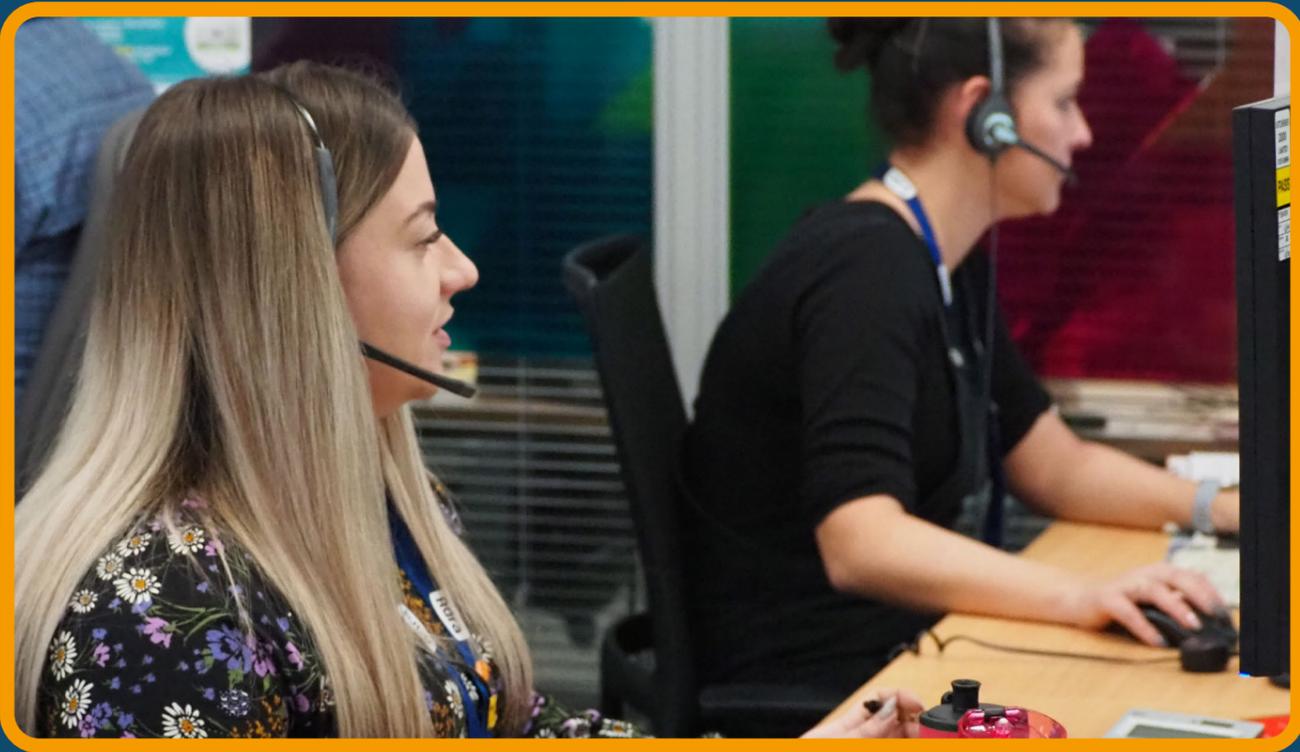
During September and October this year, our staff and Board members went out to conduct our annual estate visits.

It was so nice to be back at your doorstep, after Covid prevented us from carrying out our face-to-face visits last year. Many thanks for the welcome from everyone.

Every year, we try to visit different villages and estates. This year we knocked on 412 doors, visiting the following towns and villages:

Llanberis	Y Ffôr	Llanbedr
Nant Peris	Pentreuchaf	Llanfair
Deiniolen	Dinas	Soar
Caernarfon	Llaniestyn	Llandecwyn
Tremadog	Botwnnog	Dinas Mawddwy
Y Bala	Llanbedrog	Aberllefenni
Llandderfel	Llangybi	Pennal
Corwen	Llithfaen	Corris
Llanfor	Harlech	Aberangell

The purpose of our visit was to find out if you have any questions or need any help with matters relating to your home or tenancy. It was also an opportunity for you to give us your views on our services.



Chats on the Doorstep - continued

Your feedback and its impact



The feedback we receive from our customers is very important to us and helps us to review and improve our services.

The main area of focus for this year was Rents, and we asked you **“How satisfied are you that your rent provides value for money?”**

Over 80% of you were satisfied or very satisfied that the rent offered value for money. Less than 10% were dissatisfied or very dissatisfied that your rent offered value for money (with 10% neither satisfied nor dissatisfied).

Reasons for satisfaction included satisfaction with the community and the local environment, the standard of the property and maintenance, the service received by Adra officers and the rent comparing favourably with other rents locally. The main reasons for dissatisfaction were the length of time to wait for repairs to be completed and the need to improve communication when you expect work to be carried out on your home.

Listening and acting - room for improvement

Following your feedback, we will set up task and finish groups to:

- revisit the deadlines in place for completion of repairs
- look at the customer journey to see how we can improve the way we communicate with you about work on your home

If you would like to work with us on this, and help shape the services you receive from Adra please contact Charlotte Hogan in the Community Liaison team on **0300 123 8084** or **cymuned@adra.co.uk**

Positive feedback

As well as listening to where we need to improve, we also love when we receive positive feedback from our customers to see what we are doing well.

We are delighted to announce that we were short-listed for three national housing awards for going the extra mile to support our communities throughout the pandemic and that we have won the award for outstanding customer service.

Here's an example of some of the comments we receive from our customers:



“A big thank you to the man who came to make adjustments and fixtures to my house the other day. He was extremely polite, thoughtful, and tidy in his work. Thank you.”

“Thank you so much for all the help, and for being so patient with me over the last few months. In quite a worrying and difficult time I can't thank you enough.”

“Thank you so much for coming along so fast to fix the boiler, I had no heat or hot water, it was very cold, and it meant a lot you sorted it out so quickly”



Adra staff

Academi Adra Course



Following the success of the first Academi Adra course in August this year, we are pleased to offer you the opportunity to register for our next course which will be held at the end of **January 2022**.

We have again worked with Grŵp Llandrillo Menai and Procure Plus on designing a course that will prepare you for a career in construction or maintenance. The course combines accredited courses and work experience with Adra or one of our contractors.

WEEK 1	MONDAY 31/01/22	TUESDAY 01/02/22	WEDNESDAY 02/02/22	THURSDAY 03/02/22	FRIDAY 04/02/22
AM	Health and Safety Awareness	Safe use of hand and power tools	Manual Handling	Cut off saw	Fire Safety
PM		Environmental Awareness	Awareness of working safely at height	Asbestos awareness	CSCS test exercise
WEEK 2 07/02/22 - 11/02/22	WORK EXPERIENCE ON ADRA SITE				

Up to **12 people** can take advantage of this opportunity. The course will be **FREE**, and the only requirements are that you are:

- over 16 years of age
- not already working in construction
- willing to commit to travel to attend the Bangor training and work experience on our sites. We will try to arrange a work experience placement as close to home as is reasonably practicable.

There was a lot of interest in the last course, so please get in touch as soon as possible if you would like to secure your place on the course.

Dylan Owen, 18, from Bontnewydd was a participant on the last course. Dylan went on work experience on an Adra construction site with our contractor, G H James. Over the course of his work experience, G H James were impressed with Dylan and as a result Dylan was offered employment with a 45 hour a week contract at their Caernarfon site. Congratulations Dylan!

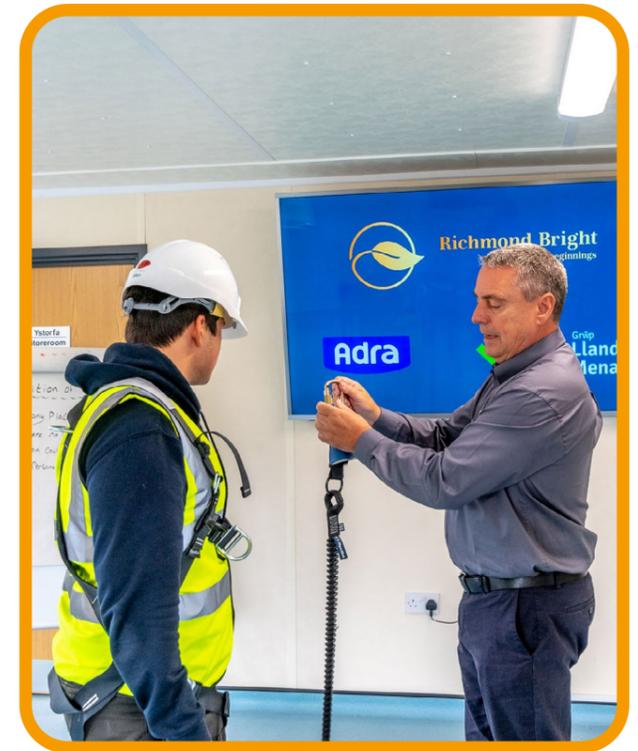


Chelsey Florence on a day with Academi Adra

For more information and to register your interest, contact Charlotte Hogan at the Community Involvement Team on **0300 123 8084** or cymunedol@adra.co.uk before **Friday 14 January, 2021** please. Go for it and get in touch!



Cian Halliday on site with Academi Adra



Meeting face to face at last!

As many of you know, every year we hold an estate walkabout. It's an opportunity for us to visit you, in your homes and communities, to talk about your experiences, hear what you think of our services and share information about what support is available from Adra. Last year, unfortunately due to the pandemic, it was not possible to visit our estates - but this year we were delighted to be able to return and see familiar and new faces, have conversations and keep in touch.

One very special moment during the estate visits was when Charlotte, our Community Liaison Officer, met Mrs Pogson for the first time in person.

Charlotte told us:

“During the pandemic, we were making welfare calls to chat to tenants who were isolated or lonely to offer them some company. Also, to make sure they had everything they needed, like prescription and grocery shopping. I got to know Mrs Pogson through our telephone welfare talks, and during the estate walkabouts I was delighted to meet her for the first-time face to face.”



Simplifying 15 tenancy laws into **one legal framework**



Simplifying and improving **your rights**



Two main types of contracts - **secure and standard**



New Terms

Adra = **Community Landlord**
Tenant = **Contract Holder**
Tenancy = **Occupation Contract**

All existing tenants in Wales will:

Convert to a **new contract** on a specific date



Receive a written statement of their contract within 6 months of the implementation date



Breaking the silence on mental health amongst young people

Adra has recently worked with partners to organise and run a Wellbeing Day for pupils at Ysgol Godre'r Berwyn in Bala.

Promoting the mental and physical well-being of the young people of the Bala area, year eight and nine pupils at Ysgol Godre'r Berwyn, was the aim of the wellbeing day by our Community team. The day was held at the Urdd camp at Glan Llyn, with a canoeing session, a rope course and a wellness and mindfulness session.

The day was intended to raise awareness about mental health and promote understanding of the issue, reducing stigma. Adra sees the value of doing this with young people.

There were also presentations on Adra's work and development opportunities during the day as part of our employment and skills program, Academi Adra.

This day was funded by Gareth Morris Construction - a local company that is building several Adra's affordable housing developments, to meet local housing need. Adra would like to thank the company for their willingness to give back to the local community.



Bethan Emyr, Headteacher of Ysgol Godre'r Berwyn, said:

"Thank you very much for organizing and coordinating a Mental Health Day at Glan-llyn. All our pupils enjoyed and were full of stories about their day."

"It's been nice to have contact with Adra and hopefully this can continue to give our learners real-world experiences, and give them opportunities to meet different people. Thank you."

Adra's partners also came to support the day including the Police, Fire Service, iCan Tan y Maen Officer, Urdd and a number of Adra staff including Adra's Director of Customers and Communities, Sarah Schofield. Sarah presented the pupils with certificates at the end of the day. She said:

"I am so pleased that we are able to raise awareness and start the necessary conversation about mental health with young people. It's an opportunity to encourage them to talk and break down the stigma surrounding mental health. Thanks to our partners for being a part of this event and to Gareth Morris Construction for contributing to the day."

"I have enjoyed being here today, we are proud to be a housing association that knows and takes pride in our communities and the well-being of the people within those communities."

* Dependent on the Welsh Government timetable

Caring for the Environment

Earlier this year there was considerable activity to look after the environment around our estates.

Gwynedd Council's recycling team, North Wales Police, Antur Waunfawr, Gwynedd Council's Street Enforcement Officer and representatives from Gwynedd Council's Youth Service came along to help and be part of the environmental day in Maesgeirchen, Bangor.

We have organised five environmental days in five different locations in Gwynedd including housing estates in Pwllheli, Caernarfon, Bangor, Blaenau Ffestiniog and Rachub.

Many of our customers came to help and get rid of waste and unwanted goods from their homes. The locations were chosen by our Community Housing Officers. As part of the day, skips were located across the estates to dispose of mixed waste.

Cllr Nigel Pickavance, Maesgeirchen Councillor who was part of the day at Maesgeirchen, said:

"We had a great day here in Maesgeirchen. We have a team of young people who collected 20 bags of rubbish. Many thanks to the children and young people who were involved in the day and thanks to Adra for hosting the day."

Elin Williams, our Communities and Partnership Manager, said:

"We had very successful and enjoyable environmental days seeing our customers come together as a community to support each other. It was also great to see our partners involved in the days such as North Wales Police, Gwynedd Council and Antur Waunfawr as well as local councillors. Many thanks to everyone involved in the days for ensuring that we care for our communities and the environment to keep them nice and safe places to live as well as keeping our environmental commitment."



Thank you so much to everyone involved!

More environmentally friendly heating options - we ask Dylan Green



We spoke to Dylan Green, our Tenant Liaison Officer. Dylan is the main contact for tenants on a new scheme installing hybrid heating systems in some of our homes.

What is your job?

I am the main tenant contact for our de-carbonation programme. I am currently working on identifying homes that are suitable for installing a new hybrid heating system.

Why is Adra installing these hybrid heating systems?

We plan to cut our carbon emissions over the next ten years. Along with some other housing associations across Wales, Adra has received a grant from the Welsh Government to install hybrid heating systems in some of our tenants' homes. These systems are more environmentally friendly to use.

Adra's scheme wants to install efficient air source heat pumps in some of our homes.

How does the pump work?

It works similar to the way a fridge works. It absorbs heat from the outside air which circulates through the existing heating system. It works with the boiler as it looks for the cheapest way to heat the home. The system will swap to your boiler to increase the heat when it is cold outside or when running hot water.

Part of my job I arrange a visit to the tenants' homes to explain what the system is and how it works.

Who is eligible for the pump?

In this specific scheme, the houses need to be externally insulated and run on either oil or gas / LPG bottles.

How much does it cost to run it?

Costs will vary as each house is different, but you may be able to make financial savings.

As part of the preparation, specialist contractors will carry out a house survey to see if it is suitable for the technology. If appropriate, we would then estimate running costs based on the size of the house. I discuss all of this with the tenant before they make a decision on whether to install the new system.

If you are interested in finding out if your home is suitable for installing a hybrid heating system, please contact **Dylan Green** on **0300 123 8084**



Top ten tips for home security over the festive period

1. Make sure your Christmas tree lights are in good working order and meet the recommended standard. **Always switch them off and unplug them before you go to bed.**
2. Take care when using candles, keeping them away from your Christmas tree, furniture, curtains and other dangerous material. **Do not leave them burning unattended.**
3. Decorations can burn easily. **Do not connect them to lights or heaters.**
4. **Give yourself plenty of time to prepare and cook Christmas dinner** to avoid accidents and clean any spills quickly.
5. The risk of accidents, especially in the kitchen, is greater **after alcohol has been consumed.**
6. Falls are the most common accidents. Keep your guests and family safe by being as tidy as possible – **concealing cables and making sure escape routes from the property are clear.**
7. Make sure cigarettes are completely extinguished. **Never smoke in bed.**
8. Christmas is a time when we are using more electrical items – **don't overload sockets.**
9. **Buy enough batteries for new toys in advance** so that you are not tempted to remove batteries from your smoke alarm. A working smoke alarm will give you and your family the vital time to escape from a fire – and can save lives.
10. **Look out for small items**, such as decorations or batteries, that could pose a choking risk to pets or young children.



Your well-being at Christmas

Christmas can be a joyful time, but it can also be a time where feelings of stress, anxiety, depression and loneliness can be felt even more. Take care of yourself and try to call on friends or family who may be struggling.

Remember that you are not alone, and there are many services out there that can help. Here are some useful numbers:

Live Fear Free Helpline

call 0808 80 10 800 or text 07860 077333

Samaritans

call 116 123
(Welsh Helpline 0808 164 123)

CALL helpline

Mental Health helpline in Wales call 0800 132737 or text to HELP on 81066

Citizens Advice

call the National Adviceline 0800 702 2020

Energy wardens

Can you benefit from support and advice from our energy wardens?

The wardens provide home energy efficiency advice, help you make sense of your bills and look for the best deals from energy providers.

If you are eligible, they can also help you apply for:

- Warm Home Discount, which could save you £140 on your energy bill.
- Welsh Water's 'Help Scheme', which could see your water bill reduced by £250.

If you want to know more, please contact Charlotte in the Community Liaison Team on **0300 123 8084** / community@adra.co.uk and we will arrange for a warden to get in touch.

Help Scheme with paying your winter bills

Some homes will be able to claim a payment of £100 from their local authority. The money is provided by the Welsh Government to support paying winter fuel bills.

Payment will be available to all eligible households – to include payments made on a pre-paid meter, direct debit, or quarterly bill payment.

Who can apply?

The scheme is open to households where one member is in receipt of a certain welfare benefit. You must have been claiming these benefits at any time between **1 December 2021** and **31 January 2022**:

- Income Support
- Income-based Jobseeker's Allowance
- Income Based Employment and Support Allowance
- Universal Credit
- Working Tax Credits

You must also be responsible for paying the energy bills for the property.

How to apply

Local authorities will write to eligible households to enable payment. Individuals can also choose to apply through their local council's website from **13 December 2021**.

All applications must be received by a local council by **18 February 2022**.

Payments will be made between **13 December 2021** and **31 March 2022**.

Interested in getting involved in Adra's decisions?



There are different ways you as our customers and tenants can get involved in Adra.

We want to give you the opportunity to have your say on how we manage our services, listen to your comments and act on them.

The Board

We have a strong Non-Executive Board of Directors, which makes key business decisions and sets the company's strategic priorities and direction. Some of our customers are on the Board here.

The Tenant and Resident Partnership

The Partnership is open to all tenants or residents, meetings are held across the county, and we reimburse traveling expenses, arrange a taxi, provide lunch and pay childcare costs to help to enable you to attend meetings.

Partnership meetings give you the opportunity to influence the service you receive, as well as find out more about the company and any future plans.

Other opportunities to get involved in Adra:

- Customer and Assets Group
- Quality for Tenants Team
- Customer Panel
- Task and Finish Groups
- Tenant Satisfaction Questionnaires
- Tenant Newsletter
- Tenant and Resident Associations
- Estate Walkabouts Sessions
- Focus Groups
- Informal events e.g. Fun days, coffee mornings
- Shareholders

For more information contact the Communities and Partnerships Team at Adra on **0300 1238084** or cymunedol@adra.co.uk

