



Adra

SUMMER NEWSLETTER 2023

Proud of our communities

Last month, representatives from Adra joined over two thousand people in a procession through the streets of Caernarfon to support North Wales Pride.

The event was established in 2011 and the festival brings people together, especially those who may feel isolated in rural areas, creating a supportive and welcoming environment. Through live music, performances, and a parade, North Wales Pride aims to promote diversity and inclusivity, and to foster a sense of community and belonging for all individuals.

Adra was delighted to support the event and show there is no room for discrimination in communities.

In this edition:

Launch of Your Voice
how to get involved - p.3

**Out and about in our
communities** - p.4

**Spotlight on our
Warden Service** - p.7

New Chief Executive takes up post

Iwan Trefor Jones is our new Chief Executive and has taken up his post following Ffrancon Williams' retirement after 13 years at the helm. Iwan has made a commitment to working with partners to respond to the needs of tenants and communities.

Iwan was Deputy Chief Executive for Adra for several years and has extensive experience of working in local government and the housing sector, as well as being a former member of the North Wales Ambition Board where he contributed significantly to the work of developing the region's economy.

Iwan added: "I'm delighted to have been appointed Chief Executive of Adra. It will be challenging to follow in Ffrancon's footsteps. He has worked extremely hard over the years to lead Adra forward to the extremely solid position that exists today.

"I look forward to building on all the good work that has taken place and I will ensure that we as a company adhere to our values as we develop into one of Wales' most progressive companies and one that is closer to its communities."



Ways to contact us

Did you know that we have changed our opening hours of our offices, as well as our Customer Service centre, to meet demand from the public?

Our offices in Stryd Penlan, Pwllheli; Glan Wnion Leisure Centre, Dolgellau; Tŷ Coch, Parc Menai, Bangor and Tŷ Gwyrddfai, Penygroes will now open between 9am and 4pm, Monday to Friday. No appointment is necessary.

The Customer Service Centre is open from 8am until 5pm, Monday to Friday.

Did you know that the busiest days on our phones in the Centre are Monday and Tuesday? As a result, you are much more likely to get through to us sooner by contacting us between Wednesday and Friday.

And did you also know that we have a contact back service? That is, if you are waiting a long time for your phone call to go through, you can use a callback service, where you choose an option for us to call you back but you do not lose your place in the queue, and it frees up time for you to do other things.

You can also contact us by email instead of calling: enquiries@adra.co.uk

Tenants at the heart of Adra's work

Giving tenants a strong voice in how our services are developed is one of the principles of a new document called Eich Llais/Your Voice, which has been launched. 'Eich Llais/Your Voice' encourages more diversity of contributions and welcomes the views of those with lived experience or specific interests. There will be more focus on digital platforms to engage with tenants, but also face to face visits, less formal meetings and more opportunities to meet the Adra Board.

Hywel Eifion Jones, Chair of Adra's Board, said:

"Through this strategy, activities will be designed so that it is much easier for more tenants to get involved. Meeting tenants in their homes as part of Estate Walkabouts is a big feature of the plans but Adra will also be phoning customers, organising drop in events and sending short questionnaires that you can fill in at home. There will be focus groups for tenants to look in detail at specific services and big decisions. As Board members, we look forward to hearing your feedback and making sure that we act on what you have told us".

If you would like further information on future participation or would like to join Adra's Customer Panel, please get in touch: cymunedol@adra.co.uk



Heading to the Eisteddfod and Show

Adra is hitting the road for the Llŷn ac Eifionydd National Eisteddfod in Boduan this August (5-12) and we'd love to see you there.

We will take the opportunity to promote our community work, what is happening at Tŷ Gwyrddfai with the decarbonisation hub, opportunities with Academi Adra, careers within the organisation and a campaign to attract more women to the housing and construction sectors.

During the week, we will hold an exhibition called Balchder Bro which will include photos of our community work and there will be lots of activities for the whole family throughout the week.

And if you are visiting the Meirion Show in Talsarnau on Wednesday 23 August, we will be promoting opportunities with and training with Adra, so come and see us for a chat and to find out more.



Getting to know our communities and tenants

It was great to get out and about in the community again for the latest in our estate walkabout programme.

Since we started in February, we have so far visited tenants in Dolgellau, Penmaenmawr, Deganwy, Dyffryn Ardudwy, Ynys, Abergele, Sychnant and Groeslon. The intention is to visit a further 400 properties in Pwllheli, Bangor and Caernarfon over the coming months. There is a programme of visits in place for the rest of 2023.

Sion Eifion Jones, Adra's Community Projects Officer said: "The estate walkabouts are great opportunities to get to know our tenants and communities.

"It's a chance for our tenants to flag up any issues, from any broken items in the home to community concerns. We also offer advice and support from our energy wardens, opportunities for jobs and training opportunities and find out how they wish to communicate with us in future".



RESPECT

Respect works both ways

Most customers show respect and dignity towards Adra staff and we appreciate this. Thank you.

But Adra has received some reports and cases of anti-social behavior against staff working on the front line. This has included shouting, swearing, threatening behaviour and harassing staff. This is completely unacceptable and we will not tolerate it.

We need to respect each other. Thank you for your cooperation.

Saying NO to anti-social behaviour.

How we communicate with you

You recently gave us some feedback on the way we communicate with you. This newsletter, rent statements, face to face and social media were the main sources of information to you.

As a result, we will be putting more focus on these channels to keep you informed.

You also said you were interested in information about energy support, cost of living and investment in existing stock/new building. A number of you said you would be happy to take part in a task and finish group to discuss contents of stories we share. We will be in touch soon to arrange a meeting.



Helping people into the world of work

Adra's goal is to support 500 people into employment and training between 2022 and 2025.

134 people were supported into employment and training in 2022/23: 80 of those were supported via targeted recruitment and training through our contracts; 43 were supported through Academi Adra; 8 were supported with apprenticeships and traineeships within Adra and we appointed 3 of our tenants.

In 2022/2023 we ran 6 courses (5 construction and one customer services course).

As a result, 4 people have gone into full time employment following the courses – three of them within Adra, the other with one of our construction partners.



One of the people helped through Academi Adra is Delyth:

"I was made redundant just before Christmas 2022, therefore I had a look on the Adra website for jobs and I came across the Customer Service course – so I went for it! I really enjoyed the course – I learned so much and got to know a lot of new people. Taking part has given me so much more confidence and has been a real 'eye opener' I'm hoping that there will be an opportunity to stay on within the Customer Service team at Adra so that I can keep learning and be there to help people."

Apprenticeships and Traineeships

8 individuals started an apprenticeship or traineeship with Adra in 2022/2023:

2 joinery apprenticeships

1 plumbing apprenticeship

2 plastering apprenticeships

1 trainee joiner

1 ICT apprentice

1 plumbing & heating trainee



Spotlight on our Community Wardens

The service started back in 2007 with two wardens, mainly dealing with anti-social behaviour. In order to create stronger and safer communities, new wardens were added, one to serve the Meirionydd area, one for Dwyfor and the other for rural areas in the North of the county. There is now one warden also working in the North East area, as Adra creates new housing developments across the North.

The warden's work includes elements of tenant management, being the eyes and ears for the company.

The Wardens will make contact to welcome each new tenant, and explain that they would keep in touch through further visits at 3, 6 and 9 months, to offer support and ensure that no problems arise before the tenancy.

The team has organised and taken part in regular environmental days to improve estates as well as projects to encourage better mental health and social inclusion by tenants and residents within our communities.

Partnership work is central to their work too. Each officer has a network of contacts within Services such as the Police, Fire and Rescue Service, Council departments, schools and community groups. These networks enable us to contribute to the Community Strategy.

With the exception of the wardens who serve the City of Bangor and the Town of Caernarfon, each Warden now operates a specific "town days" schedule, with calls, inspections and visits to estates all being done on one day in one area.

If you want to know more about when the warden is in your area or to arrange a home visit, you can do so by contacting the Community Service on **0300 123 8084** or **enquiries@adra.co.uk**

In the next issue we will introduce you to the wardens.





Summer Safety with Adra

We want you to have an enjoyable and safe summer.

The hot weather carries with it several dangers, and you should follow practical and correct fire safety advice at this time of year to keep you safe.



Barbeque Safety

- Make sure that your barbeque is in good working order.
- Make sure that your barbeque site is well away from buildings, fences, trees, and shrubs.
- Keep children and pets away from the cooking area.
- Never leave the barbeque unattended.
- Do not drink and cook.
- When you have finished cooking, make sure the barbeque is cold before trying to move it.
- Keep a bucket of water, a bucket of sand or a garden hose nearby in case of emergencies.

Charcoal barbeques

- Use only enough charcoal to cover the bottom of the barbeque to a depth of about 50mm.
- Never put ashes straight into a dustbin or wheelie bin. If they are hot, they can melt the plastic and cause a fire.
- Empty cold ashes onto bare garden soil.

Gas barbeques

- Make sure the gas tap is turned off before attempting to change the gas cylinder.
- Change gas cylinders in the open air.
- Once you have finished cooking, turn off the gas cylinder before the gas controls, to ensure any gas in the pipeline is used.
- Only use barbeques outdoors.



Gas Cylinder Storage

- Store gas cylinders securely.
- Keep gas cylinders away from frost and direct sunlight.
- Return all empty gas cylinders to the supplier.



Sophie is here to help you

We are fully aware that the cost-of-living crisis is still here. That's why we have friendly, professional, and knowledgeable staff to help you.

If you're struggling financially, Sophie Williams is our new Financial Well-being Co-ordinator and she is one member of our Team that can help you.

Pick up the phone and call us today, we can arrange a meeting with you to discuss your options and point you in the right direction.



Get in touch today
0300 123 8084
enquiries@adra.co.uk