



Adra

Winter Newsletter 2023

Are you eligible for a free flu jab?

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.

Visit Betsi Cadwaladr's website (www.bcuhb.nhs.wales) to find out or call your local GP surgery.

Customer Service Centre opening hours

25/12/23 Closed

26/12/23 Closed

27/12/23 - 29/12/23

Normal opening hours (8am - 5pm)

01/01/24 Closed

02/01/24

Normal opening hours (8am - 5pm)

If you have an emergency at your home and need to contact us during the days we are closed, we have an emergency service on our usual telephone number - **0300 123 8084**

Community Stars

Our communities are full of people who go that extra mile daily.

Do you know anybody who deserves to win a Community Star?

Have a chat with your Warden or get in touch to nominate, by emailing cymunedol@adra.co.uk or calling: **0300 123 8084**



Cost of Living Crisis

The cost-of-living crisis is ever present, but our friendly and experienced team has lots of information and are here for you.

If you're worried about your financial situation and not sure about how you're going to afford to pay your bills – there is help at hand.

Call us today and we can arrange to meet you to discuss your options and direct you onto the right path.

For specific information about grants, accessing food banks, energy wardens, Citizens Advice and more, head over to our website or contact us today.



0300 123 8084
enquiries@adra.co.uk

Damp and Mould

As a result of the recent consultation, we are introducing new policies and procedures to deal with damp and mould in our homes.

These include investigation and inspection, ensuring that problems and their causes are correctly diagnosed and treated as quickly as possible, ensuring that tenants receive support, help and advice.

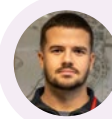





If you have any signs of mould or damp in your home, it is important that you let us know as soon as possible, by calling **0300 123 8084** or emailing enquiries@adra.co.uk

We encourage you to read the new guidelines to see how we deal with damp and mould in our homes on our website (www.adra.co.uk).



Community Wardens

The aim of our Community Wardens is to create stronger and safer communities.

Meet our Wardens

- **Gari Owen** Gari works in the Bangor area in our Maesgeirchen, Penrhosgarnedd and Treborth communities.
- **Iwan Jones** Iwan works in the Caernarfon Town area.
- **Manon Roberts** Manon works in the Dyffryn Ogwen area, Peris and part of Nantlle.
- **Lauren Jones** Lauren works in the Dwyfor area which covers Pwllheli, Porthmadog and Cricieth, as well as Dyffryn Nantlle.
- **Arwel Williams** Meirionydd is Arwel's patch. The area includes Barmouth, Y Bala, Tywyn, Blaenau Ffestiniog and Penrhyndeudraeth.
- **Robert Holmes** Robert works outside of Gwynedd, looking after our homes in the north east of Wales which includes The Old Palace, St Asaph, the Penmaenmawr area, Wrexham, Prestatyn, Buckley and Rhyl.

On site wardens

- **Aaron Parry** Aaron is the Warden for Pendalar and Tre'r Gof, Caernarfon.
- **Denise Jones** Denise is a Warden in the Maesgeirchen area and Tan y Bryn, Bangor.

Any tenant that wishes to find out when their warden is next in their area, or to arrange a home visit can contact the Neighbourhood Service on **0300 123 8084** or email ymholiadau@adra.co.uk



Respect Message

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 behaviour against staff working in our communities. 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.

You said, we did

You told us that we could improve how we communicate with you following inspections in your home.

As a result, we've introduced new letters which are sent out after each inspection, they include:

- What the inspection covered
- Confirmation of what work will/ will not be carried out
- Timescales for the work to be undertaken



Please let us know of any other suggestions you have which can improve our services by contacting the Communities and Partnerships Team on **0300 123 8084** or cymunedol@adra.co.uk

Your Voice

In our last newsletter we launched Your Voice, which provides you with a range of opportunities for you to share your views with us.



Consultations

Since then, we have held several consultations. These include:

- Service charges
- Damp and mould
- Rent setting and value for money
- Annual self-evaluation

By September 2023, 712 of you have provided us with feedback through a variety of different methods, such as face to face, postal, telephone and online consultation activities. Thanks to all of you who have shared your views and suggestions. Your feedback helps us to continually improve our services to you and our communities. Head over to our website for more details on the findings and outcomes of each consultation.

Estate Visits

A key activity throughout the year is our Estate Visit Programme, where we visit you to talk about any matters you wish to discuss with us relating to your tenancy, home or neighbourhood.

This year we visited 639 homes in the following locations



Getting winter ready

We are more likely to catch a cold or flu during winter. Cold weather can also cause other serious health problems like pneumonia.

It is essential to keep warm in winter and there are some simple things you can do to keep warm and stay healthy.

During the day

- Set your thermostat ideally at around 21°C and heat all the rooms you use in the day
- If you cannot heat all your rooms, make sure you keep your living room warm throughout the day and heat your bedroom before going to bed
- Set the timer on your heating to come on before you get up and switch off when you go to bed
- In very cold weather, rather than turn the thermostat up, set the heating to come on earlier so you won't be cold while you wait for your home to heat up



During the night

- Try to keep a temperature of above 18°C in your bedroom overnight
- If you use a heater in your bedroom during winter, open the window or door a little at night for ventilation
- An electric blanket or a hot water bottle will help you keep warm but never use them together
- If you have an electric blanket, check what type it is - some are designed only to warm the bed before you get in and should not be used throughout the night. If you use an electric blanket, make sure it is safe to use by getting it tested every two years



Servicing heating systems

It is extremely important that we can access your home to service the boiler annually.

Not only is it a legal requirement for us as a landlord to ensure that all boilers in our property are serviced annually, it is to ensure your safety and anyone visiting your home.

Annual servicing also ensures that the boiler operates as efficiently as possible, which in turn reduces the cost of heating the home. It can also help identify and fix any minor problems, which can prevent bigger problems in the future.

If you receive an appointment for a boiler service, and the date on time is not convenient, then contact us to re-arrange on **0300 123 8084** or **heating@adra.co.uk**



New housing standards issued

The Welsh Government has introduced a set of new standards to make sure that work is carried out to maintain the quality of social homes across Wales.



The standard focusses on:

- Decarbonising homes
- Affordable heating
- Suitable floor coverings
- Broadband access
- Damp and mould
- Building safety

We will keep you informed about progress with the Welsh Housing Quality Standards and what they mean for you.

Keeping an eye on vulnerable neighbours

Are you worried about someone?

The winter period is difficult and worrying for many, but even more difficult and worrying for people who don't feel safe at home.

If there is a situation that causes concern, let us know as soon as possible.

How to report?

- Call the Emergency Services, **999**, if a person is in immediate danger
- Phone the Call Centre on **0300 123 8084** as soon as possible to report your concern or suspicions



Help for Children:

- NSPCC Helpline: **0808 800 5000**
- Childline: **0800 1111**

Useful contact details:

- Live Fear Free Helpline:
Phone: **0808 80 10 800**
Text: **07860 077333**
Email: **info@livefearfreehelpline.wales** (available 24 hours a day 7 days a week)
- Gorwel Gwynedd & Anglesey Domestic Abuse Service: **0300 111 2121**
- Women's Aid – Help and support for women that suffer abuse: **01248 679 052**
- Men's Advice Line – Help and support for men that suffer abuse: **0333 567 0556**
- BAWSO: (Information, Advice and Support for Black & Minority Ethnic people in Wales) **01978 355 818**
- National Helpline for Domestic Abuse (24 hours) **0808 2000 247**

Useful phone numbers:

Adra
0300 123 8084

No electric?
105 or
0800 001 5400

Dŵr Cymru
0800 052 0130

Shelter Cymru
0845 075 5005

Citizens Advice Bureau
08444 772020 or
08454 503064

Samaritans
116 123

Gas Emergency
0800 111 999

Natural Resources Wales
0300 065 3000

Galw Gwynedd
01766 771 000