

Taff

Talks

February 2023

Top Tips for preventing Damp and Mould

Damp and mould can be a worrying problem. Taff is committed to tackling this and will work with you until this is resolved.



Living in a damp, mouldy home is bad for your health. It can worsen some health conditions.



Click here for more guidance and support



1

Keep window trickle vents open.

2

Where possible, open windows or use extractor fan when cooking

3

Dry clothes outside when possible or on a clothes horse inside with a window open or extractor fan on



Update from Executive Leadership



Director of
People &
Places



Josh is responsible for the quality of services that you receive as a Taff Housing tenant and has been at Taff for just over 13 years.

Watch the video



Josh has put together a quick video. Covering some key messages on the following topics:

- **Damp, mould & Condensation**
- **Our Services**
- **Tenant Engagement**
- **Customer Services**





Cost Of Living Support



We understand that the current cost of living crisis may mean you are struggling.



We offer a range of support from:



Cost of Living Advice

Wellbeing & Food Poverty

IT Equipment

Wellbeing Calls

Energy Saving

Community Allotment

- Please note: Where we are unable to provide support, we will refer to appropriate agencies who can.



The Government also has cost of living support available. For more information visit gov.uk



For more information please contact us via 0800 121 6064 or visit <https://taffhousing.co.uk>



Renting Homes Wales Act

On the 1st of December, the Renting Homes (Wales) Act 2016 went live:

The biggest change in housing law for decades!



Find out how the new law affects you:



GOV Website

Taff Website



Offering greater security for tenants



Simplifying agreements



Improve the conditions of rental homes

Winter Wellbeing Club

Our Winter Wellbeing Club runs every fortnight in the conference suite behind our head office in Canton. The club is a warm space where tenants can call in to get a free hot lunch, meet others and get advice and support around the cost of living. Led by our Community Inclusion Team, there is a packed schedule of speakers, all offering advice and support with the cost of living.



We know times are very tough right now, we set up the club to provide tenants with advice, have a hot meal and meet fellow Taff tenants

Clare Dickinson (Community Inclusion Manager)



The club launched with an eco-craft session and tenants made a range of products to take home. Cardiff Council's Food and Fuel Advisor joined us for the second session offering advice and sign posting to food banks and pantries. Beauty students from ACT Training also came to give Tenants free treatments



For more information please contact our Community Inclusion Coach Shona on 0800 121 6064



Ty Seren's Cooking Time

Our Sunday Cooking Club is one of our cooking activities at Ty Seren. Organised by our project assistants, the club runs weekly, to give young people the opportunity to socialise through cooking. The project also promotes learning of skills such as cooking healthy meals from scratch, cooking on a budget and many other useful kitchen hacks.

Our residents have made recipes such as Bolognese, cookies and even celebrated the festive season with a festive themed buffet. After cooking everyone sits down together to enjoy the meals with the company of other residents and staff.



Cooking is not as difficult and boring as I thought. I will be cooking more often from now on.





Artwork Hoarding



Taff has been working with Cardiff and Vale College (CAVC) to produce art work for the site hoardings at our Tudor Street and Agate Street Developments. We asked students to create designs that reflected Taff's values within these areas. Taff staff voted for the winning design to go up on the hoarding at Agate Street in January 2023.

The runners up were put up along the hoarding at Tudor Street. On Tuesday 20th December, we held an event to reveal the designs. Inviting the students to come along to see their hard work unveiled for the first time. We were also joined by Cllrs. Lynda Thorne and Leonora Thomson who attended with representatives from the council and Taff. The event was a great opportunity to discuss the scheme and the future aspirations for Tudor and Agate Street.

[Read more](#)

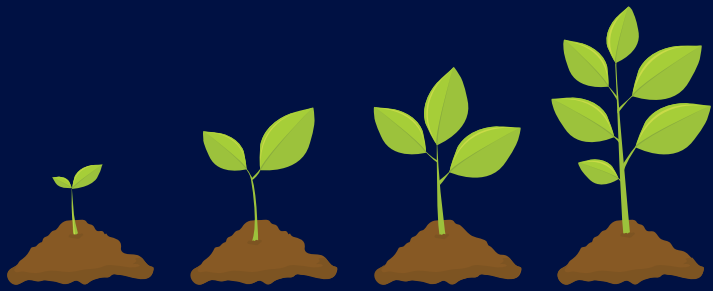
[CAVC Webpage](#)



“We are really impressed with the quality of the artwork and thrilled to display their work on a key gateway into the city. The artwork reflects the topics of diversity, community and unity. ”

Helen White (Chief Executive)





Wildflower Planting



Taff worked with Cardiff Local Nature Partnership and Bug Life Cymru to complete Wildflower Planting at Eldon Court . The seeds will sprout during Spring 2023 and we cannot wait to see the results.

“



The Cardiff Local Nature Partnership is working to create new areas of pollinator friendly planting around the city. Planting Spring flowering bulbs at Eldon Court will brighten up the garden for residents and provide a source of pollen and nectar for insects early in the year when few others are in flower. The bulbs were provided with funding from Welsh Government's Local Places for Nature' grant



(Sam Eaves, The Cardiff Local Natural Partnership Coordinator)

Little Wish 2022



Our staff have organised our Little Wish project since 2020. The Little Wish project gives an opportunity for tenants struggling with the cost of Christmas to get free gifts for children/young people living in a Taff property. Christmas 2022 has been the busiest year so far for Little Wish!

We have been fortunate to receive support and donations from local businesses, contractors, members of the local community and even staff members. Ranging from vouchers to toys

The donations to our appeal provided 43 families and total of 99 children with a gift for Christmas.



Thank you!



The project will run again during Eid and will be advertised again closer to the time.



Childrens Christmas Party



Our Tenant Residents Association organised a Children's Christmas Party for 2022 with our tenant engagement team. The event was held on a Saturday morning in December. Held in our annex building for 2 hours with food, entertainment including Christmas karaoke and children got to meet Santa and received a present.



“Myself and my family were really happy with the Taff housing Christmas party and there was no room for improvement as everything was perfect. Thank you”



For more information about getting involved or joining our Tenant Residents Association please contact Ria Cuss on:
ria.cuss@taffhousing.co.uk or 02920259188

Do you want to manage your Taff tenancy on the go?



Then MyTaff, our mobile app is perfect for you!



To register, you will need to provide some basic details and your tenancy reference number



Check your rent balance



Request a Repair



Contact us



Update your contact details



Useful Links & Information

- Alcohol & Drug Dependency Helpline – 0808 808 2234 or text DAN to: 81066

- Live Fear Free Helpline – 0808 8010 800
- Galop (LGBTQ+ Help) - 0800 999 5428
- Karma Nirvana (for forced marriage and honour crimes) - 0800 5999 247
- BAME Helpline Wales 10:30am-2:30pm, Monday-Friday. 0300 222 5720 or Text 07537 432416

Please note:
This list is not exhaustive
there are other support organisations or helplines available

[How to: Video Guides](#)
[Recovery Cymru](#)
[Cardiff Council Services](#)
[Cardiff & Vale Citizens Advice Bureau](#)

Meet your surveyors!

What does a surveyor do?

Our role at Taff is to look after your homes and make sure we are maintaining them well. We carry out visits to ensure we are carrying out the right repairs and maintenance. We also carry out safety inspections.



Contact us via
LiveChat, the MyTaff
App, or freephone
0800 1216064



Hi, my name is Timothy and I am the Locality Surveyor for Canton, Fairwater and Radyr.



Hi, my name is David and I am the Locality Surveyor for Grangetown, Roath and Heath.



Hello, my name is Alex and I am the Locality Surveyor for Riverside, Old St Mellons and Butetown.

Meet Sarah

**Sarah is our
Executive Director of
Business and Finance**



- Sarah started in social housing in 2000 and is well known as a keen enthusiast for the sector.
- She has previously worked for Cadwyn and CCHA, as well as recently having been a successful strategic finance consultant in South Wales.
- She likes opportunities to develop teams, problem solve, and be creative with ideas for developing businesses.



Word Search

- Plants**
- Design**
- Donation**
- Support**
- Party**
- Artwork**
- Bug**
- Club**
- Cooking**
- Wellbeing**

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Each word represents the content in Taff Talks