

Taff

Talks

June 2023

# Radiocraft Launch

A ceremony was held on the site of the former Radiocraft building in Canton to mark the start of its redevelopment.

The former Radiocraft building will be replaced by ten high quality, one and two bed roomed flats, as well as a retail unit. The redevelopment will help regenerate derelict sites across the Cardiff and help deliver 350 new homes by 2026.

Having already built and completed over 100 new homes. We have three further sites under development. By the end of 2023 we aim to have completed another 76 homes in Riverside, Adamstown and Canton. These homes are helping to address the shortage of affordable homes in Cardiff and regenerate derelict building to restore economic prosperity.



Members of our Have Your Say Group attended the launch and feedback on the plans for the site:



**It's going to look fabulous when it's completed I'm sure and a few more people will benefit from a good quality home**



-Taff Tenant



**We are committed to producing homes that are high quality, comfortable and energy efficient. We work with innovative designers to make the best use of urban sites to create a spacious, comfortable living areas for our tenants in all our new homes.**

Keri Harding-Jones, Assistant Director of Homes & Safety



# Make the **best** career move

## We are looking for **Apprentices**



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Trades: Various  
Location: Cardiff



Read more of our  
Apprenticeship Case  
Studies here



[Click here](#)



Please contact: [clare.dickinson@taffhousing.co.uk](mailto:clare.dickinson@taffhousing.co.uk)  
for more information



# Apprenticeship Week

Craig, 35 went from one labouring job to another. After being made redundant during the pandemic, Craig tried carpentry and soon discovered he had a natural flair for creating things . Knowing this was the career he wanted to follow, this gave him the motivation to investigate his options.

Though he would have to start he would have to start from scratch, he took the risk and decided to embark on an Apprenticeship with Y Prentis, through Cardiff & Vale College

Now Craig is splitting his time between college and on the job training with Troika, one of Taff's key development partners. He is acquiring hands-on experience while building skills and acquiring the qualifications he needs to pursue his dream career whilst also earning a wage



**There is a real skills gap in the social housing sector. When seeking new recruits to help deliver our ambitious house building targets, apprenticeship schemes are very important to help achieve this. People like Craig are exactly who we need.**

Clare Dickinson, Community Inclusion Manager





# 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  
IT Equipment  
Wellbeing & Food Poverty  
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](https://www.gov.uk)



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



# International Women's Day (IWD)

Marked annually on March 8th. International Women's day celebrates the social, economic, cultural and political achievements of women

This year we held an International Women's day party for the residents of our women's youth hostel Ty Seren.

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At Ty Seren, we work with young women to help them become more independent and help them positively move on from the homeless system.

Chloe has been one of many women and girls that Ty Seren has helped rewrite their life script, where their past does not dictate their future

Chloe's time at Ty Seren marked a turning point, with the opportunity to make friends with other residents, some of whom she remains close to today. Chloe has gone on to studying in college towards getting her childcare qualifications and works in a nursery. She still remains in contact with Ty Seren, occasionally visiting and has sent letters to thank Staff for the support they provided her.



**[Read Chloe's Story](#)**



# Providing support where its needed



Back in September 2021, Taff were approached by the Cardiff Local Authority to provide support within the welcome centres for Afghan refugees.

Taff has supported Refugees, helping them to re-establish their identify, skills, aspirations.

We have also recruited 14 members of staff directly from the communities represented by those seeking asylum to Support Worker roles for this project. The common language, understanding of culture and showing people a reflection of themselves has enabled positive interaction with great support outcomes!

We are delighted to announce that our work has led to a new contract supporting Afghan families resettle in St Athans, Cardiff.

# Recipe submitted by Gareth



## INGREDIENTS

1 Large onion  
4 oz Gram Flour  
2 chilli's  
1 tsp Chilli Powder  
1 tsp Baking Powder  
1 tsp Salt  
1 tsp Kashmere  
Massalla paste  
1 tbs Ground Mixed  
Spice  
Fresh Corriander

## METHOD



Step 1: Finely slice onion, chop and deseed chilli's, and finely chop the coriander.

Step 2: Place in a bowl and mix with Kashmere Massalla paste.

Step 3: Sieve the rest of the ingredients into the bowl and mix.

Step 4: Add a little bit of water and mix until it becomes a thick batter

Step 5: Shape in to rough balls

Step 6: Fry for 7 - 8 minutes or until browned.

If you'd like to share something, please contact 0800 121 6064 and ask to speak to a member of the tenant engagement team



# Printed Festival Workshops

In Partnership with Amplified Press. Our tenants had the opportunity to join a workshop to create a poster utilising antique printing presses. The posters were created through using meaningful words layered over maps of Canton.



The posters were on display in Chapter during the Printed Festival, which took place on the 10th and 11th of June



It was a huge honour to see my Block printing skills on display at Chapter Art Centre.

Printing Artist Nigel Draper admired my Block printing skills at Exhibition at Chapter Art Centre at the weekend.

Xenia, Taff Tenant





☕🍰 Staff across Taff have raised over £150 for Velindre Cancer Centre Fundraising through 'Coffee, Cake and Let's Talk' coffee mornings. The staff wellbeing group arranged the events during the morning break, to give colleagues an opportunity to talk about mental health, as part of this years 'Time to Talk' campaign.

# Wellbeing at Taff



## Dydd Gŵyl Dewi Hapus! Happy St David's Day!



To celebrate St David's Day at Taff, our wellbeing group wanted to recognise not only Welsh culture but all cultures. Showcasing the diversity of Wales and Taff! A selection of food was available to our office staff. With traditional homemade Welsh Cakes, Bara brith and other cuisine





# Taff AGM



## *The Annual General Meeting of Taff Housing Association*

will be held on

Thursday 20th July 2023 at 4.00pm at  
The conference suite, rear of Alexandra House, 307-315  
Cowbridge Road East, Cardiff CF5 1JD



If you would like to attend, please advise Mathew Hinder via email: [agm@taffhousing.co.uk](mailto:agm@taffhousing.co.uk)

All paperwork for the AGM will be made available on our website by the 28th June 2023:  
[www.taffhousing.co.uk/agm](http://www.taffhousing.co.uk/agm)

This provides an opportunity for our Executive to present the annual report and financial statements to stakeholders as well as to elect new members to our Board.

*Only Shareholders may vote, but all are welcome to attend.*



# Together at Taff

Here at Taff we feel that tenant voice is so important and we want you to be part of shaping our services

**We have a number of ways for you to get involved in a way that suits you in person and online.**

## You Will:



Meet new people



Develop transferrable skills



Improve services



Get involved in Community Activities

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Interested?



CONTACT US

0800 121 6064 and ask to speak to our Tenant Engagement Team.

Being able to convey views and feedback to management face to face is really valuable

Have Your Say Group member



# Signs you may have damp in your home

The rising cost of living may mean that you are struggling to heat your home. This could cause condensation, making your home damp. We understand the concerns this may cause.

We are responsible for making sure that your home is safe and can keep you warm. By working together, we can ensure that dampness and mould are resolved



If you are facing issues of damp and mould in your home, it is important that you contact Taff

You can do this via

- LiveChat
- [www.taffhousing.co.uk](http://www.taffhousing.co.uk)
- MyTaff App
- 0800 121 6064

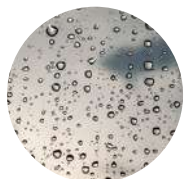
Click here for more guidance and support



**Lifting or peeling wallpaper**



**A musty, damp smell in your home**



**Excessive water droplets on windows or walls**



It's important to avoid electrical and fire hazards in your home to ensure you and your family are kept safe. You can do this by following these few simple steps:



## Electrical Safety

- Do not overload sockets – use one plug in each dedicated socket
- Always unplug electrical devices when not in use
- Never use a damaged socket to plug in electrical items
- 
- If you buy a second hand electrical item get it checked by a qualified electrician before use
- 
- Lights and bulbs can get very hot, be careful where you place them and always use the correct bulb for the fitting
- If you have any concerns with electricity safety in your home please contact us.

## Fire Safety

- Ensure you know the fire evacuation guidance
- Test your smoke detector regularly (weekly if possible) to ensure they are working and batteries do not need to be replaced
- When lighting candles please make sure they are not placed close to curtains or furniture and always put them out
- Always use the safest way out of the home in the event of an emergency
- Make sure you are able to contact the emergency services if required
- Never leave pans unattended when cooking
- If you smoke in your home always make sure that it is put out and do not leave lighted cigarettes etc unattended
- If you have any concerns with fire safety in your home please contact us



# Contents Insurance



Contents insurance cover could cover the cost of repairing your belongings if they are damaged by things like a fire or a flood. Or the cost of replacing them if they are stolen



Some of the main items covered include:

- **Electronics**
- **Jewellery**
- **Furniture**

When arranging contents insurance, its a good idea to work out how much the things you own are worth. You can do this by

**1**

Making a list of all the items you want to be covered and how much they cost

**2**

Using the total to decide how much cover you need

**3**

Search for the best possible deal

If you need more support to do this, contact Taff on 0800 121 6064 and ask to speak to the Community Inclusion Team.

# Renting Homes Wales Act



On 1 December 2022 the Renting Homes (Wales) Act 2016 changed the way all landlords in Wales rent their properties, improving how we rent, manage, and live in rented homes in Wales.



## What does the new law mean for me?

### Tenants

Under the new law, tenants are now known as 'contract-holders'. Tenancy agreements have been replaced with 'occupation contracts'.

### FOR CONTRACT-HOLDERS THIS WILL MEAN:

- receiving a written contract setting out your rights and responsibilities
- More rights to stay in your home
- improved succession rights, these set out who has a right to continue to live in a dwelling.
- more flexible arrangements for joint contract-holders, making it easier to add or remove others to an occupation contract

# Meet your Neighbourhood Officers

## What does a Neighbourhood Officer do?

Neighbourhood Officers will engage directly with tenants to help support them with all aspects of their tenancy. Whether you are looking to move, seeking advice, or want to know your tenancy rights or responsibilities. They also encourage community safety and help with any anti-social behaviour issues

[Click here](#)



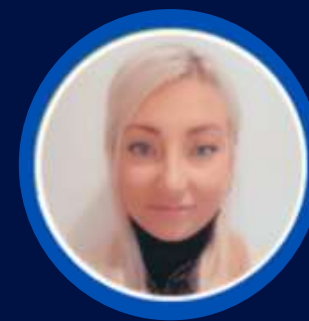
Contact us via LiveChat, the MyTaff App, or email [info@taffhousing.co.uk](mailto:info@taffhousing.co.uk)



Hi, my name is Victoria and I am the Neighbourhood Officer for Canton, Fairwater and Radyr. Contact me on 02920259164



Hi, my name is Sarah and I am the neighbourhood Officer for Riverside and Old St Mellons. Contact me on 02920259120



Hi, my name is Jade and I am the Neighbourhood Officer for Grangetown 02920259102



# Disposing of waste correctly

Waste, and how we choose to handle it, affects our world's environment—that's your environment. The environment is everything around you including the air, water, land, plants, and man-made things.

A healthy environment is important for your own health and happiness, meaning effective waste management is important to you and everyone else. The waste we create needs to be carefully controlled so that it does not harm your environment and health.

[Click here for more](#)

[www.gov.uk/collection  
-large-waste-items](http://www.gov.uk/collection-large-waste-items)

## Having a clear out?



Fly tipping doesn't belong on your street. So when disposing of your unwanted items. Check out the free bulky item collection service provided by the Welsh Government

Easier than you think, and cheaper than a fine

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# Did you know we have a LiveChat?



**Click this icon**



## Chat to our Customer Service Team

- Report/Discuss a repair
- Pay/ Discuss Rent
- Report anti social behaviour
- Discuss a housing matter
- Chase responses from a team

**From April 1st!**

**Our Customer Service Team has been available on our LiveChat 9am to 12:30pm on a Saturday**

This includes reporting a repair or discussing any questions you may have.

Welcome to LiveChat

Welcome to our LiveChat! Please fill in the form below before starting the chat.

Name: \*

What are you contacting us about today? \*

To report a repair

To discuss a repair

To pay rent

To discuss rent

To discuss a housing matter

To report anti social behaviour

To chase a response from the housing team

To chase a response from surveyor visit

Other

Something else?

Powered by LiveChat

**(6 Month Trial)**

**Saturday**

**LiveChat  
9am to  
12:30pm**



# Useful Links & Information

How to: Video

Guides

Recovery Cymru

Cardiff Council

Services

Cardiff & Vale

Citizens Advice

Bureau

- 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



## MyTaff App: Reporting a repair

To report a repair, visit the repairs section.



Here you can view

- All your outstanding repairs
- Your job reference number
- The status

And much more....

Click on this icon

Order a new repair

To order a new repair, you will be asked which trade that you need and to attach any photos or documents.



This is to help us get the right person/service out to you



