

Taff

Talks

October 2023

# School visit to Radiocraft

Recently we had the pleasure of hosting a group of enthusiastic year 9 students from Fitzalan High School at our Radiocraft housing development in Canton.

We kicked things off with a health and safety talk to prioritise everyone's safety. Then the students embarked on a tour of the former Radiocraft shop site, getting an up-close look at the transformation taking place.

A careers talk was provided by the LCB Construction Site Manager sharing valuable insights and answering any questions the students had. We hope this might inspire them about the potential career paths and vast opportunities in the construction industry and

To challenge any misconceptions about the construction industry, the students engaged in an interactive activity aimed at debunking myths about the construction industry.

It was great to provide the students with a unique learning experience



# *We're very excited to announce the start of our new Supported Accommodation project Ty Catwg.*

Based in Barry, in the Vale of Glamorgan, the new project will offer a place of hope where individuals aged 18+ can find the inspiration and encouragement they need to move forward from the homeless system.

Ty Catwg will be made up of 10 self-contained flats where residents will be living in a psychologically informed environment and supported to access resources and opportunities to help them make positive changes in their lives.



Our team, who have been recruited specifically to work will work on this project will closely alongside each resident to deliver a strengths-based support plan which focuses on practical and wellbeing elements to ensure that each resident has the best opportunity to live independently and thrive in their community.



**We are looking forward to welcoming the first residents in January 2024 and starting this new and exciting chapter in Taff's Support Services.**



## Mirwais Roshandil and his family were one of the thousands of people evacuated to the UK because of events in Afghanistan following the fall of Kabul. He shares his experience:

Before beginning our new life here in Wales, I worked for the Ministry of Defence special forces in Afghanistan.

In 2021 I was studying in the UK, when the situation became more intense in Kabul.

My wife told me that members of my family were receiving threats and with no security around them and me being in UK, I didn't know how to keep them safe. I immediately spoke to my friends who worked for the UK special forces and managed to help get my family evacuated.

We resided in a hotel for six months, temporary accommodation provided by the Home Office. During this time, I used my experience of the English culture and language to help support other refugees with translation, organising transport, register with GP's, arrange bank accounts, and find spaces at local schools.

*Now we have a house we can call a home. I have a job I enjoy, and the children are settling into their new school. I feel like we are really starting to create a new life here in Wales.*

*The move from Afghanistan was challenging and stressful for the whole family but it was a necessary must in order to protect them*



In May 2022, we moved into a family home in Abergavenny. Since then, I've continued to help more family members, including my parents and brothers escape Afghanistan and settle in Wales.

# Eid Mubarak

Our Tenant and Resident Association organised a fantastic Eid celebration at the Taff offices.

The event was filled with joy, laughter, and a range of exciting activities for children to enjoy. With stall holders, beautiful henna designs, face painting and the classic hook a duck game, there was something for everyone to enjoy.

This celebration provided a wonderful opportunity for the community to come together, connect and celebrate Eid.



I really enjoyed the event. I met friends and spoke to new people who are also tenants. The Eid event was well organised and amazing. The staff at Taff were very friendly and helpful.



# Gardening Grows Spirit

Our allotment space located in the heart of Cardiff has become a popular destination for our tenants to come together to grow fresh produce, socialise and enjoy the outdoors.

We know that the pandemic had a negative impact on people's mental wellbeing, but the Taff allotment has been a source of hope and healing for many.

Spending time outdoors, connecting with nature, and working towards a common goal has helped people feel more grounded and connected during challenging times.



If you would like to know more about the group or would be interested in getting involved or having your own allotment space. Please call 0800 121 6064 and ask to speak to the Tenant Engagement Team

# Celebrating 15 years Support



If I hadn't had support, I would probably still be in the one bed flat struggling with two toddlers and my relationship with my older child may not have been maintained. Each support visit from the Lighthouse Project worker made a huge difference to me. I am truly grateful for every bit of support.

*We are thrilled to be celebrating a momentous milestone  
- 15 years of the Lighthouse Project*

The Lighthouse Project has been providing housing related support to people in Newport. Helping various people including refugees, people discharged from hospital, adults with learning difficulties and many more.

During this period, the project has supported over 2000 people from, some of which have been street homeless, or those at threat of eviction. The project's success is a testament to the hard work and dedication of the Lighthouse Team. They have worked tirelessly to support those in need, and their efforts have made a significant impact on the lives of many people in Wales.



# Summer wellbeing event

Our annual summer wellbeing event was held at Riverside Warehouse and this year we had an amazing turnout, welcoming over 400 tenants and local residents.

The event was packed with excitement with a range of stall holders and fun activities. From animal experiences to circus skills, arts and crafts, face painting, and even yoga sessions, there was something for everyone to enjoy.

We hope that everyone who joined us had a fantastic time.

A big thank you to the event sponsor Troika Construction and everyone who attended, including our volunteers, stall holders and tenant representatives.





# Together at Taff

We want tenant's to be at the heart of everything we do at Taff.

We have lots of opportunities for tenants to get involved, have their say and make a difference in the community.

## Want to know more?

Listen to what our Chief Executive, Helen and Director of People and Places, Josh has to say about Tenant Engagement at Taff.

<https://youtu.be/2gm8bZsiMpE>

### Interested?

Call 0800 121 6064 and ask to speak to the Tenant Engagement Team.

Or email  
[together@taffhousing.co.uk](mailto:together@taffhousing.co.uk)



# Could you be our next Board member?



We're determined to deliver great quality homes and services by being an excellent social landlord and one of the best providers of high quality, affordable homes and support services – a great Board is a key ingredient for success!



We're committed to making sure our Board reflects the diverse communities we serve.

It's also worth saying what you don't need to have to have been on a Board before.

## Interested?

Search Taff Housing become a board member, where you can read the job pack and find out how to apply.

## What kind of person are we looking for?

We're looking for someone with any of the following...



Lived experience of being a Taff tenant or service user.



A strong financial background



Legal background



Equality, diversity and inclusion



Experience in strategic partnerships, mergers and acquisition

# Taff Community Academy

- ✓ Are you from a diverse local community?
- ✓ Are you looking to gain work experience or skills in housing?
- ✓ If you are in education, training, unemployed or working.

  
**We'd love to hear from you!**

The Academy hopes to promote opportunities for currently underrepresented groups in our workforce .

Offering tailored placements in property services, housing, customer services, human resources, administration and much more. The placements can be offered at all levels, be of any length and are tailored to the individual.

You'll get on-going support, access to training and accredited courses.



If this interests you,  
please get in touch on  
**0800 121 6064** or via  
our **Live Chat**

**or Email:**

[contact@taffhousing.co.uk](mailto:contact@taffhousing.co.uk)



# Interested in a career in construction?

Free events, everyone welcome!



Are you seeking employment, looking for a change of career or looking to get training in the construction industry?

Sign up to EnCon Construction today for our careers in construction and employability program, where you can discover - pathways into the construction industry, careers advice and guidance, basic construction training courses delivered by a recognised provider and a site tour at EnCon's - Leckwith Road Community Living Scheme

To book a place or for more info please contact 07551558970 or [ahasan@encon.uk.com](mailto:ahasan@encon.uk.com)

'Workshop hosted by:'



TAFF



Alexandra House,  
307-315 Cowbridge Road  
East, Cardiff.CF5 1JD

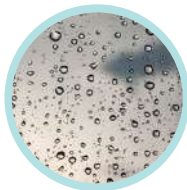
# Your Home warm, safe, and dry

**Did you know that mould is caused by damp and damp is caused by condensation? All three are linked!**

- They're usually caused when moisture gets into your home from the outside, or through normal, everyday activities like bathing, cooking, and washing - even breathing!
- If the moisture has no way to get out, condensation, damp and mould can appear.
- If left untreated it can get worse and can have an impact on your health.

## Common signs include:

### Condensation



Excessive water droplets on windows or walls



Lifting or peeling wallpaper

### Damp



A white, powdery salt-like substance on outside walls (Rising Damp)



Visible dark patches on walls

### Mould



Visible Discoloration or Staining. Typically Grey, black, green, or bluish



May experience allergy symptoms, or difficulties breathing

Further advice and guidance available at [www.taffhousing.co.uk/damp-and-mould/](http://www.taffhousing.co.uk/damp-and-mould/)



Please contact Taff if you suspect or have any issues in your home. We will work with you to find the root cause and treat the issue

Call 0800 121 6064

MyTaff App/Online Portal

[www.taffhousing.co.uk](http://www.taffhousing.co.uk)

# Repairs Satisfaction

## What you need to know



After a repair you may receive a pre-recorded phone call from **02921684375**.

You will receive this call within **1-2 days** of the repair being complete and between the **hours of 9am-8pm**.

It will take you **2 minutes to complete** and you'll be asked to rate how satisfied you were with the repairs service.

You may recognise the voice of the call as our Chief Executive Helen White.

**I have another issue or repair I would like to report, can I use the message to do this?**

We kindly ask that you do not use the message to report another repair or any other issues. Please report these by phoning 0800 121 6064, using our online contact form or Live Chat

**We'd also love to find out a bit more about your experience**

You'll have the **option to record a message**

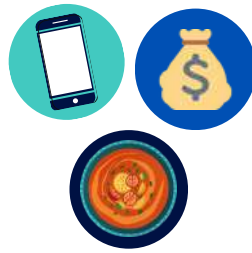
to give us more details and any feedback about Taff.

**What if I miss the call?**

If we are unable to reach you in the first call, please do not worry. There will be a second attempt to call you after 2 hours.

You may also receive a text message or voicemail with instructions on how to get in contact to provide feedback.

# 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
- Energy Saving
- Gifts for children at Christmas & EID



For more information, please contact us 0800 121 6064.



The Welsh Government also has cost of living support available. For more information visit [\\_gov.uk](https://www.gov.uk)

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

# Have Your Say on the Affordability of your home

We know the cost-of-living crisis is having an impact on tenants.

Which is why we want to know your views on the affordability of your home.

- Complete the survey by scanning the QR code and you'll also be entered into a prize draw.



# SCAN ME



# Winter Wellbeing Club



We would like to invite Taff Tenants to our Winter Wellbeing Club fortnightly on Day Time, starting on the Date, in our conference suite behind our Canton Office

- Different speaker each fortnight
- Tips around saving money, budgeting and keeping well this winter
- One to one advice and support
- Meet other Taff Tenants in a warm friendly environment
- Free hot meal and refreshments



Many thanks to our sponsors  
EnCon Construction (weeks 1,2&3)  
and City Plumbing (festive week)

## Dates

Week 1: 7th November- Diverse Cymru and free hair and beauty treatments

Week 2: 21/11/2023 - Cardiff Councils Food, Fuel, Money Advice and Wellbeing teams

Week 3: 05/12/2023 - Carbon Monoxide Awareness Workshop provided by Women's Connect First

Week 4: 19/12/2023 - Festive Week Celebration

Week 5: 09/01/2024 - Energy Saving Trust

Week 6: 23/01/2024 - Riverside Legal Advice

Week 7: 06/01/2024 - Eco Craft Workshop

Week 8: 20/01/2024 - Cardiff Volunteering Centre (Last session)



The club will run 12-2pm



We will be serving free hot jacket potato meals 12-12:30.

Speakers/workshops will start at 1pm.



# Meet the Income Officers

Taff Income Officers will support you to be able to pay your rent and manage your tenancy contract with us. They will provide advice on housing and other welfare benefits. Helping you make sure you are accessing the support available to you.



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

[taffhousing.co.uk/meet-the-teams/](https://taffhousing.co.uk/meet-the-teams/)



Philip  
Income Officer for  
Grangetown

If you need any help with your rent, benefits, maximising your income or payment options please contact me on 02920 259130



Charlene  
Income Officer for Canton

If you need any help with your rent, benefits, maximising your income or payment options please contact me on 02920 259190



Lauryn  
Income Officer for Riverside, Fairwater, St Mellons and Radyr.

If you need any help with your rent, benefits, maximising your income or payment options please contact me on 02920 259162

# Do you know how to stay 'gas safe?'



Help us to keep you safe by letting us carry out your **annual gas safety test.**

- We will contact you to make an appointment for one of our GasSafe Registered engineers to visit your home.
- If the appointment time is not suitable. Please contact us so that we can re - arrange.
- Please make sure that an adult is present to let the engineer into your home at the time of your appointment.



More tips and guidance at [taffhousing.co.uk/gas-safety](http://taffhousing.co.uk/gas-safety)



## Smell Gas? Act Fast!



1. Leave the property immediately.
2. Phone the National Gas Emergencies number on **0800 111 999**  
It's free and available 24-hours a day
3. Follow the advice given by the emergency adviser.
4. Once you have contacted the National Gas Emergency team, please contact Taff when it's safe to do so.

## Follow these steps to stay Gas Safe



Check gas appliances for warning signs that they are not working properly and notify Taff immediately.

Lazy yellow flames instead of crisp blue ones.  
Black marks/stains on/around the appliance



It's important that you don't cover your Carbon Monoxide alarm.



It needs to be clear so that it can detect if carbon monoxide is present in the air.

## Simple tips to help reduce the risk from fire when charging of items that contain lithium batteries.

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These batteries are often used in mobile phones, vapes, e-scooters and e-bikes.

- Do not charge batteries near areas you'd need to access to escape in the event of a fire.
- Do not charge batteries close to materials or hazardous substances that could catch fire .
- Do not charge lithium batteries where high temperatures or sunlight are to be expected.
- Do not cover lithium batteries when charging.
- Monitor the charging of your batteries if you can, in particular, powerful ones like e-bike or e-scooter batteries .

## How to safely dispose of vapes and other items that contain lithium batteries

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- Use a local refuse collection: Some local authorities offer the specific option to pick up electrical waste during the usual collection or on request. Contact your local authority or visit their website to find out if this is an option in your area.
- Visit a local authority recycling centre: Bins are typically provided for the safe disposal of batteries. All other parts of your vape (or the entire device if the vape battery cannot be removed) can be placed in the electrical waste bins.
- Go to a local recycling bank: Some recycling banks in car parks and designated roadside areas have dedicated bins specifically for the disposal of electrical waste.



Ensure that your smoke/heat detectors are working at all times.



# Meet Taffi

We're so excited to let you know that our Chatbot Taffi is finally here!

Taffi is a smart, friendly, and helpful assistant that can help answer your questions about our services.



## Ask Taffi

Hi, welcome to Taff, I can help with any questions you may have.

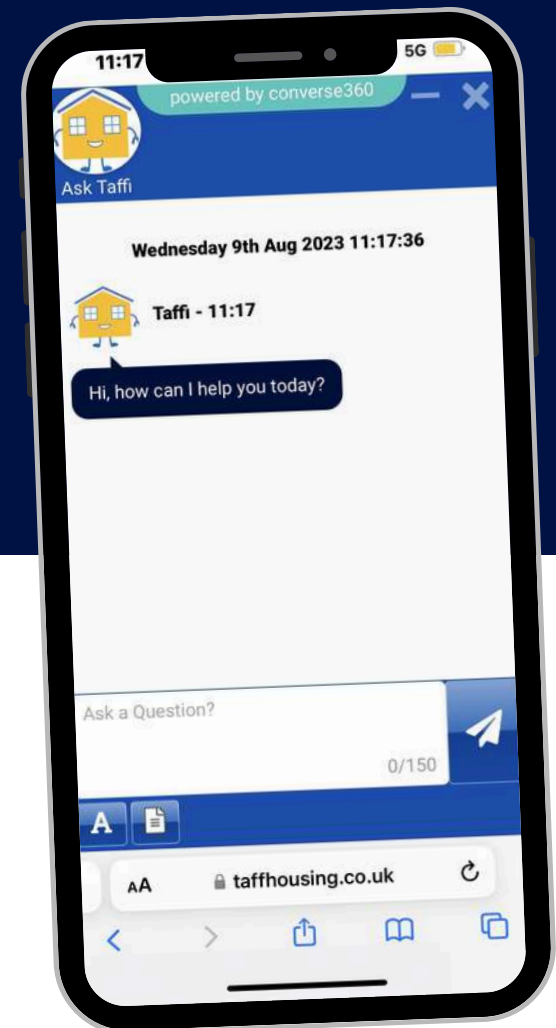
*Whether you're looking for information on*

- **how to pay your rent.**
- **need help with your tenancy.**

Taffi is here to help.

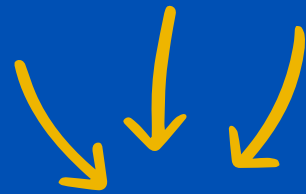
If you're ready to start chatting with Taffi, head over to our website and start a conversation today!

[www.taffhousing.co.uk](http://www.taffhousing.co.uk)



# Need to contact Taff?

## Phonelines & Live Chat



✓ Available on Saturday!

9am- 12:30pm

0800 121 6064

[www.taffhousing.co.uk](http://www.taffhousing.co.uk)

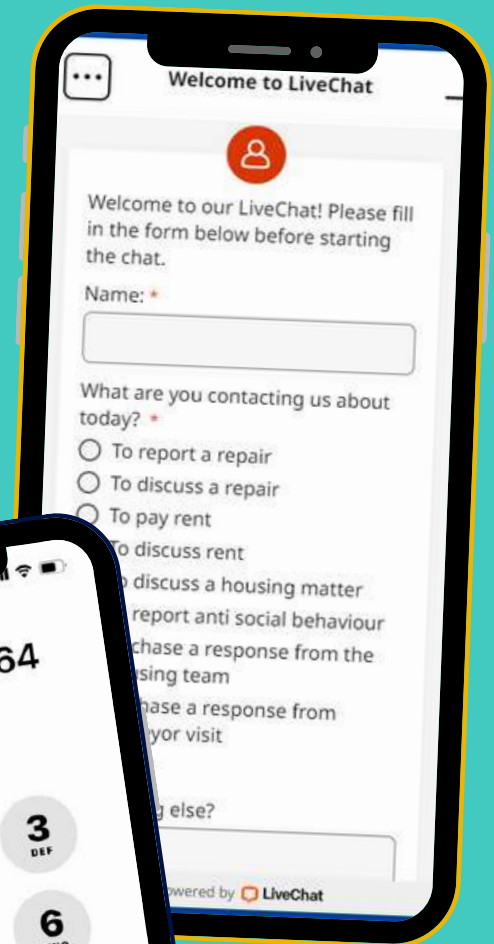
Weekdays

Mon to Thu 9am-5pm

Fri 9am-4pm



*Click on Taffi  
for LiveChat*



(1 month trial)

# Stock Condition Surveys

Over the next few months, we will be carrying out stock condition inspections in around 870 of our homes, you may have already received a letter with an appointment date or had the survey carried out.

- The survey is very important as it allows us to check the condition of your home including the structure and any damp, mould, and condensation issues. It will also enable us to assess the condition of your windows, doors, kitchens, and bathrooms.

## What to expect from the visit

The survey will be carried out by one of our Stock Condition Surveyors and it will take them around an hour to complete.

All the information gathered in this survey will allow us to ensure that your homes are safe and in good condition.



## Unable to make the appointment date?

If you are unable to make the appointment date given to you, please get in touch and we will be more than happy to arrange a new date which suits you.



The details on how to contact the Assets Team will be in the appointment letter.

# Are you thinking of downsizing?

- Are you struggling to heat or manage a large home?
- Are you affected by the bedroom tax for spare bedrooms and struggling to pay?



If you think you would benefit from downsizing to a smaller property, get in touch with us today for help and advice.



We may be able to help find a home that suits you, makes your life easier and helps ease financial pressures.

if you'd like to know more,  
please contact

- 0800 121 6064

and ask to speak to the  
Neighbourhood Team



# 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

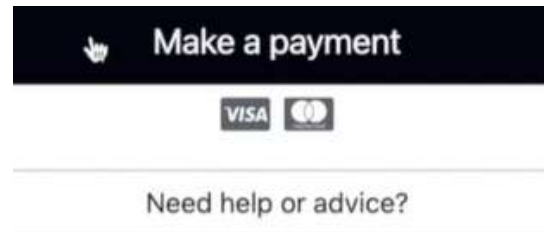
Please note: There are other support organisations or helplines available



## My Taff App

Making a rent payment

To make a rent payment, please visit 'your rent account' from the homepage



Your rent account

Once there, please click 'make a payment'



To complete the transaction, you will need your tenancy reference number.

This will take you through to All Pay

Welcome to Internet Payments

Sign in

Enter your email address:

Enter your password:

Forgot password?

Sign In

Register

Need help?

If you don't know your tenancy number, you can find this under 'your tenancy on the app or portal



Your tenancy