

Taff

Talks

September 2024

## In this edition...

Eid at Red Sea House	<b>3</b>
Staying Safe Online	<b>4</b>
Important changes to Customer Service	<b>5</b>
Have Your Say Group News	<b>6</b>
Get Into Housing Programme	<b>7</b>
Homelessness Roundtable at the Senedd	<b>8</b>
Celebrating 25 years of Pride	<b>9</b>
Ty Catwg team starts supporting residents	<b>10</b>
E-bike and e-scooter: Fire Safety	<b>11</b>
Tenant Resident Association: Children's Eid Party	<b>12</b>
Recycling and waste	<b>13</b>
Tenant news: Good Practice Awards	<b>14</b>

# Eid at Red Sea House

We had a fantastic time celebrating Eid with the residents and colleagues at Red Sea House. It was a day full of joy, great food, and a few surprises.

During the event, everyone was treated to some delicious traditional food, and each resident received a bag of goodies to enjoy. One of the highlights of the day was the armchair yoga session, which was a big hit! It was great to see the residents getting involved and staying active.



Red Sea House offers a dementia-friendly, sheltered housing scheme providing good quality affordable housing and housing related support for elders from the BAME community.



It was a wonderful way to mark Eid, bring everyone together and engage with the residents.



# Staying safe online



## Using safety settings and controls

Every app or website has settings and controls which help with:

- ✓ Who can see and talk to you online (i.e using private settings)
- ✓ Keeping your password safe, private and difficult to hack.

## Spotting fake information

Fake information can trick you. There are ways you can check if something is real or fake:

- ✓ Think about why it is being shared and who is sharing the information.
- ✓ Ask someone trustworthy or search on the internet for a recognised source.

## How to protect a child online:

- Have regular conversations
- Set up safety settings and controls
- Teach them about safety features

## Spending money online safely

Be careful when spending money online. If your private information is shared, someone could use your money without you knowing.

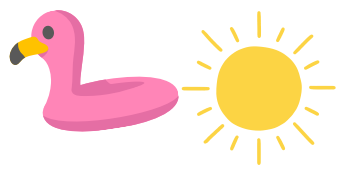
- ✓ When you use a website, check for the lock in the top left corner. If there is no lock, your private information is not safe.
- ✓ Only buy from websites you know and trust.
- ✓ Do not give your credit card or bank information out to someone you don't know.

## Find more help at:

- [internetmatters.org](http://internetmatters.org)
- [actionfraud.police.uk](http://actionfraud.police.uk)
- [getsafeonline.org](http://getsafeonline.org)
- [saferinternet.org.uk](http://saferinternet.org.uk)
- [www.ncsc.gov.uk/guidance/social-media-how-to-use-it-safely](http://www.ncsc.gov.uk/guidance/social-media-how-to-use-it-safely)
- [fullfact.org/](http://fullfact.org/)







# Holiday activities



There are many free and inexpensive activities going on in and around Cardiff that will help keep children busy during the school holiday.

## SUMMER CAMP

Fun & Creative activities for children age 7-13

**Time**  
12:00 16:00pm

**Dates**  
Thursday 8th August  
Thursday 15th August  
Thursday 22nd August  
Thursday 29th August

The Riverside Warehouse  
56 Machen Pl Riverside, Cardiff  
CF11 6EQ

Free to join, but limited to 30 places. Secure your child's spot by contacting the details below..  
Email: ranu.begum2@cardiff.gov.uk  
phone :07929089511

## SUMMER TIMETABLE

**Ranu.begum2@cardiff.gov.uk** 07929089511  
**Zakaria.ali2@cardiff.gov.uk** 07377062986

<p><b>5-7pm Cricket</b></p> <p><b>Monday</b> ●●●</p> <p>29th July 5th August 12th August 19th August 26th August</p> <p>Fitzalan H.S</p>	<p><b>5-7pm Football</b></p> <p><b>Wednesday</b> ●●●</p> <p>7th August 14th August 21st August 28th August</p> <p>Fitzalan H.S</p>
<p><b>12-4PM Summer Camp</b></p> <p><b>Thursday</b> ●●●</p> <p>8th August 15th August 22nd August 29th August</p> <p>Riverside Warehouse</p>	<p><b>3-6 PM Basketball Badminton</b></p> <p><b>Friday</b> ●●●</p> <p>2nd August 9th August 16th August 23rd August 30th August</p> <p>Fitzalan H.S</p>

**TAFF** Chwaraeon Met Caerdydd Cardiff Met Sport ACE CARDIFF

**Cardiff Council also have information about available activities**

[www.cardiff.gov.uk/ENG/resident/Leisure-parks-and-culture/Whats-on/Holiday-activities-for-children/](http://www.cardiff.gov.uk/ENG/resident/Leisure-parks-and-culture/Whats-on/Holiday-activities-for-children/)

# Important changes to Customer Service

**From the 9th of September, we are launching a new Customer Repairs Contact Team This team will deal with all your repairs and maintenance contacts.**



## What you need to know

- Starting from the 9th of September when you call Taff, you will be asked to press a number to reach the right team. If your call is about a repair, you will be able to choose the Repairs Line by pressing 1.
- New Hours for Repairs Line (8am-5pm): The Repairs Line will be open earlier at 8:00 am, giving you more time to get in touch.
- Our phonedlines are open 9am - 5pm for all other enquiries.

## Reception Changes

- We are also updating our front reception hours. Our front reception will be open from 10:00 AM to 3:00 PM. During these hours, a receptionist will be available to assist with any questions, concerns, or issues you need to report in person.



For frequently asked questions, please visit  
[www.taffhousing.co.uk/news/customer-service-changes](http://www.taffhousing.co.uk/news/customer-service-changes)



# Welsh Government funding boosts Get Into Housing programme

The programme, now in its second year, is aimed at improving equality and diversity in the social housing sector and has expanded its reach thanks to a £100,000 investment from The Welsh Government. The extra funding has allowed the Get into Housing Project to increase the opportunities for more individuals.

The project will give candidates an opportunity to boost their CV, develop the skills, and explore a career in housing.



16 young people over the age of 18, are now benefitting from the programme, and enjoying their placements with housing associations across Cardiff in various departments.

We proud to be a part of the consortium



**Want to know more?**



[ccha.org.uk/get-into-housing/](https://ccha.org.uk/get-into-housing/)

# Have Your Say Group News:

Working collaboratively with colleagues across Taff our Have Your Say Group took part in a session to help shape our Future Strategic plan and new Asset Management Strategy.

During the session, they delved into several important areas:



Safety & Security:



Homes that are energy efficient



Good Customer Service



Thriving communities

We'd like to say a big thank you to all our tenants who attended for your effort, taking the time to participate and sharing your views.

**Want to get involved in future Have Your Says?**



Email [Together@taffhousing.co.uk](mailto:Together@taffhousing.co.uk) or call 0800 121 6064 and ask to speak to the tenant engagement team

**“ I enjoyed feeding into the 4 year strategic plan and working alongside the team. ”**





# Homelessness Roundtable at the Senedd

Taff colleagues gathered with key partners at the Senedd to discuss and tackle the issue of homelessness. The event was hosted by Jenny Rathbone MS.

With a surge in demand for homelessness support, it's clear that more action is needed from governments to address this issue.

We were joined by a range of organisations, including The Salvation Army, The Wallich, The Bevan Foundation, Community Housing Cymru, Cymorth Cymru, and Llamau.

Their insights and expertise are helping us shape effective strategies to combat the rising demand for homelessness support.



**A big thank you to everyone who joined us.**



# ♥ Celebrating 25 years of Pride ♥♥

This year marked the celebration of 25 years of Pride, and we were thrilled to have Xena share her inspiring story and journey. Xena has been a Taff tenant with us for over 20 years and is a big advocate for the LGBTQ+ community and she wanted to share her experiences in supporting the community, particularly around transgender issues.

The event was hosted in the conference suite at the Taff offices, and everyone was welcome including colleagues, tenants and members of the community.



Reflecting on her experience, Xena shared,

“ I enjoyed my event at Taff Housing association last month sharing my story to help raise awareness of Transgender issues. ”

THANK  
you

We extend a big thank you to Xena for taking the time to share her journey with us.





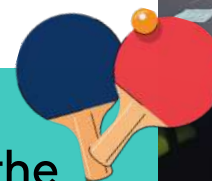
# Ty Catwg team starts supporting residents!

Although Ty Catwg has not yet officially opened its doors, the team is already hard at work.

The team have been working closely with each resident to develop strengths-based support plans. These plans will focus on both practical needs and wellbeing to ensure each resident has the best opportunity to live independently and thrive.

Recently, all residents had the chance to meet for the first time in a warm and welcoming gathering. Staff were on hand to introduce themselves, as residents met one another for the first time.

Colleagues and residents enjoyed a range of activities which gave them an opportunity to get to know each other. This included a friendly (and competitive!) game of table tennis as well as some more relaxing board games.



**Ty Catwg is our latest Supported Accommodation project.**

**The team work with individuals aged 18+ and the project will be home to 10 individuals where they can find the inspiration and encouragement they need to move forward from the homelessness system and access resources and opportunities to help them make positive changes to their lives**



# E-bike and e-scooter: Fire Safety

Electric bikes and scooters are very popular, but their batteries are a growing fire risk. Keep your home safe by following these tips.



Follow the manufacturer's instructions when charging and always unplug your charger when it's done.



Charge your batteries whilst you're awake and at home, so if a fire occurs you can respond quickly.



Don't cover chargers or battery packs when charging, as this can lead to overheating or even a fire.



Don't store your bike or scooter in communal areas or escape routes. If there is a fire. It will affect the ability to escape.



If your battery is damaged, it can overheat and catch fire without warning. If you think it's damaged, it should be replaced immediately.



Use official chargers and batteries - counterfeits may not meet safety standards and can put your life at risk.

## MORE INFO



Scan the QR code or visit

[www.southwales-fire.gov.uk/your-safety-wellbeing/at-home/electronic-bikes-and-scooters/](http://www.southwales-fire.gov.uk/your-safety-wellbeing/at-home/electronic-bikes-and-scooters/)



# Children's Eid Party

Our Tenant and Resident Association recently hosted a lively Eid celebration at the Taff offices, bringing together the community for a day of fun and festivity.

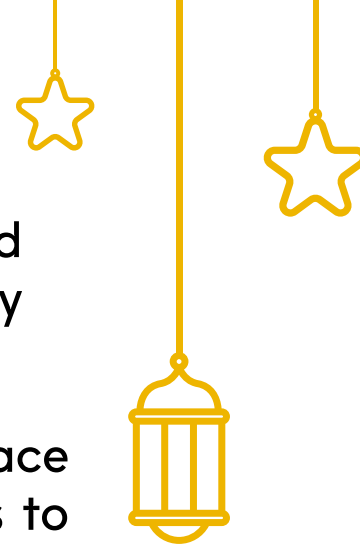
The event had a vibrant mix of activities: beautiful henna designs and face painting, creative craft station, football, limbo, and some classic games to keep everyone entertained.

We were also joined by Officers from South Wales Police and the Get Into Work advice service.

“ Thank you so much for always supporting us and for organising this to make sure our children enjoy celebrating Eid. ”

**Want to get involved the Tenant Resident Association?**

Email [Together@taffhousing.co.uk](mailto:Together@taffhousing.co.uk) or call 0800 121 6064 and ask to speak to the tenant engagement team



# Recycling and Waste

Find out what to put in your bins and bags ready for collection.

## Recycling



Recycling collections are for dry recyclables including:

- paper
- cardboard
- glass
- plastics
- tins



## Food



Food caddies are for all your unwanted cooked or raw food, including:

- fruit and vegetable peelings
- leftovers
- eggshells
- tea bags and coffee grounds.



## Garden



Cardiff Council will collect garden waste every 2 weeks during the spring and summer.

You can check your collection dates online or you can book an appointment and bring your garden waste to Lamby Way or Bessemer Close recycling centres.

## General



General waste is waste that cannot be recycled or composted.

General waste is collected in either black bags or black wheelie bins.

**General waste is collected every 2 weeks**

 **Find more information at**

[www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling/pages/default.aspx](http://www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling/pages/default.aspx)



# Tenant News: Good Practice Awards

We are thrilled to share the exciting news of our participation in this year's TPAS Cymru Good Practice Awards

It was a night to remember as we celebrated the achievements and efforts of the community, tenants and work across the Housing sector

We are incredibly proud to announce that we were finalists in two categories!

Winter Wellbeing Club

Have Your Say Group

The 'Winter Wellbeing Club' has been a beacon of support, providing a warm and welcoming space during the colder months. Meanwhile, the 'Have Your Say' group has empowered tenants to share their thoughts and influence decisions that affect the services we deliver.

This recognition is a testament to the dedication and hard work of our tenants working together with our colleagues.

THANK  
YOU

A big thank you to everyone who is involved.



“

I joined as a way of making use of my time having had to give up work for health reasons. But since joining the groups for the first time in my life I feel I can finally have a voice and of course I have also enjoyed meeting new people.

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