

SUMMER 2023

barcud

NEWS





# Message from **Steve Jones** Group Chief Executive



Steve with Sue Thomas and Llŷr Edwards

I hope this latest issue of Barcud News finds you well and enjoying the summer. We've had some excellent tenant involvement in recent months and it's been great to get out and meet you in our 'Meet the Team' estate visits. We've taken your feedback on board and made changes to this Newsletter in line with your views. Make sure you use our website's comments form to send any suggestions. You can also use the website to get the latest information on Barcud too.

## Damp Mould and Condensation Satisfaction Survey

If you've recently had work done regarding Damp, Mould and Condensation, we'd appreciate your help in getting feedback on how we're doing. Please fill in the survey when it arrives and return it to us at Barcud.

Thanks for your help with this.

## FAMILY FUN DAYS

We always welcome your feedback. Get in touch after these events and let us know how you enjoyed.

**Small World Theatre, Cardigan, SA43 1JY**

**Friday 18th August 11am - 2pm**

**Radnor Play Hub, Llandrindod Wells, LD1 5HW**

**Tuesday 22nd August 11am - 2pm**

**Lampeter Rugby Club, SA48 7JA**

**Friday 25th August 11am - 2pm**

### Cover Shot

Nula Hula having fun in one of the Barcud Family Fun Days held in May. See above for dates of the next events. We look forward to seeing you there!

## To Contact Barcud

### By Phone

Call 0300 111 3030  
Press 1 for Welsh  
Press 2 for English

### By Post

Barcud, Unit 4, Pont Steffan Business Park,  
Lampeter, Ceredigion  
SA48 7HH

### Online

barcud.cymru  
Fill in the 'contact us' form from our website

Barcud

@taibarcud

post@barcud.cymru  
(general enquiries)

consent@barcud.cymru  
(any questions requiring consent)

# Message from the Barcud Monitoring Group

Greetings fellow tenants.

As ever, the members (tenants) have been busy working with Barcud on a wide range of things. Other than our usual activities, we have finalised the kitchen choices for replacement kitchens, resumed our telephone surveys, represented tenants on Barcud's Damp, Mould & Condensation Task Group and recently reviewed Barcud's new Value for Money (VFM) strategy, which will include the BMG in tendering processes.

In March, we held our first Tenants Liaison Forum in Powys, and we would like to thank you for your support. Starting in July, the Group will provide you with more opportunities to meet with us outside the public events. These will be online, and you will be able to speak freely with the members of the Group. Barcud will advertise these events on their social



media pages, so please keep an eye out; we would love to meet you. We will also attend Barcud's Free Family Fun Days in the summer.

The BMG has also recommended that members of the Barcud Teams, including Directors, engage with tenants where they live. If your estate is one of these, you will receive advance notice and the events are called "Meet the Team". These events will allow you to meet key staff members and share your personal experiences, which will aid Barcud in improving its services. Please support these events, as your experiences and views will benefit all the tenants of Barcud. Your experiences and opinions are invaluable.

Take care and all the best,  
Paul Clasby (tenant)  
Chairperson, Barcud Monitoring Group



## GET INVOLVED

**Did you know?**

- **Barcud has a National Award-winning Tenants Group**
  - **Tenants run the Group**
- **Tenants from both Ceredigion and Powys are in the Group**
  - **It is the only independent Tenants Group in Wales**
- **It monitors and co-designs the services you receive from Barcud**
  - **It works with the Barcud Group Board, Chief Executive Officer, Directors and Managers**
  - **It's called the Barcud Monitoring Group**

*If you would like to know more about the Group, its activities, or how to be involved, contact Sue Thomas or Alisa Cakebread on 0300 111 3030 or by email at [post@barcud.cymru](mailto:post@barcud.cymru)*



# Tunstall Equipment – Pendants and Lifelines

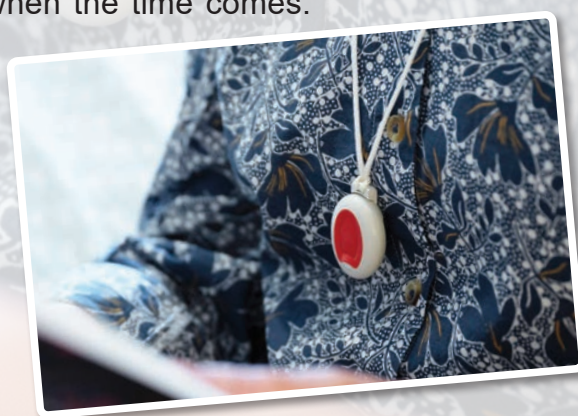
Many of you may have pendant alarms as support to continue to live independently in your own home.

Changes are happening soon that you need to be aware of:

- » The digital switch from analogue phone lines to digital will happen by the end of 2025.
- » Many areas have started to move to digital already - your phone line providers should contact you to start to arrange to move your phone lines to digital.
- » This will affect stand-alone lifelines as they may need to be changed, or they may need to be unplugged from their telephone line and plugged into the rear of their wifi router.
- » This will also affect the lines coming into a sheltered scheme, but this should take place up to the main telephone box at each scheme - Tunstall will explain to your scheme coordinator what will happen with the Tunstall Haven equipment.
- » Delta Wellbeing will need to preprogramme all of the Tunstall alarms remotely - and will be grateful for your support to test your alarms when the time comes.

Don't worry; you only need to do something once someone contacts you. Remember, your Scheme Coordinator is always on hand to help.

You can also contact customer services if you receive a telephone call you need clarification on.



## HOW MUCH DO YOU SPEND?

### Kitchen Fan



Approximate yearly cost

**£9.61\***

Having your extractor fan on in the kitchen and bathroom uses less electricity than some believe. It also helps considerably when dealing with mould and condensation problems in areas of your home generated by steam.

As you can see, the estimated yearly cost is minimal compared to a hairdryer or fan heater.

Use your energy wisely, save money and improve the environment in your home.

*Estimated based on Electric Cost of £0.28 KW/h*

*\*Extractor fan cost depending on climatic conditions and household occupancy.*

### Bathroom Fan



Approximate yearly cost

**£3.68\***

### 2KW Fan Heater



Approximate yearly cost

**£183.96**

### Hair Dryer



Approximate yearly cost

**£40.88**

# “YOU SAID, WE DID”

You may remember that we asked you to tell us about our services in the STAR survey. From the results we had back, six areas stood out as areas we could improve. So, we've listened to what you said and we've done the following:

## **Repairs and Maintenance**

We've now introduced an appointment system for repairs offering morning or afternoon appointments.

## **Anti-Social Behaviour**

We will share information on anti-social behaviour cases once they've been resolved and we can report on lessons learned.

Most cases are low-level, so issues can often be 'nipped in the bud' quickly.

Sometimes we can't update you if the issue is still active as evidence may need to be collected or if another agency like the police is leading the case if it's a serious issue. Please bear with us on those.

## **Service charges**

In-person service charge meetings are back after Covid. You can ask questions on how the charge is calculated.

## **Communications and Contact**

1. Calls will now be handled in your preferred language: Welsh or English. Customer Services staff in Newtown and Aberystwyth will pick up calls and waiting times are quicker.

2. You wanted a Children's page in the Newsletter – you got it! Make sure you get the youngsters in your family to try the competitions.
3. The Newsletter has been renamed Barcud News.

## **Digital Inclusion**

Feedback said our website is too corporate, not up to date enough and you want to see information about forthcoming developments. We're making those changes! 'My account' is back for tenants in the Powys area. This has opened up a great discussion and we've got more planned – watch this space!

## **Tenant Involvement**

No 'Big Day Out' this year – your feedback said that smaller events which were easier to get to would be better. So, we've arranged five smaller events around Powys and Ceredigion to make it easier for you to attend. The first two in May went really well - make sure you catch one over the summer holidays.

All your suggestions go to the Barcud Monitoring Group, who make sure they represent your voice to Senior Managers and the Leadership Team.

## **Equality and Diversity**

In the next few months, Barcud will send out a questionnaire to all tenants to ensure we're providing everyone with the correct information, in the right way, in a timely manner.

Please ensure you fill this in - it's essential for you and us to be informed.





## BROSTA Lottery Funding

Broteifi Tenants and Residents Association (BROSTA) have been busy spending the £10,000 National Lottery money they received last year. They have had a range of activities including trips to the Carmarthen museum, Devils Bridge by train and Penrhallt garden centre. They have held events in the scheme lounge, including the Golden Oldies and Jez Danks. They have also purchased additional garden furniture so everyone can enjoy the communal garden and new pictures, cushions and vases for the lounge to make it more welcoming.

Sonia Lawrence, Chair of BROSTA, said, "We are very grateful to have received this funding which has meant that the tenants living here have had the opportunity to enjoy activities and make lasting friendships without worrying about the costs."



## SHELTERED FORUM FUN



We had another great event at Penrodyn, Aberaeron, with tenants from sheltered schemes joining together to socialise. These are lovely morning events in our calendar and it's great to help people get out and about. A huge thank you to:

👤 **Sian Davies a Llinos Halgarth** from 'Clinic Bach y Wlad' for their presentation on the importance of looking after your feet.

🎵 **Claire Thomas** from 'Goldies Sing and Smile Cymru' for the sing-along!

🍰 **Carwyn** from **Siop a Caffi Llangeitho** for the excellent buffet.

If you'd like more information on the Sheltered forum, please contact me on 0300 111 3030 or speak to your scheme coordinator. It's open to all tenants who live in sheltered accommodation across the Barcud region.

I look forward to seeing you next time.

*Tess<sub>x</sub>*

## Delish Dish!



### Sausage and Veg Casserole

**Serves:** 4

**Ingredients:**

1 onion

1 bag seasonal small new potatoes

1 pack green beans

Pork / vegetarian sausages

Tomato and herb pasta sauce

Grated cheese

This sausage and potato casserole is so cheap you could buy posher sausages and still keep it under £1 per head. There is tomato and pepper in the sauce, but ideally, you should try and serve it with another portion of veggies to add to your five-a-day. Keep an eye out for fruit and vegetables in the reduced section of your local supermarket. There will always be random veg that would go with this perfectly! You can even prepare this up to step 5 and finish it just before you're ready to eat.

- Fry off the sausages, onion and green beans and add to a casserole dish (you can cut the sausages into chunks).
- Cut the new potatoes in half, boil for 10 mins in salted water, drain and add to the casserole.
- Pour over the jar of tomato and herb pasta sauce.
- Bake for 20 mins, at 180/Gas Mark 4.
- Remove from oven and add grated cheese on top.
- Place the dish back in the oven for 10 mins for the cheese to melt and get all gooey!
- Serve with veg and crusty bread.

## Phone Surveys

Two members of The Barcud Monitoring Group came into Ty Canol office in Newtown for a couple of hours on Wednesday, 24 May to conduct phone surveys with tenants who had recently had a repair or a service to their heating. A total of 81 calls were made and the surveys are confidential. All feedback is given to Barcud's Leadership Team who will then report to the Board of Barcud.



As fellow tenants and members of The Barcud Monitoring Group, we must ensure that tenants are pleased with the work that has been carried out and to find out if there are any concerns or comments we can feed back to Barcud. If you received a call and took part, we would like to thank you for providing important feedback and improving the service provided to tenants at Barcud.

## Garden Competition

Remember the closing date for the gardening competition is Friday, 11th August! Get your photos in asap.

Please see our website for a list of all the categories. Good luck!





# Universal Credit Managed Migration

The Department of Work & Pensions (DWP) will move Child Tax Credit and Working Tax Credit cases over to Universal Credit (UC) from the end of August 2023. The move is called



Managed Migration and is the final phase of moving legacy benefit claimants onto Universal Credit (UC).

It will involve everyone in the first phase who are:

- In receipt of Child Tax Credit and/or Working Tax Credit; and
- Receiving a legacy benefit; for example, Income Support, Income-Related Employment and Support Allowance, Income-Based Jobseekers Allowance and working age Housing Benefit

Once the Managed Migration of the Tax Credit cases mentioned has been completed, the DWP will then continue with people just receiving legacy benefits. The DWP aims to move 2.6 million cases to Universal Credit (UC) by the end of 2024.

If you receive Tax Credits, you will be sent a letter from the DWP to 'invite' you to claim UC instead – they will send you a letter called a 'migration notice'. The letter will inform you that your Tax Credits/

legacy benefit entitlement is due to end, and to continue to receive financial support, you will have three months to claim/apply for Universal Credit (UC) – please don't ignore it!

Once the Tax Credit cases (and their associated legacy benefits) have moved over to Universal Credit, the legacy benefit cases will be contacted.

Remember, when you receive your migration notice, you have three months to switch to Universal Credit (UC).

If you do not receive a Migration Notice/Letter in August 2023, then that's fine – Managed Migration starts at the end of August 2023 and will take at least 18 months to complete.

If you need help and advice, contact the Cynnal Team at Barcud on 0300 111 3030 or email [post@barcud.cymru](mailto:post@barcud.cymru)

**DWP** Department for Work and Pensions

## Disability Cost of Living Payment

You may be entitled to a Disability Cost of Living Payment of £150 if you're getting any of the following benefits:

♦ **Attendance Allowance**

♦ **Disability Living Allowance for adults**

♦ **Disability Living Allowance for children**

♦ **Personal Independence Payment**

You must have received a payment (or later receive a payment) of one of these benefits for 1 April 2023 to get the Disability Cost of Living Payment. Most people will be paid the £150.00 cost of Living payment automatically between 20 June and 4 July 2023.



**Save the Date**



**BARCUD TENANT CONFERENCE**

followed by the

**ANNUAL GENERAL MEETING**

**Thursday 21 September - 11am**  
**Hafan yr Afon, Newtown SY16 2NZ**

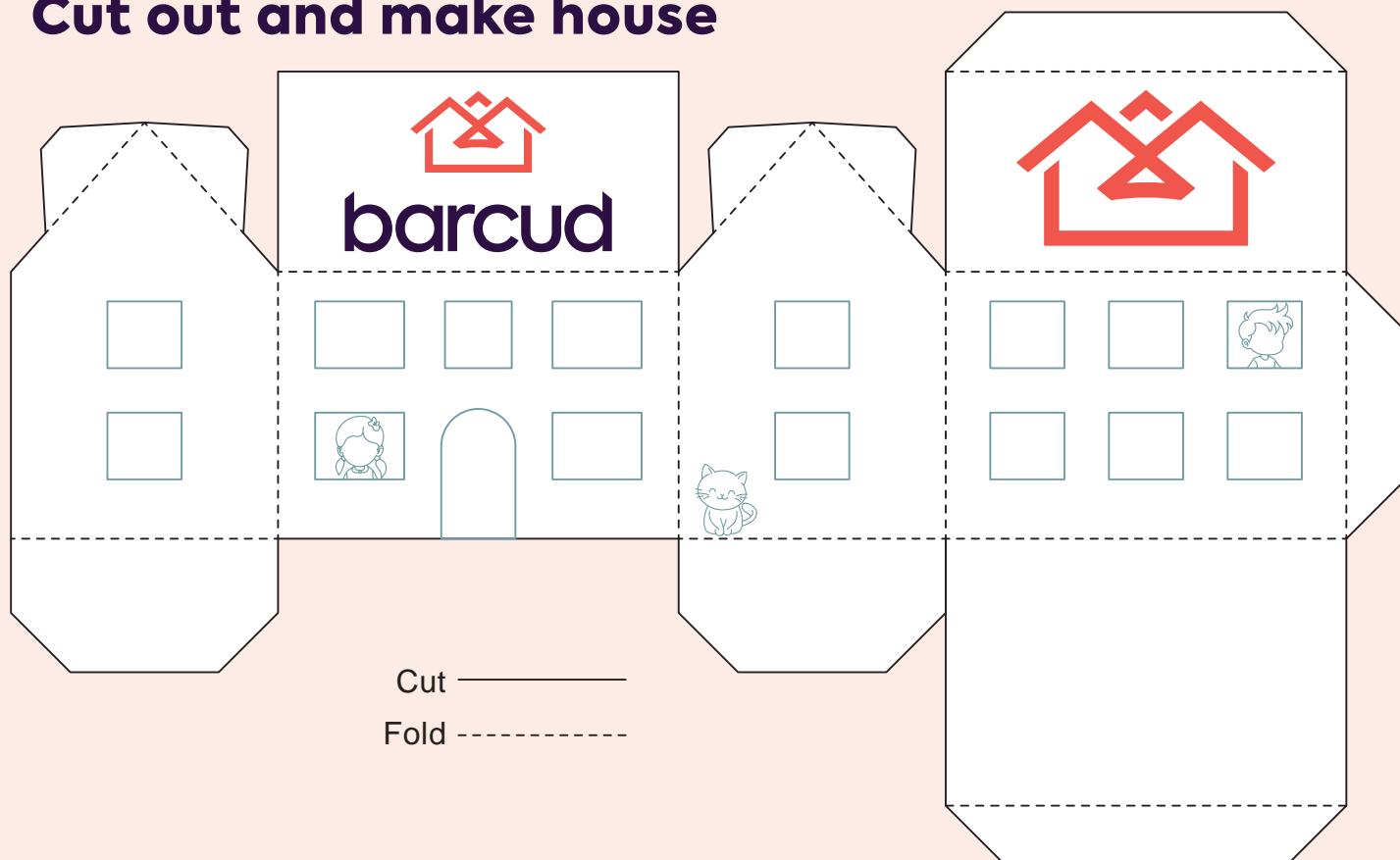
For more information and to book your place, please contact Barcud

**0300 111 3030**



# Children's Page

**Cut out and make house**



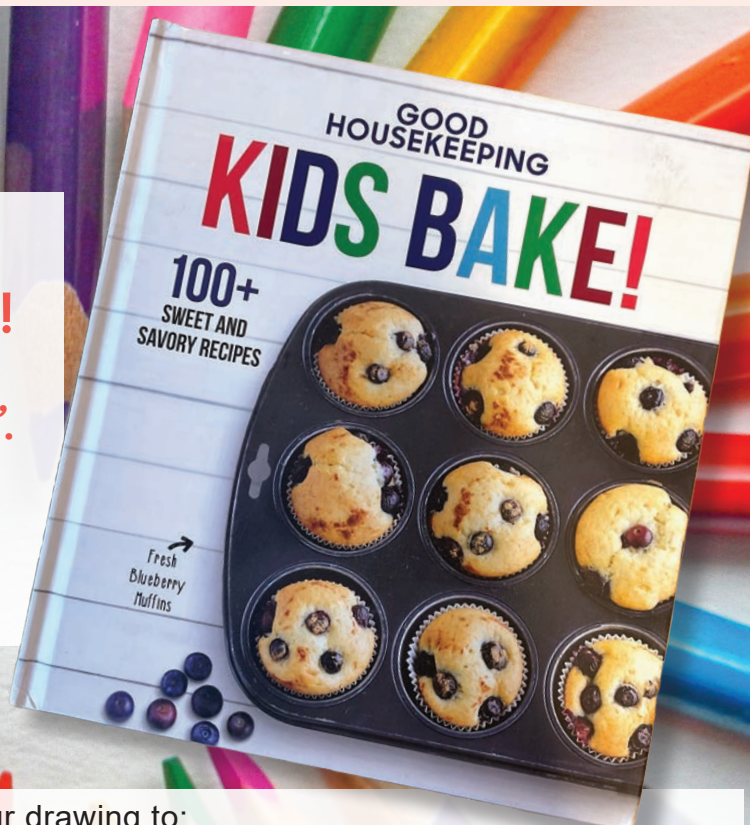
## Drawing Competition WIN A COOKERY BOOK!

Draw us a picture of  
'The best day of the holidays'.

Picture size – no more than A4

Closing Date: Friday, 8th September 2023

Please put your name, address and age  
clearly on the back of your drawing.



Send your drawing to:

Alisa Cakebread, Barcud, Tŷ Canol, Dolfor Road, Newtown, Powys SY16 1AL

Or, bring it to one of the family fun days during the summer. Winning entry will be announced in the next issue of Barcud News. Good luck!



# Renting Homes (Wales) Act

All converted and model contracts were mailed out by the Welsh Government deadline.

Work has now started on the next phase of Renting Homes (Wales) Act – A consultation and variation exercise:-

We aim to have all our tenants holding on to the same version of our secure contract by undertaking a variation process permitted by the Act. We must consult with all tenants about the proposed changes to do this.

We plan that all tenants will receive a “preliminary notice” from Barcud in July 2023. This notice will:

- ◇ inform them that Barcud intends to give a notice of variation (change)
- ◇ make clear the proposed change to the contract - its nature and effect
- ◇ invite tenants to comment on the proposed variation within 28 days.

We will consider all comments received and decide whether to issue the notice of variation.

If we do, the contract variations will take effect one month after the notice of variation is given.

If you have any questions regarding the new Renting Homes (Wales) Act 2016, don't hesitate to contact your housing officer or the Customer Services Team on 0300 111 3030.

## Blooming Marvellous at William Ainge Court!



The upgrade at William Ainge Court, Welshpool, looks fantastic – and the gardens and flower beds look amazing!

Well done to all the tenants who tend to their own patches and help in the communal areas. This is a beautiful transformation and we hope you're entering this year's gardening competition!



## Fabulous Fundraising

Tenants at Barcud Sheltered scheme in Broteifi, Cardigan, recently presented a cheque for £1022 to Ann Evans from Wales Air Ambulance. The money for this worthy cause was raised following a tabletop sale and from local donations.