

WINTER 2023

barcud

NEWS



Message from Alison Thorne, Barcud Chair

“After some 16 years at the helm, first building Tai Ceredigion, and then, after the merger of Tai Ceredigion with Mid-Wales Housing Association, which formed Barcud, leading the integration work, Steve Jones has decided that now is the right time to move on to new challenges. The Barcud Group Board thanks Steve for his work and commitment over the years and wish him well. We are now beginning the search for a new Group Chief Executive to lead Barcud forward. In the interim, the Leadership Team will continue to ensure that Barcud’s vital services and operations are maintained, backed by the strong partnership with our tenants through the Barcud Monitoring Group.”

Steve Jones said: “It has been a privilege to lead the creation of Tai Ceredigion LSVT in 2009 and the merger process in 2020 to form Barcud, working with dedicated staff teams and committed Board members. I am very proud of our delivery of major low-carbon housing improvements, new mixed-tenure homes, and bilingual rural community

services. Most of all, I am grateful to the tenant representatives who have worked alongside us to design and monitor this work, leading to sector recognition as a tenant engagement best practice organisation. I wish Barcud every success building on those strong foundations in the future.”

The recruitment process to appoint a new Chief Executive for the Barcud Group is now underway. We look forward to sharing exciting news of a new appointment with you in the next issue of Barcud News.



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)

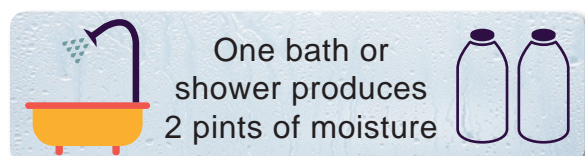
“Meet the Team” Events

Over the summer months, we have held “Meet the Team” events at various locations throughout Powys and Ceredigion.

There were staff available at each event to chat with from Housing, Maintenance, Tenant Involvement and members of the Leadership Team.

Thank you to the tenants who came to say hello and chat with us. It was great to see you.

If you would like to “Meet the Team” on your estate, please get in touch – email post@barcud.cymru or call 0300 111 3030





Greetings, fellow tenants.

Autumn is here again, yet I find myself asking, where was Summer? I guess I'm not the only one. I am aware that Barcud is already receiving calls about damp and mould. If you have concerns about damp and mould in your home over the coming months, please get in touch with Barcud.

The BMG has worked closely with Barcud during the past year on this matter. We have assisted Barcud in designing this service and its required procedures.

On September 21st, the BMG hosted this year's Barcud Tenant Conference in Newtown. The theme this year was "Get Involved and Make a Difference". Three of the BMG members, Janet, Anita, and Peter, spoke about some of the activities they do in the BMG. Sue Thomas (Senior Tenant Involvement Officer) talked about how tenants can be involved. Llŷr Edwards (Director of Commercial Services) spoke about how tenants have assisted the association in designing and delivering its services. I also presented the BMG's Annual Report for 2022-23 and launched a new guide to the BMG, which we created this summer. You can find both documents on the Barcud website or request a copy by contacting Barcud.



It was great to see so many tenants from both Powys and Ceredigion in attendance, as well as Board and staff members. I want to thank everyone for coming and extend my special thanks to our fellow tenants for giving their consent for the BMG to represent the interests of our tenants for the coming year. A huge thank you to this year's presenters, especially as this was the first public presentation for many of them.

If you follow Barcud's Facebook page, you may have seen that Steve Jones (Barcud Group, Chief Executive Officer CEO) has moved on to pursue new challenges. Steve was the tenant's choice for CEO for both Tai Ceredigion and Barcud due to the value he placed on tenant involvement and the delivery of tenant-designed services. With the unwavering support of the various Teams and their Directors,

Barcud is now the sector leader in Tenant Involvement. On behalf of everyone who has worked with Steve, especially tenants, I wish to thank him for the foundation stones he has laid, which we can all build on as we move forward.

Finally, please look at the BMG's Annual Report and our new guide about what we do and how we represent our fellow tenants' interests. If you want to join us or get involved with Barcud, contact Sue Thomas and Alisa Cakebread on 0300 111 3030.

Take care and be well,

Paul Clasby. Chair, BMG.

Tenant Conference

The Tenant Conference and Barcud AGM were held in Newtown on September 21st. It was great to see such a turnout for both events.

The morning Conference, organised by the Barcud Monitoring Group, showcased the work done by the group and Barcud HA and was an opportunity for tenants to come along and ask questions, speak to staff and get involved with the ongoing work of the BMG.

Barcud's AGM followed in the afternoon. Seeing tenants, staff, board members and stakeholders taking an active interest in the association's work was heartening.



TACKLING CONDENSATION

When there is too much moisture in the air in your home, it will condense on cold surfaces such as windows, doors and even walls. Left untreated, this condensation can cause mould.

Four main factors cause condensation:



Too much moisture in the air



Insufficient ventilation



Cold surfaces



Variations in temperature

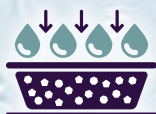
Ways to reduce condensation:



Ventilate your home by opening windows, if only slightly, and making sure any extractor fans are used.



Use heating correctly. It is better to keep your heating on low during cool periods to prevent sudden changes in temperature.



Use crystal moisture traps.

Reduce the amount of moisture in the air;



Don't dry clothes on radiators



Keep lids on pans when cooking



When bathing, use the cold tap first



Make sure tumble dryers are properly ventilated



When cooking or bathing, close the door

Fire Safety Advice

Fire Door Management

- ◇ Fire doors should be kept shut when not in use to prevent the spread of fire, heat & smoke and protect the escape route.
- ◇ Tenants or their guests should not tamper with self-closing devices - this is to ensure the fire door closes in the correct manner and speed to seal the compartment
- ◇ Tenants should report any fault or damage immediately to the Responsible person.
- ◇ Report any faults or damage to Customer Services on 0300 111 3030

Cooking Safety Tips

- ◇ Take extra care if you need to leave the kitchen - take pans off the heat or turn them down to avoid fire risk.
- ◇ Ensure the saucepan handles don't stick out - so they don't get knocked off the stove.
- ◇ To prevent setting off fire alarms in

your home whilst cooking, you are advised to keep the kitchen door closed. This will stop the spread of steam and smoke throughout the property.

- ◇ Keep tea towels and cloths away from the cooker and hob.
- ◇ Double check the cooker is switched off when you have finished cooking. Take care with all electrics.

What To Do If A Pan Catches Fire

- ◇ Do not take any risks. Turn off the heat if it is safe to do so and never tackle the fire yourself
- ◇ Call the fire brigade immediately.
- ◇ Never throw water on the pan

When you go to bed

- ◇ Ensure all electrical equipment is switched off
- ◇ Close all doors
- ◇ Ensure stairs and escape routes are clear and free from potential trip hazards
- ◇ Keys, if needed, are in a known place

Litter Picks and Skip Days

We've been busy during the summer and early autumn with litter picks and skip days across the region.

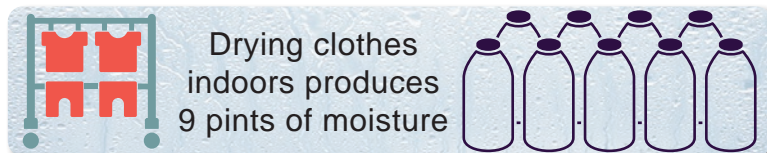
At the beginning of August, we had a very successful "Skip Day" and "Meet the Team" event at Gwel Afon in Penparcau.

We filled 2 skips pretty quickly and it was great to see all the tenants who came to get rid of their unwanted items all helping each other.

Staff were also on hand to help and speak to tenants about anything related to maintenance, housing or income support.

We also carried out a litter pick while we were there. It was lovely to see the estate looking all spick and span.

Thanks to all our tenants who came out to help, especially Molly Reid and Jack (her 10-year-old son) of Maes Brenin because they really got stuck in, grabbing a little pick and going around the estate picking up litter around their estate. What a great example to us all.



Prize Draw Winners

We held 5 free family Fundays throughout Ceredigion and Powys from May to August. All tenants that came along for the fun and games were entered into a free prize draw, with the chance of winning some high street shopping vouchers.

There were 3 prizes;

1st £100, 2nd £75, 3rd £50

While we were recently at a meeting at Bro Teifi, one of our Sheltered Schemes, we asked some fellow tenants to make the draw. The lucky winners were as follows;

1st prize - Miss Humphreys, Penparcau

2nd prize - Mr Gethin, Penparcau

3rd prize - Miss Russell, Penparcau

Wow, Penparcau must be the luckiest place to live! What a coincidence.

We had an email from the lucky first prize winner, Miss Humphreys, which said, "Wow, what a lovely surprise in the post this morning. Thank you so much."



Cancer Support for Tenants

Tenants living with cancer can access support closer to home thanks to a programme funded by Macmillan Cancer Support. The Improving the Cancer Journey in Powys programme aims to offer support to anyone in Powys who receives a cancer diagnosis. And it also includes anyone who is caring for a loved one.

The Bracken Trust, PAVO (Powys Association of Voluntary Organisations), Credu, the council's Assist team and the Money Advice team are all involved in better supporting people as best they can with whatever concerns they may have after a diagnosis. Powys Teaching

Health Board is also a key partner.

With no district hospital in Powys, most people have to travel out of the county for tests and treatment.

Those living with cancer will have direct contact with their oncologist, consultant or a CNS (clinical nurse specialist) for all their medical needs but can often feel unsure where to turn for help with practical things.

Help is at hand, whether it's for collecting prescriptions, seeking a blue badge, finding out about non-emergency hospital transport, wanting some emotional support or needing someone to walk the dog while undergoing treatment.

Community Benefits

During the summer, a group of tenants at William Ainge Court asked Barcud if we could provide funding for a patio set for them to get together in their lovely courtyard area.

This was possible due to funding from our Community Benefits Fund. If you have an idea that you think would benefit your community, please get in touch and speak to Alisa Cakebread – Tenant Involvement Officer. We have a limited amount in the fund each year, so applications are on a first-come, first-served basis. Contact us at post@barcud.cymru or 0300 111 3030.



Two people at home
all day produce 3
pints of moisture



Ring Doorbells

When using Ring doorbells in the UK, there are specific guidelines and legislation you should be aware of to ensure that you comply with the law and respect privacy rights. Barcud asks that you seek permission before installing a Ring doorbell or any other CCTV systems in your home. This ensures that you are fully aware of your responsibilities under the law. Video doorbells should only be used for household or personal activity, i.e. the filming of an individual's own private property. This can include their doorstep, own garden, drive, shed or garage. However, they cannot be used to film property belonging to others, such as other people's front doors, communal front doors, gardens or drives. If used correctly, video doorbells are not subject to data protection laws. However, many fail to use the devices correctly, such as in the case of *Fairhurst v Woodard*, where in a neighbour dispute, using the video doorbell amounted to harassment, nuisance and a breach of data protection laws.

Here's a comprehensive guide to help regarding the use of Ring doorbells;

1. Always Ask for the Permission of Barcud Before Installing a Ring Doorbell or

any CCTV equipment: You must ask your landlord before installing a ring Doorbell or any other CCTV system. Barcud has an application form and a helpful factsheet to help you decide if a ring Doorbell is the right option.

2. Notify Individuals About Recording: If your Ring doorbell is capturing video footage of public areas, it is essential to display a notice to inform individuals that they are being recorded. The notice should be clearly visible and legible, indicating the presence of video surveillance.
3. Data Protection and GDPR Compliance: If you capture public area images, you become responsible for handling the captured data. Ensure that any personal data collected by your Ring doorbell is processed and stored in compliance with the General Data Protection Regulation (GDPR). This includes taking appropriate security measures to protect the data and having a legitimate reason for collecting and processing it.
4. Avoid Recording Private Areas: Avoid pointing the Ring doorbell towards private areas, such as neighbouring properties or

EDI Questionnaire

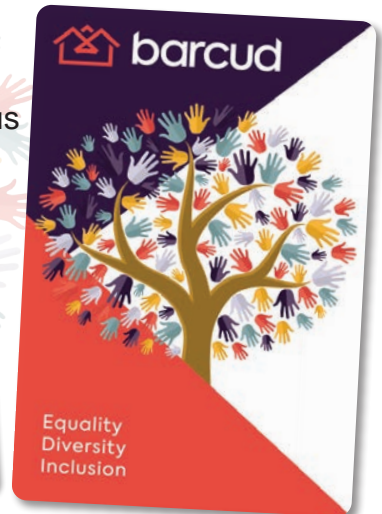
Enclosed with this newsletter is an Equality Diversity and Inclusion questionnaire for every tenant named on the tenancy agreement/ contract to complete and a pre-paid envelope to return it. For all completed and returned forms we receive by January 15th 2024, you will be entered into a prize draw for a chance to win a shopping voucher worth £200!

Very handy for January!

We want to ensure our services meet the needs of all our tenants. Providing the requested information can help us to achieve this. Barcud is fully committed to Equality, Diversity & Inclusion and with your help, we can improve our services for everyone.

Any information on the form will be treated confidentially, following the General Data Protection Regulation and used for statistical purposes only.

Please complete the form and return it to us by 15 January 2024.



Cooking and using a kettle produces 6 pints of moisture



Washing dishes produces 2 pints of moisture



Ring Doorbells

inside other people's homes, as this can be considered an invasion of privacy.

5. Disable Audio Recording (if necessary): Be cautious when recording audio with your Ring doorbell. Suppose you plan to record conversations or audio from public areas. In that case, you may need to obtain explicit consent from those being recorded, as audio data is considered sensitive.

6. Respect the Rights of Neighbours and Passersby: Be considerate of your neighbour's privacy rights and avoid capturing unnecessary footage of passersby on public roads or pavements. Position the camera to focus on your property only and the immediate area.

7. Secure Access to Your Ring Account: Protect your Ring account with strong, unique passwords and enable two-factor authentication to prevent unauthorised access to your camera feed and recordings.

8. Understand the "Right to be Forgotten": Individuals captured on your Ring doorbell may have the right to request the removal of their personal data under certain

circumstances. Familiarise yourself with the "right to be forgotten" principle and respond appropriately to such requests.

9. Third-party Sharing and Data Storage: If you plan to share Ring doorbell footage with third parties or store it externally, be aware of the potential risks and ensure that the third parties comply with data protection regulations.

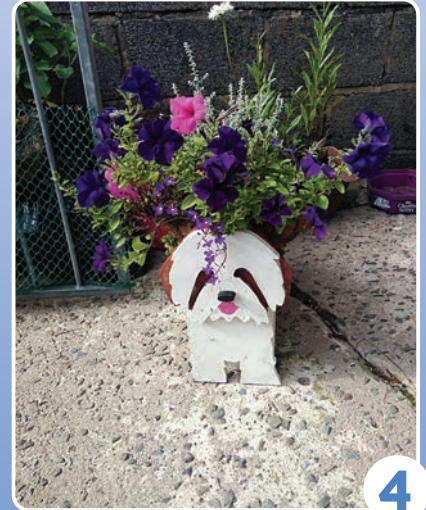
When it comes to the use of video doorbell footage in legal proceedings, the position is not clear-cut. Key considerations will be the purpose and motive of the person with the CCTV, what persons are caught on the footage, the nature and degree of intrusion and the severity of the captured anti-social behaviour. This is a murky area that will be considered on a case-by-case basis. Given the increasing prominence of video doorbells, it is likely that this issue is something that will be the subject of legal proceedings in the future. This guide is not exhaustive, and it's essential to seek legal advice or consult the Information Commissioners Office website for the most up-to-date information on UK legislation regarding the use of Ring doorbells and other surveillance devices.

Garden Photo Competition 2023

Thank you to everyone who entered the garden photo competition this year. The judges said; "The standard was extremely high and a real credit to the talent, inventiveness and dedication of all the gardening residents".

Keeping everything looking so lovely must be a real challenge. Thank you to Newtown Gardening Club, who kindly agreed to judge the competition for us. All the entries were kept anonymous, and the judges said there were some really excellent entries and they had to make some hard decisions to select the winners

We could only have run the competition with their support and expertise.



The winners of each category will receive a certificate for their hard work in their gardens and £50 National Garden gift vouchers. Happy spending!
Well done to all of the winners.

- Category 1 Best floral display (private garden) - Mr Byron Thomas, Llechryd
- Category 2 Best hanging basket, container or window box - Mr & Mrs Hodges, Presteigne
- Category 3 Best vegetable garden - Mr Byron Thomas, Llechryd
- Category 4 Best floral display in an unusual container - Mrs Dorothy Morrow, Llandysul
- Category 5 Best insect-friendly or eco/wildlife garden feature (under 16)
- Lwsi Williams, Newtown
- Category 6 Best sheltered scheme garden - Martin Lewis, Llandysul
- Category 7 Best community garden (not in a scheme) - Mr Jim Hughes, Newtown

Scams

In an age where technology has connected us more than ever before, it has also given rise to a growing number of scammers and cold callers who are out to exploit unsuspecting individuals.

It's essential to be vigilant and cautious when dealing with unsolicited phone calls, emails or messages.

Scammers often impersonate trusted organisations, government agencies, or even individuals you know, using persuasive tactics to trick you into sharing personal information or parting with your hard-earned money. To protect yourself, always verify the identity of the caller or sender, avoid sharing sensitive information unless you are certain of the legitimacy and be cautious of high-pressure tactics. Remember, taking a moment to verify can save you from falling victim to scams and safeguard your financial and personal security.

Christmas Office Hours

In addition to the standard bank holidays over the festive season, Barcud offices will be closed for three days between Christmas and New Year (27th, 28th and 29th of December).

As always, our out-of-hours service will provide 24/7 support for emergency issues when the offices are closed.

Please call the customer services number as usual 0300 111 3030 to report any emergency issue and our on-call teams will be able to assist you.

For more information on out of hours emergency guidance and definitions please visit our website: bit.ly/47Dui11
If the issue is not an emergency, please contact us from the 2nd of January 2024.

Merry Christmas from us all at Barcud.

Flu and Covid – Vaccination Update



Public Health Wales is reminding everyone eligible to have their flu and COVID-19 vaccinations this winter season as soon as they are offered.

Both are respiratory illnesses that thrive in winter. Vaccination remains one of the best defence against these potentially serious diseases.

Those eligible for both vaccinations include;

- ◇ Those over 65
- ◇ Pregnant women
- ◇ People aged six months to 64 years in clinical risk groups
- ◇ Carers aged 16 and over
- ◇ People with a learning disability
- ◇ People who live with someone who has a weakened immune system (from age 12

for COVID-19 and from age 6 months for Flu)

This year's flu vaccination and COVID-19 autumn booster programme has begun across Wales. People should receive an invite from their local health board.

Dr Christopher Johnson, Head of Public Health Wales' Vaccine Preventable Disease Programme, explains, "Flu can be serious. It is well known that having a flu vaccine every year is one of the most effective ways to protect against Flu. Likewise, the COVID-19 autumn booster vaccination extends the protection against serious illness."

For further information on eligibility, visit the Public Health Wales website: bit.ly/3sXQrJ7

- Colour in the puppet
- Cut out the puppet and the two strips
- Make crisp folds along the dotted lines
- Stick handles to underside of the puppet

Drawing Competition Winners

Summer Issue: Congratulations to Zoe B from Churstoke, Powys, on winning our drawing competition in the summer issue of Barcud News. Hope you liked the cookery book!

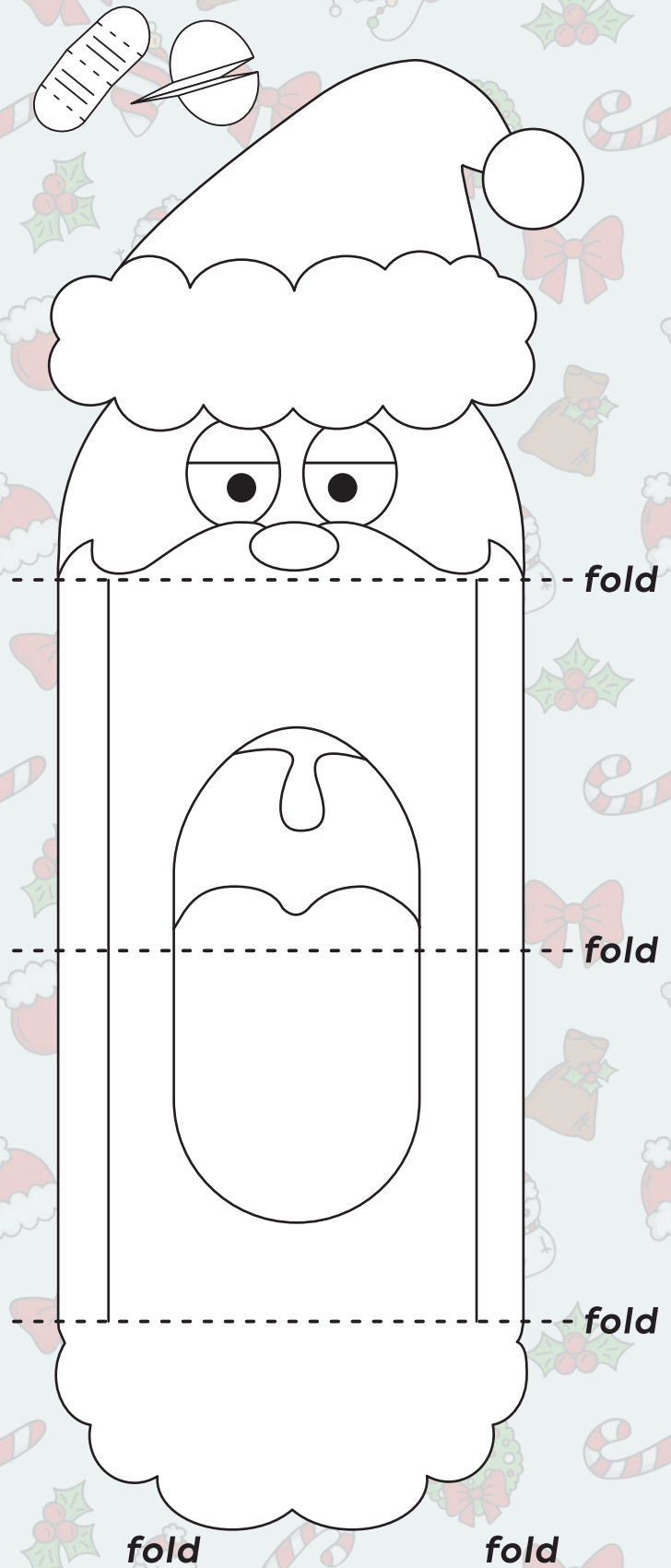


Spring Issue: The lucky winner was Benjamin (age 8) from Newtown, who entered a lovely picture of his house. With his Mum, Dad and himself in the windows of the house. And his friends "Raffy" the giraffe and "Ethel" the elephant in the back garden.

Even a little bird on top of the house had popped by to say hello!

Benjamin loves drawing and anything creative, so he was delighted with his prize of craft and colouring supplies.

Well done, Benjamin, we really love your picture!



stick		stick
stick		stick