

barcud



But if you do have any problems with setting it up please call our Customer Service Team: 0300 111 3030

Competition Time
Win High Street Vouchers

Register for our new Linc service, and you could be in with a chance of winning a High Street Shopping voucher.

Follow the instructions on how to register to use Linc.

Complete your registration by midnight on Friday, 17th January 2025.

The winner – chosen randomly by our number selector – will receive the vouchers to spend at a high street store!



Message from Jason Jones



My first six months at Barcud have been a whirlwind. I've met with new colleagues, tenants and stakeholders and taken time to get to know each part of the business and how it operates.

I'm looking forward to developing relationships further and working with the leadership team, tenants and the Board on our priorities for the future. There are property upgrades to be completed and processes and procedures to be updated so that we can provide the best service possible for our tenants.

Where are we now?

Upgrading works need to be addressed, and we are working hard on budgets and planning to prioritise and speed up the process.

We are tackling the latest requirements of WHQS2 provided by Welsh Government and the work required to achieve these standards.

We are completing the massive undertaking of changing all our Tenancy Agreements into one Occupation Contract under the Renting Homes Wales (2016) Act.

We are building much-needed new, energy-efficient homes in our communities, and our development team is working hard to provide these homes across the region to match Welsh Government targets.

I am very proud to be working with such a committed team who are instrumental in ensuring we collectively deliver the best possible outcomes for our tenants making sure everyone has access to a safe, warm, and suitable place to live.

I sincerely hope you all have a Happy Christmas and a restful time over the holidays, and I wish you the very best for the New Year.

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)

Christmas Office Hours

25th December – Christmas Day

26th December – Boxing Day

27th December – Closed

30th December – Closed

31st December – Closed

1st January 2025 – New Year's Day

Re-open as normal from the 2nd of January 2025

Meet the Team Events

It's been a busy summer! We held "Meet the Team" events at various locations throughout Powys and Ceredigion. Thank you for your suggestions on where to come and it was lovely meeting you. 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. The feedback we had from the tenants who came along was that they found the meetings really useful, especially with them being held on their doorstep. We will be holding "Meet the Team" events again next summer. Once the dates and locations are confirmed, we will share the details with tenants in those areas. If you would like to "Meet the Team" on your estate, please get in touch – email post@barcud.cymru or call 0300 111 3030



Out of Hours During The Holidays

Our out-of-hours service will be open throughout the holiday period to respond to emergency situations at your home. Please call 0300 111 3030.

We want to assure our tenants that their health, safety, security, and well-being are important to us and that we will make every effort to help them.

REMEMBER: An emergency repair is something that needs to be fixed straight away, and not dealing with the issue could cause significant harm or death of a tenant, leaseholder or neighbour, as well as considerable damage to the property or an adjoining property.

When we would undertake an out-of-hours call:

- When there is a serious flood, call the emergency services on 999, then ring Barcud.
- When there is a fire, call the emergency services on 999, then ring Barcud.
- In some circumstances where the tenant



is vulnerable, the extent of the emergency requires an immediate visit; otherwise, if left until the morning, this could result in injury or even the death of a tenant.

- If a vulnerable tenant loses their electricity supply at 5:00pm and cannot check the consumer unit for tripped fuses.

Getting a tradesperson out outside of normal working hours could be up to four times the cost of undertaking repairs during regular working hours.

When would we NOT undertake an out-of-hours call?

- If a tradesperson is called out during an evening or weekend to a call that could be done during the following working day, the tenant could be charged for the additional costs incurred to undertake these works during these premium periods.

Please refer to our Rechargeable Repairs Policy for details of when you could be recharged.

Message from the Barcud Monitoring Group

The tenants group for tenants of Barcud

Hello, my fellow tenants,

In September, we held the Barcud Tenants Conference, the theme of which was 'Hearing the Tenant's Voice'. The CEO and Directors engaged separately with the tenants and sought their views on services. The CEO and Directors then provided a summary of the areas requiring further improvement. I would like to thank all the tenants who attended and the CEO, Directors, and staff for their support. The room's atmosphere was positive, and the tenants welcomed the opportunity to share their views in an informal setting.

On behalf of the Barcud Monitoring Group members, I want to extend our sincerest thanks to our fellow tenants who attended the event for giving us their consent to represent you for the coming year. We recognise that many of you don't realise that the Barcud Monitoring Group is your tenants' group and that you can choose your level of involvement. Over the coming months, we will be looking at a new name for the Group and exploring different ways of showing you what we do and how you can get involved.

The most frequent question I hear when engaging with other tenants wanting to know more about the Barcud Monitoring Group is, "I have no experience of the Group's activities, so how can I help?" When joining the Group, every member has been in the same situation. We learn from each other, attend events with tenants from across Wales, and, more importantly, we all have day-to-day lived experiences of the services provided by Barcud. These experiences are invaluable to both the Group and Barcud.

We are always looking for new members, so if you would like to chat with me and learn more about the Group, please get in touch with Sue Thomas or Alisa Cakebread through Customer Services on 0300 111 3030.

Take care,

Paul Clasby,
Tenant & Chair
of the Barcud
Monitoring Group.



Barcud Monitoring Group

Get involved and make a difference

The Barcud Monitoring Group (BMG) is made up of like-minded people who work together with Barcud, and yes, we are all tenants. I joined in 2020, having never met any of the members, who are spread over Ceredigion and Powys.

We have monthly meetings on Zoom and two face-to-face meetings, either in Newtown or Aberystwyth. Plus, we have hosted tenant forums to give tenants a chance to voice their concerns to Barcud, such as the cost-of-living crisis.

The Group does random inspections of empty properties within Barcud to ensure they are up to standard. The BMG created the inspection list, which was adopted by Barcud. We also make follow-up calls when tenants have had repairs done to their properties, asking about customer satisfaction and passing on information if the repair has been unsatisfactory, which can then be remedied.

Apart from the serious part of meeting, you get to know people, make new friends and more importantly meet other tenants and Barcud staff.

Jan Hipgrave,

Barcud Monitoring Group member

If you want to find out more about the Group and speak to the Chair, please get in touch with Sue Thomas on 0300 111 3030 or email post@barcud.cymru

Cartref helping you save water, energy and money at home.

Leaking Loo?

We may be able to fix it free of charge.

Scan the QR code below to find out more information.

Water Efficiency Home Visit

Make an appointment for one of our friendly advisors to visit your home and fit free water saving products.

Scan the QR code below to book your visit.



Is your toilet leaking?



Free water efficiency home visit

Listen and Connect

We're here to chat

 0330 055 48 18

 caplisten@agecymru.org.uk

 www.agecymru.org.uk/cap

Monday
to Friday
10am to
4pm

 Partnership
age Cymru

Are
you finding
things difficult
financially?
Contact our
Cynnal team on
0300 111 3030

Would
you like to be
involved with our
work at Barcud and
get to know us and
the work we do?
Contact: Sue or
Alisa on 0300 111
3030



Raised Beds Donated

Many thanks to BAM Nuttall, who are currently working on the sea defence scheme in Aberaeron and recently donated 2 raised beds for the tenants at Penrodyn, Aberaeron.



Respect

We respect the people we work with and work for and value the contribution they make.



Why not join 'Pawb' - Home Forum

Pawb, the "Home Forum," is a list of tenants who are happy to complete occasional surveys so we can get a snapshot of how we are performing in a particular service area. We also send information about events, etc., that may be of interest to our tenants.

You can be part of the Forum by email, by post or by phone. The survey subjects will vary, but we hope that by encouraging more tenants to join the Forum, we will be able to get the views of a broader, more diverse cross-section of our tenants.

If you would like to find out more, please get in touch with Sue Thomas or Alisa Cakebread on 0300 111 3030 or email post@barcud.cymru

STAR Survey

Thank you to everyone who returned the recent STAR survey. The feedback and information from this survey will help us plan future services, identify areas for improvement and compare these results with the 2021 STAR survey and any future surveys we undertake.

Barcud will review and publish the results along with a tenant-friendly booklet for the new year. We will also announce the winners of the four £100 high street vouchers in our next newsletter.



Tenant Conference

Many thanks to everyone who attended the Barcud Tenant Conference in Aberystwyth in September. We received positive feedback, and everyone enjoyed the "speed dating" with the Leadership Team, where they could speak to the entire team. Congratulations to Christine Evans, who won a £50 voucher.

Tenant Liaison Forum

Next meeting
Thursday 13th March
11am – 2pm
At Newtown Football Club

Repairs Survey Prize Winner

Many congratulations to Mrs Joy Morris, from Aberystwyth, who recently won a £50 voucher from Barcud.

All tenants who return a repairs satisfaction form are entered into a free prize draw, drawn twice a year at a tenant meeting.

So don't forget to return the form. Your feedback helps us improve our service, and you'll also have a chance to win a £50 voucher!



Updating Information

You might have received a call recently from Barcud asking you a few questions so that we can update our records and ensure that we're communicating with you in a way that suits your needs. We must share information with our Tenants, but we are happy to do so by post or digitally—the choice is yours.

If you haven't received a call yet or would like to contact us with your preference (and update us with a new email or mobile number), please call the Customer Services team on 0300 111 3030.



Winter Fuel Payment – Eligibility

The Government has announced that it is withdrawing the Winter Fuel Payment for 2024/2025 if you are not getting Pension Credit.

New Winter Fuel Payment rules:

If you were born before 23 September 1958, you can get a winter fuel payment for winter 2024 to 2025.

You must also live in England or Wales and be getting Pension Credit

You'll also need to have been getting Pension Credit during the Winter Fuel Payment qualifying week of 16 to 22 September 2024.

What if you don't get Pension Credit?

If you are not receiving Pension Credit, the Cynnal Team can help you determine whether you should be receiving this payment.

If we can award this to you by 15 December 2024, you will receive the Winter Fuel Payment.

Examples

Single Pensioner:

if your total weekly income from your State Pension and all other income is below £218.50 per week, You Are probably eligible to get Pension Credit

Single Pensioner:

If your total weekly income from your State Pension and all other income is below £299.65 per week, You Are probably eligible to get Pension Credit (if you receive Attendance Allowance or Personal Independence Payment Daily Living Element, this payment is fully disregarded).

Pensioner Couple:

if your total weekly income from your State Pension and all other income is below £332.95 per week, You Are eligible to get Pension Credit

Pensioner Couple:

if your total weekly income from your State Pension and all other income is below £495.95 per week, You Are probably eligible to get Pension Credit (if you both receive Attendance Allowance or Personal Independence Payment Daily Living Element, this payment is fully disregarded).

The above examples do not consider savings and/or capital, which can have an effect on the level of pension credit paid.

If you think you should be getting Pension Credit, call the Cynnal Team on 0300 111 3030. We will be happy to visit you and see if we can help.



What is the Sheltered Forum?

The Sheltered Forum is a club for tenants who live at any of the Barcud Sheltered Schemes. Tess, one of the scheme coordinators, organises activities, talks, quizzes, singalongs and concerts. There's also tea and cake. It's great to get out and about from your own scheme to socialise and meet up with other Barcud tenants. Friendships are formed, we laugh (a lot!), and it's a little outing on a Friday morning.

Where is it held?

It's held at Penrodyn in Aberaeron.

When?

It takes place on the 3rd Friday of every other month. 10.30 am to 12.30pm.

How do I get there?

Transport is arranged to get everyone to and from Aberaeron.

Does it cost anything?

No, it's free for all Sheltered Scheme tenants.

Who do I need to contact?

Let your scheme coordinator know you are interested in attending; they will do the rest!

Do I have to attend every meeting?

No, you can come when you can, but you need to let the scheme coordinator know in advance to book transport.

Have we got you interested?

If you would like more information, please contact Tess, the Scheme Coordinator at Llys Pedr, or your own scheme coordinator for more details.

Keep an eye on your scheme noticeboards for Sheltered Forum Posters with further information.

We look forward to seeing you next time!

Shared Ownership Scheme

Unlock your path to homeownership

Buying a home can feel overwhelming—especially with today's high costs making it tough to save for a big deposit. But there's a solution that's making homeownership more achievable: Shared Ownership.

So, what is shared ownership?

Shared Ownership lets you buy a percentage of a property—typically between 25% and 75%—and pay rent on the rest. This makes owning a home much more affordable, especially for first-time buyers or those with limited budgets.

Imagine needing only half the deposit for a 50% share of your home rather than the full amount for outright Ownership. That's half the savings goal, and your monthly payments are typically lower because the rent on the remaining share is set below market rates.

Why choose shared ownership?

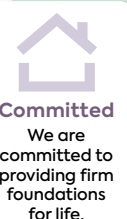
Lower Upfront Costs: Buy only the portion you can afford, with a deposit to match.

Build Ownership Over Time: You can increase your ownership stake whenever you're ready, a process called "Staircasing," until you reach 100%.

More Security: Unlike renting, you own a part of your home, giving you greater stability and investment in your future.

Our new development at Maes Dulais has Shared Ownership properties available with support from Welsh Government.

For more information, visit the barcud website barcud.cymru/homes-to-buy/ or view the properties online with Morris and Marshall estate agents.



Electric Vehicles and Charging Points

Here's what you need to know

With the rise in electric vehicles (EVs), we understand that some tenants may wish to install an Electric Vehicle Charging Point (EVCP) or a Charging Point with an arm (EVCPA) at their homes. Here's an outline of what you must consider and how to start.

Important: Barcud consent is required Before purchasing an electric vehicle, you must get consent (approval) for the charging point.

How to apply for consent Please email consent@barcud.cymru or contact our Customer Services team at 0300 111 3030 to apply for consent.

Parking Information: Do you have a driveway, or do you rely on street parking? Unfortunately, we cannot approve chargers where the cable crosses any footpaths, pavements or highways.



Installation requirements If you receive approval and have a driveway, you must meet specific installation criteria. If your application for consent has been approved, you will be given these.

You may also need to obtain planning permission from the local authority, and it's your responsibility (as tenants) to secure this approval.

What if you don't have a driveway? Barcud is exploring options such as communal EVCPs with a 'pay as you go' scheme if you rely on street parking. However, we have no current plans unless we receive requests from several individuals on the same estate.

You can also use existing EVCPs nearby. Remember, these spaces are designated for charging only and are available on a first-come, first-served basis.

Reminder If consent is not granted before installation, you will be asked to remove the EVCP or EVCPA immediately.

For questions or to discuss installation options, reach out to us at consent@barcud.cymru or 0300 111 3030.

Upcycling

Due to recent changes in workplace recycling, Barcud was left with plastic waste paper bins that were no longer needed. To avoid binning the bins, one of our colleagues contacted Newtown Gardening Club to see if they could be recycled for another purpose.

The Club's members accepted the donation with open arms and have been able to use them for their own planting and growing. The rest are being used by a project in Newtown that works with young people with Special Educational Needs.

Helen Anthony, Chair of Newtown Gardening Club seen here collecting some of the bins.



Caring

We care about people, communities, culture, country and the environment.

Gardening Competition 2024 Results

Thank you to everyone who entered the garden photo competition this year. It has been a challenging year for vegetable and flower growers, with slugs being a nightmare! We had a lot of fantastic entries, and selecting the winners of each category was a challenging job for the judges at Newtown Gardening Club, so thank you to them for their hard work. We love seeing the photos of your beautiful gardens each year and all the hard work that goes into them.

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



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- Category 1 Best floral display (private garden) – Mr Byron Thomas, Llechryd
- Category 2 Best hanging basket, container or window box – Jess Reeves, Churchstoke
- Category 3 Best vegetable garden – Josie Salter, Llanon
- Category 4 Best floral display in an unusual container – Ann Parker, Machynlleth
- Category 5 Best insect-friendly or eco/wildlife garden feature (under 16)
– Caysi Williams, Newtown
- Category 6 Best sheltered scheme garden – Martin Lewis, Llandysul
- Category 7 Best community garden (not in a scheme) – Miss Hawke, Cardigan