

FOLLOW US

Instagram Facebook Twitter @TaiTarian

Contact us:

0300 777 0000 (General enquiries) 0300 777 3000 (Report a repair) ask@tairarian.co.uk

Christmas opening hours: We'll be closing for the Christmas break at 12pm on Friday 24th December and re-opening on Tuesday 4th January.

Before you do, please check out what we class as an emergency at: www.tairarian.co.uk/emergencyrepair

If you need to report an emergency repair during this time please call us on: 0300 777 3000




Welcome TO THE GRAPEVINE

2021 has been another difficult year for us all.

The year started with another lockdown as Covid-19 cases spiked, resulting in a long, hard winter for many of us. Thankfully as the year progressed, some normality started to return, as cases began to drop and many restrictions lifted.

Whilst the worst of the pandemic is hopefully behind us, its effects will continue to be felt for a while yet.

Rising energy and food prices, plus the UK Government's decision to cut the £20 Universal Credit uplift in September, will have resulted in additional pressures for many of you.

If you are affected by this then get in contact with our team of financial and benefits experts for help and advice. You can call them on **01639 315000**.

Our commitment to building new homes has continued, with the completion of our biggest single development to date – 31 new homes at Parc Newydd in Briton Ferry.

We also started work on our most ambitious project yet at County Flats in Sandfields. There's more about that below, plus you'll hear plenty more about it over the coming year.

Finally, we'd like to wish you all a Merry Christmas and best wishes for 2022, a year we all hope will be a lot calmer and normal than we've experienced recently.

Linda

Linda Whittaker
Tai Tarian Chief Executive



COVID UPDATE

With the gradual easing of coronavirus restrictions throughout the year, more and more of our services were able to return to normal.

Of course, some services, such as emergency repairs kept going throughout the height of the pandemic, whilst some were able to start back sooner than others. Now, nearly all our services are back up and running, albeit with some precautions in place to help keep you and our staff as safe as possible.

Staff visiting your home will adhere to the Welsh Government guidelines in place at the time of the visit.

This may include phoning ahead to check no-one in your household is displaying Covid-19 symptoms.

They will also be wearing suitable PPE and may ask you to keep your distance from them. By working together we can help ensure our safety whilst the remaining restrictions remain in place.



COUNTY FLATS RE-DEVELOPMENT

Work has just got underway on one of our most ambitious projects to date.

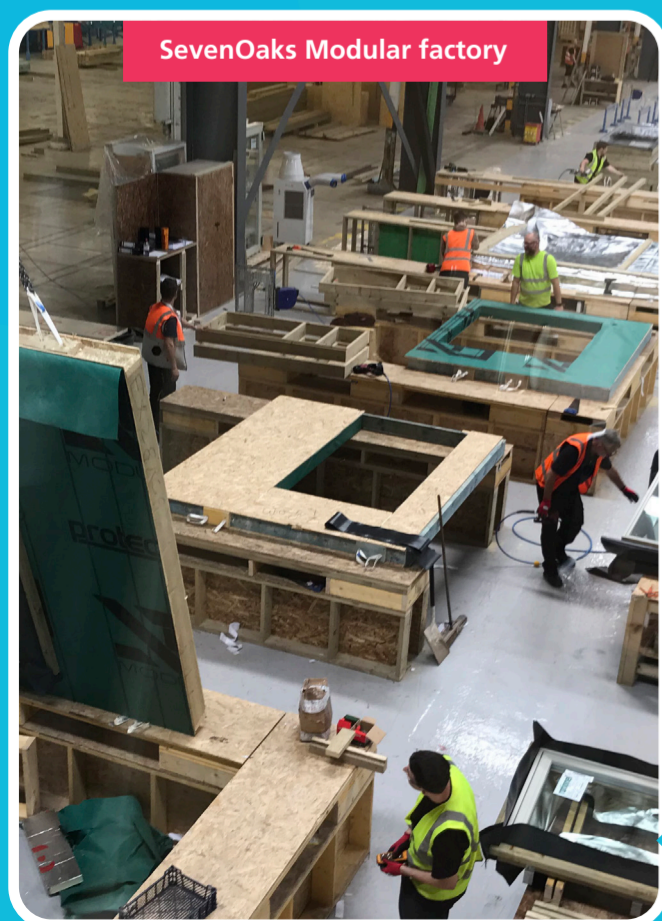
We are investing £13 million to regenerate the County Flats area in Sandfields, just a stone's throw from Aberavon seafront. The investment will see us build 55 new homes and completely renovate 72 existing apartments to create some of the most sustainable properties in Wales.

Originally built in the 1950s, the flats have been in desperate need of modernisation in recent years. In keeping

with our commitment to become carbon neutral by 2030, we will use the re-development to introduce a series of energy efficient measures to really enhance residents' living experience.

The development will maximise the use of natural insulations, including sheep's wool, to help keep the homes warm and reduce the amount of energy needed to heat them.

This, combined with the latest technology; including solar panels, battery storage and intelligent energy systems will make them among the most environmentally friendly homes in Wales.



SevenOaks Modular factory

The new build element of the project will also benefit from super-efficient heating systems that will keep properties warm, whilst creating considerable savings for residents.

Neath based company J.G Hale Construction will be carrying out the work on our behalf, in the process creating 77 local jobs and training opportunities. They will also work with local suppliers, ensuring maximum community and financial benefits from the project.

In a further innovative twist, the new homes being built as part of the development will be constructed off-site, at the SevenOaks Modular factory just outside Neath.

The homes will then be transported to the site on the back of a lorry before being hoisted into position.

This method of construction speeds up the building process as weather-enforced delays can be avoided. This means less time on site and less disruption for local residents.

In addition, open spaces near the flats will be enriched for people to enjoy, with natural play areas and active travel routes.



OUR TEAMS

We have many teams throughout Tai Tarian, each available to help you with your queries or concerns.

Repairs

As the name suggests, this is the team to speak to if you need to report a repair to your home.

You can contact them on **0300 777 3000** or by e-mailing repairs@tairarian.co.uk.

They are available Monday to Friday between 8am-6pm.

Outside of these hours you can report emergency repairs only, by calling the same number. A list of what we consider emergency repairs can be found at: www.tairarian.co.uk/emergencyrepairs

Tenancy Relations

You will have a dedicated Tenancy Relations Officer, who is there to support you with any tenancy related issues you are having.

They can also help you deal with any anti-social behaviour or arrange specialist help if you need some extra assistance in sustaining your tenancy.

You can find out who your Tenancy Relations Officer is on at: www.tairarian.co.uk/YourTRO

Income

To find out your rent balance or for any queries relating to your rent then contact our income team.

It is also important that you contact the team right away if you're having difficulty in paying your rent so that they can help you as best they can.



Financial Inclusion and Universal Credit team

Our team of experts are on hand to offer you support and advice in managing your money.

They can offer you help in budgeting or making sure you're claiming for the benefits you're entitled to.

As part of the team we have Universal Credit experts, available to assist you in dealing with the benefits system.



All our teams can be contacted by calling **0300 777 0000** or **0300 777 3000** (Repairs).

JOIN OUR ACADEMY

Our tenants are at the heart of everything we do. As such, we want to make sure our work meets your needs. Our Academy exists to do just this. It is made up of a group of tenants who review our work, give us advice and suggest areas for improvement.

We'd like you to be part of this group!

We are looking for enthusiastic tenants from all walks of life who share our vision to make a difference to the people and communities we serve. You and your Academy colleagues will evaluate how we are performing and hear what progress we've made.

You'll get to meet and hear from our staff and really get to the heart of what we do and why we do it. This is a fantastic chance to gain experience and work with us and develop your skills in a business environment.

It could also lead on to you becoming a fully-fledged Tai Tarian board member in the future. You'll need to attend around six meetings a year, either online or in person at our head office in Baglan. In return, we'll give you vouchers to spend at local businesses as a thank you for giving up your time.

Interested? Then call us for an informal chat on **01639 506079**, e-mail corporate.governance@tairarian.



DECEMBER 2021

TAI TARIAN

GRAPEVINE

OUR HOMES

New developments

This autumn, we completed work at our Parc Newydd development in Briton Ferry.

The construction of 31 new homes marked our single biggest development to date. The development consists of a mixture of one- and two-bedroom flats as well as two, three and four bedroom houses. As ever, we've ensured that the new properties are as sustainable as possible, with solar panels,

enhanced insulation and energy efficient heating systems included. The new homes certainly make a difference to the landscape of the old Saltings estate. Elsewhere, work is continuing at other sites across Neath Port Talbot.

In Melyn, 20 new flats are nearing completion at Melyn Close, whilst three new bungalows are being constructed in Caewern, 10 new flats in Skewen and a further 10 new homes created in Neath town centre.



Other developments are planned to start over the coming year, as our drive to create sustainable homes where people can thrive continues.

External improvement

The work to improve the outside spaces of your homes was able to continue for much of the year.

The work to build things like fences, walls and paths ensures you have a defined boundary, improves the appearance of your home and community and helps make your garden safe and secure.

During the past year, we have been completing the work in **Glynneath, Blaengwrach, Resolven, Ynysmeudwy, Alltwen, Trebanos** and **Pontardawe**.

We will be continuing with the programme in 2022 in **Rhos** with work scheduled to start in **Little Warren, Sandfields East, Aberdulais, Cilfrew, Cadoxton** and **Longford**.



If you live in one of these areas, we will be in touch with for more information as the start date approaches.

OUR COMMUNITIES

Community Challenge

After being put on hold due to the pandemic, our community challenge came back with a bang this year.

Working with our contractors, we were able to help out 10 community organisations with some free maintenance or improvements:

- **Cymer Afan Community Library** – New kitchen
- **Ystalyfera Community Hall** – Painting and decorating
- **Ysgol Trebannws** – New play area
- **YMCA Port Talbot** – New kitchen
- **Calan DVS** – Renew outside areas
- **Port Talbot Sea Cadets** – Ground clearance
- **Crynant Scout Hall** – Refurbishment
- **Tonnau Primary School** – Grounds maintenance
- **Vernon Community Place** – New indoor play area and upgraded bathroom
- **St Mary's Church, Port Talbot** – Painting and decorating

A big thank you to **M Delacey & Sons, RT Contractors, Jefferies Ltd, ASW Property Services, Wynne Jones Property Maintenance,**

CJ Construction, Joyner Ltd, Morganstone, SAM Drylining, and our own **Copper Foundation** for their help with the projects.



Community Benefits

Our Community Benefits programme has continued to help out many groups within our communities again this year.

The programme, sees us work alongside our main contractors to give something back to the communities in which we work.



This year, through the Community Benefits scheme, we have helped with the clean up after the Skewen floods, made a donation to buy a special beach wheelchair for a Port Talbot schoolgirl and purchased defibrillators for several communities across Neath Port Talbot.



Suni's delight

Our Community Benefits programme isn't just about giving donations to groups, it's also about giving opportunities to local people.

That's just what happened to Suni Minto from Neath. In 2019, he was taken on by our contractor ASW Scaffolding as a trainee under as part of their Community Benefits contribution.

Since then Suni has worked hard to complete all his training and this year became a fully qualified scaffolder.

Speaking about his opportunity, Suni said:

"ASW Scaffolding have been great in giving me the chance to become a fully qualified scaffolder.

Not only have they supported me to gain my qualifications, I am also being offered further chances to progress my career by training to become a HGV driver and also helping to train some of the newer members of the team.

I'm really grateful for the support I've been given and the opportunity the Community Benefits scheme has given me."



OUR PLANET

Making your homes greener

This year, we embarked on a major project that will see us retrofit homes across Neath Port Talbot with the latest technology and features to make them more environmentally friendly.

The Optimised Retrofit Programme, will see us initially target just over 100 homes with the aim of reducing their carbon footprint. The scheme is being run in conjunction with the Welsh Government,

as well as many other partners, including 26 other housing providers. As part of the programme, we will assess the condition of the homes and then install a number of features such as improved insulation, solar panels, heat pumps and battery storage where necessary.

The work will also include intelligent operational controls so energy usage can be monitored.



Making your community greener

We've been working hard on various bio-diversity projects throughout the year.

We've worked with local communities to create orchards, including one at Mozart Court in Sandfields.

The design of the orchard together with the type of trees planted was decided in conjunction with local volunteers.



These volunteers have also been given training to enable them to care for and maintain the areas in the future.

We've also partnered with the Buglife Cymru organisation to create wildlife areas and enhance our open spaces. These areas aim to encourage the migration of bees through planting trees, bulbs and wildflowers.



Our contractors were also keen to get involved in this work, supporting us with a number of projects, including creating wildlife areas in schools, enhancing open spaces in communities and providing equipment and assistance for various beach cleans and litter picks.

More projects are planned during the next year as we look to enhance our communities and help create a sustainable planet.

