



CARTREF



NEW BEGINNINGS FOR BEANY!

Port Talbot's very own caped crusader is enjoying sea views after closing his Baked Bean Museum and moving into a new home in Sandfields.

Captain Beany was 'born' in 1991 and since then has raised over £100,000

for local charities and worthwhile causes in our communities.

His Baked Bean Museum which opened in 2009, attracted not only locals, but visitors from across the world, with the attraction named as the best tourist spot in Port Talbot on Tripadvisor.

The commitment of running the museum for 13 years and the pending redevelopment of his block of flats meant Captain Beany decided it was time to close the doors on the attraction earlier this year...

More on his new home on page 7.



WIN £100 IN TIME FOR CHRISTMAS WITH OUR LATEST COMPETITION

More on page 8.



ALL ABOUT THE COMMUNITY

Meet the trio spreading the love in our communities.

More on page 4.



TOP MONEY TIPS FROM STEPH

With colder months and the cost of Christmas around the corner Steph has details of all the support available.

More on page 3.

CHALLENGE COMPLETE!

With help from staff volunteers and our contractors we have again made a difference with our Community Challenge initiative.

This year saw Glymeath Training Centre and Blaenbagan Primary School benefit from improvements after applying for the project, which is now in its 11th year. The initiative gives community groups and not-for-profit organisations the chance to

benches. A bin storage area was also constructed. A few weeks later, we transformed Blaenbagan Primary School by sprucing up the outdoor play area for the youngest pupils in the school.

Working with our contractors Jeffries Ltd and PPG Johnstone Paints, brand new planters and a wooden stage were created for the pupils while the team also brightened up a shed and walls and created some floor games. New mini goalposts and a storage shed were bought and installed too.

Applications for the 2024 Community Challenge will open in the spring, more in the next Cartref.

IMPROVEMENTS MAKE THE WORLD OF DIFFERENCE



Mr Mogford with Senior TLO Cath

Mr Mogford has lived in Cimla most of his life, moving into his current home when he was just 3 years old.

With his parents as the tenants, having work done at home was previously arranged by them, with his mother a firm believer in 'if it's not broken, we don't need to fix it!'

But last year his mum went into a home and Mr Mogford took on the flat.

Taking on the home he has lived in for over 70 years was a big deal for him, a great sense of pride signing his contract and having something that was his.

However, as repairs and improvements to the home had been limited, the property was in need of some TLC.

worked and how I would save on gas which is fantastic.

"That was the start of things really, my windows and door were 35 years old so they were replaced and then I met Phil the TLO (Tenant Liaison Officer) who said I could still have a new kitchen and bathroom, after my mother said no to the work so many years ago.

"He explained what would happen, how long the work would take, and I decided to go for it. Then came the choices of cupboards, flooring, tiles, looking at the layout, it was all very thorough.

"I had both the kitchen and bathroom replaced together so it was about six weeks of disruption, but I can't believe the change, it's looking lovely here."

Senior TLO Cath said:

"We want all our tenants to take advantage of improvements to their homes, but we understand that some people really don't want the disruption, especially if they are older or feel what they have is still in good working order.

"We were aware that there were a number of improvements needed to Mr Mogford's home, so it's been lovely working with him to get things upgraded."

WELCOME FROM LINDA



Lots has happened since our summer edition, including our Annual General Meeting held at our offices in Baglan. This was an opportunity for us to share progress with our members, for them to meet teams from across the organisation and to vote on key decisions.

Our Community Challenge, our very own DIY SOS style projects have taken place with Blaenbagan Primary School and Glymeath

Welcome to the autumn edition of Cartref, our fast moving of this year!

STEPH'S TOP TIPS

Don't forget if you are struggling, our Financial Inclusion and Universal Credit teams can help, whether you claim benefits or not. Get in touch on **01639 315000**.



QUALIFYING BENEFIT

Cost of living Payment

- > Income-based Jobseeker's Allowance (JSA)
- > Income-related Employment and Support Allowance (ESA)
- > Income Support
- > Universal Credit
- > Pension Credit
- > Tax Credits

Disability Cost of Living Payment

- > Attendance Allowance
- > Constant Attendance Allowance
- > Disability Living Allowance for adults or children
- > Personal Independence Payment
- > Armed Forces Independence Payment
- > War Pension Mobility Supplement

Winter Fuel Payment

You can get the Winter Fuel Payment if you were born before 25 September 1957.

Pensioner Cost of Living Payment

If you're entitled to a Winter Fuel Payment for winter 2023 to 2024, you will get an extra £150 or £300.

Discretionary Assistance Fund

For emergency payments to help with energy or food.

Fuel Bank Voucher

For pre-payment meter users who are experiencing hardship and have arrears

Cold Weather Payment

- > Pension Credit
- > Income Support
- > Income-based Jobseeker's Allowance (JSA)
- > Income-related Employment and Support Allowance (ESA)
- > Universal Credit

Warm Home Discount Scheme

You could get £150 off your electricity. It is usually paid to account holders who have a low income. The money is a one-off discount on your electricity bill between October 2022 and March 2023.

Training Centre benefiting. You can read more about it on page 2.

We also caught up with our Economic and Social Regeneration team who are doing so much in our local communities we wanted to share this with you!

We met Mr Mogford who has respected the benefits of having improvements in his home and Captain Beany who has just moved into a recently updated block as part of our County Flats redevelopment.

We know that the cost-of-living crisis is still being felt by lots of our tenants so Steph from our Financial Inclusion team has details of funding support that you

could be entitled to.

I want to stress that if you are struggling financially, please don't suffer in silence and get in touch with our team on **01639 315000**.

Linda
Chief Executive

Don't forget to scan the QR codes for more details.

If you see a QR code in Cartref, grab your smart phone, open your camera and hover over the code. This will bring up the website page you need. Just tap to open.

If you don't have a smart phone, you can visit our website and use the search bar to find info on the topic.
www.tairian.co.uk

PAYMENT DATES & INFORMATION ON HOW TO APPLY

You are eligible for the first Cost of Living Payment of £301 if you were entitled to a payment for any day in the period 26 January 2023 to 25 February 2023.

Paid automatically between the 31st October and 19th November direct into the same account as your benefit payments.

You could also receive an additional £150 if you received one of the disability benefits listed.

You will be sent a letter in October or November telling you how much Winter Fuel Payment. This will be paid automatically if you're eligible.

This will be paid automatically into the same account as your benefit payments. This will be paid with your normal payment from November 2023.

You can apply yourself for this by calling 0800 659 5924 (9.30am to 4.00pm Monday to Friday).

You can speak to your local fuel bank.

The Cold Weather Payment is £25 a week for each 7-day period of cold weather. This only applies between 1 November and 31 March each year and is paid automatically into the same account as your benefit payments.

The scheme will reopen October 2023. Contact your supplier to find out more.



Challenge underway!



KEEPING KIDS FED

Over the summer we donated hundreds of lunches to local children with help from our contractors and staff.

Linking up with NPT PASS (Physical Activity and Sport Service), the Youth Service, several summer camps and even a Teddy Bears Picnic, we donated 350 lunches to ensure children had a nutritious and delicious lunch.

Hundreds of snack packs were also shared at community events in Seven Sisters and Sandfields and we donated ingredients for 130 little people to enjoy sessions with Cook Stars, to teach them how to cook tasty treats.

We also topped our food bank donations over the summer with Tir Morfa, Bethel Chapel and Catch Ysai/era benefiting.

COMMUNITY CHAMPIONS



Rebecca, Roxanne and Samara

In every edition of Cartref, we take a closer look at one of our teams, and what their job involves.

For this edition we caught up with Rebecca, Roxanne and Samara from our Economic and Social Regeneration team to find out more about the work they do to help our communities.

Since forming back in 2018, the team has been working hard to help improve our communities through a variety of donations and special projects.

The team is led by Rebecca, who told us more about what they do:

"One of our biggest jobs is the managing of our Community Benefits programme. This is a scheme, where any contractor doing work on our behalf commits to giving something back to the community.

"This could be a donation to a junior sports team, a delivery

to a local food bank or helping out a community group with some new equipment. It could even be a promise of employment opportunities or apprenticeships for young people. Whatever it is, we want to make sure our communities benefit from the work we and our partners do.

"Any club, team or organisation can receive a donation, they only have to show us that what they do brings benefit to the people in their community."

In the past year, the team have arranged for £24,000 worth of donations to be made to local groups, including food banks, Samara, who has been part of the team for just over a year said:

"Sadly, food bank use is on the rise with more and more popping up around Neath Port Talbot. As part of our Community Benefits programme, we try and make deliveries to as many of them as we can, through donations from our staff and contractors.

"On top of that we deliver packed lunches to school holiday sports camps and youth groups.

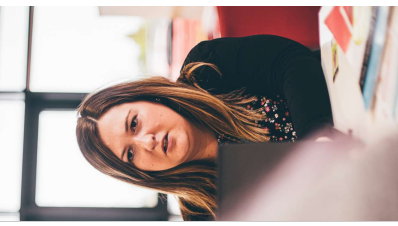
"It's really heartening to see how generous everyone is in making these donations and so many people sharing the same outlook as us in supporting our communities."

As well as the Community Benefits donations, the team are also responsible for several other projects including running our annual summer garden and Christmas tree competitions.

They also organise our annual Community Challenge programme – a series of DIY SOS-style projects, aimed at giving a makeover to community facilities.

The team have a school engagement programme, with Roxanne visiting local schools to talk about biodiversity:

"We are in a climate emergency so it is important that we are all aware of what we can do to help nature. I love going into schools and talking all things biodiversity with the children.



MY MONEY JUST ISN'T GOING FAR ENOUGH

We know the cost-of-living crisis is having a real impact on lots of our tenants at the moment, and with the colder months and the expense of Christmas just around the corner, we know people are worried. Whether you are claiming benefits, working, or doing both, lots of people are telling us things are tough.

Our Financial Inclusion team is helping tenants with food bank vouchers, applying for energy grants, accessing benefits and other money. In fact, in the last year the team have accessed £4 million in additional benefits for tenants. In the majority of cases people tell us "I didn't think you would be able to help" but we definitely can, and the impact on people's wellbeing and quality of life is huge.

Often the biggest step is getting in touch. Some may feel embarrassed or too proud and just battle on without help. Our team are here with no judgement. Support is available, and we want tenants to access it. Even if you aren't struggling yourself but know a tenant who is, please encourage them to get in touch.

Call: 01639 315000, email financialinclusion@tairarian.co.uk or contact us on social media.



MEET BARNABEE

Another key member of our Economic and Social Regeneration team is Barnabee. Always on hand to support Roxanne at her school visits or to join the team at community events.

Barnabee is always a big hit when he meets local children, helping at schools with planting and supporting the team in telling young people all about biodiversity.



TALKING THE COST-OF-LIVING

Each year a lot of work goes in to making sure that the rents and service charges for your homes are fair and affordable.

We are a not-for-profit community landlord and 85% of our income comes from the rent we receive. We use this to repair and improve your home and community and support you when you need our help. A key part of our cost of living and affordability work is talking to people to get their views

Throughout the summer our housing team have been at community fun days, libraries

and our Haven schemes, hearing how tenants are managing with the cost-of-living crisis and how affordable they feel our rent and service charges are. The conversations have been really valuable.

We have also carried out an important survey, to capture even more views of tenants on affordability.

Next up, we will consider the Welsh Government's guidelines together with our research findings, whilst continuing the affordability conversation with our tenants.



WORTHY WINNERS

We had a great response to our garden competition again this year, judging proved very tricky but our worthy winners were:

Best grow your own -
Roseanna Wilson, Pontardawe

Best Wildlife Garden -
Aimee Marie Litterer, Pontardawe

Best Overall Garden -
James Tovey, Glynneath

Best Haven Garden
Michaelstone Court.

All received a £50 gift voucher to spend at Zoar's Ark, Neath.



Roseanna, Lavender and Casy the chicken

"We've done extensive research on our communities and developed community plans for each area, so have a good handle on what each one needs, but no-one knows these areas better than the people who live there, and that's why we're constantly out there talking to residents, councillors and Local Area Co-ordinators to see what more we can do."

For Roxanne, the job gives her a great deal of satisfaction: "I love the role, getting out and about, talking to people and helping the community. We have great contractors working with us, always ready to support our projects. We couldn't do this without them."

Get involved

If you know of a community group who could benefit from a Community Benefits donation, then get in touch with the team.

Just send an e-mail with the details of your group and what you need help with to community@tairarian.co.uk and one of the team will contact you to discuss your request.

They are so knowledgeable and passionate about the environment, it is a joy to work with them.

"Again, working with our contractors, we also donate gifts to the schools, whether that is some bee-friendly flowers and plants for their outside areas, a bug hotel or gardening equipment. They can then put into practice what they have learned.

"Our aim is to visit every primary school in Neath Port Talbot, so if we haven't visited your child's school yet then ask them to get in touch with us."

All three of the team were previously part of our Tenant Liaison team, a role that involved them helping and

guiding tenants through major works being carried out at their homes. And according to Rebecca the skills they all have from that job are easily transferable into their current roles.

"You have to be a people person to do this role. You have to be outgoing and happy to talk to the people in our communities and build relationships.

DEALING WITH DAMP MOULD OR CONDENSATION

With the colder months almost upon us we wanted to remind you of what you need to do if you experience any signs of damp, mould or condensation at your home.

So, what is it?

Lots of things can lead to moisture in the air inside our homes which can cause damp, mould or condensation.

When any water vapour in the air hits a cold surface it condenses, which you can see in the form of water droplets on cool walls or windows, around window seals and frames or in corners of rooms. If left, it will eventually cause black spots and/or mould to grow in these areas. If this mould is not

treated, it can have a negative impact on your health. Sometimes, it can be the structure of the property that is causing the problem allowing water into the property. This could be because of things like a missing roof tile, a leaking pipe or an extractor fan not working.

If you have any concerns or questions about damp, mould or condensation in your home please get in touch with our contact centre on 0300 777 3000.

Our staff will ask a series of questions to help diagnose and assess the issue being reported. An appointment can be arranged during the call, and, if needed, we will aim to carry out an inspection as soon as we possibly can.



We have lots of advice on our website about how to spot damp, mould or condensation here:



MAKING CHANGES TO YOUR HOME

As a responsible landlord we need to ensure your home is safe and secure.

Any changes you want to make to your home must be agreed by us, we call this Landlord's Permission.

You can make improvements, alterations and additions to your home but we need you to ask us before any work starts. We will carry out some checks, then give you written confirmation that we are happy for you to carry out the work.

If you've already made changes without asking us, please get in touch so we can assess the work carried out and either grant permission or ask that changes are made.

For more on making changes to your home visit:



DID YOU KNOW AN AVERAGE FAMILY HOME CAN PRODUCE AROUND 20 PINTS OF MOISTURE A DAY?

THESE TOP TIPS CAN HELP YOU MANAGE A HEALTHY HOME THIS WINTER.

- ▶ When in the bath or shower, keep the bathroom door shut, so the steam is dispersed by the extractor fan before it escapes to other parts of the house.
- ▶ After showering, keep the bathroom door closed for around an hour to allow the fan time to disperse the steam.
- ▶ Try not to dry clothes on radiators as the moisture in the clothes evaporates into the air, condensing on walls, ceilings and windows, potentially causing mould growth.
- ▶ Keep a lid on saucepans when cooking to reduce the amount of moisture released into the air and keep the kitchen door shut when cooking
- ▶ External walls are far colder than internal walls and without air circulating between the furniture and the walls, moisture can become trapped, and mould can grow on the walls and any furniture in contact with the wall.
- ▶ Always keep the trickle vents in your windows open to allow ventilation.



NEW BEGINNINGS FOR BEANY

Cover story continued.

Not only did Captain Beany's museum wow visitors from all over the globe it also featured on several TV programmes.

But, the attraction was actually his home, a modest 2-bedroom flat in Sandfields and after opening the doors to the public in 2009, he now felt the time was right to start a new chapter, especially with renovation works due to start.

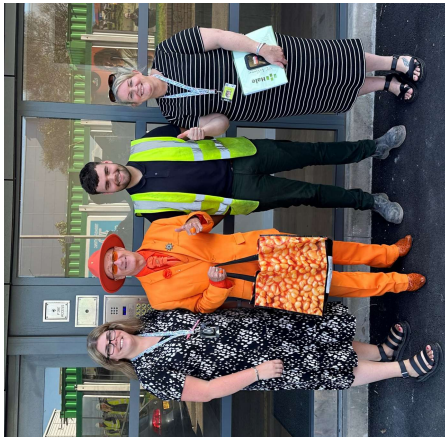
He said: "I have lived here for over 30 years, and I was delighted when I heard my block was due to be renovated. We knew we wouldn't be able to stay in our homes while the work was being carried out, but with new homes already built as part

of the work I'm so pleased to have been offered a new flat.

"The views are out of this world, the sun is shining here today and you just can't beat it. So, with all my museum items now with Heinz and the Museum of Brands in London it's time for a new chapter, literally!

Once settled in I will start writing my first book, "Bean there come that (got the tattoo)" and what better place to do it than here.

The flat is fantastic, bright and spacious and all this new technology helps make things a little cheaper, which is a lovely bonus. I'm delighted."



Staff get Captain Beany moved in

NEW HOMES TAKE SHAPE

redeveloped with an additional 15 new homes being built.

With 100 homes being built across the borough, here is a quick look at how things are progressing.

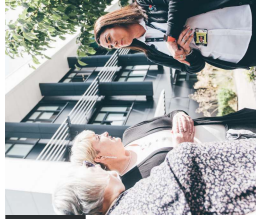
At Meadow Road, Neath 52 homes are underway, a mixture of apartments, bungalows and family homes, with some ready as early as the autumn.

At County Flats, Sandfields, tenants have moved into the new block Golyg Dur, and work is progressing on phase two. There, 24 homes are being

for housing with us, so they can bid once these homes become available. Just go to the "Find a Home" section of our website.

Do you have old photos of County Flats when they were being built or during the early days of people living there?

If so, we would LOVE to see them. You can send us copies to media@talalian.co.uk or if you only have originals, we can arrange to take a copy from you.

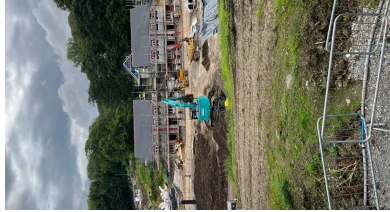


ACADEMY HAVE AN IMPACT

The Academy have been involved in some key work over recent months, firstly rebranding the 'Report a Repair' form on our website, giving us valuable feedback on what needed changing, to make it more user friendly.

They were also part of sessions hearing from teams across the business about progress on sustainable communities. Their thoughts and feedback have now been fed into a storyboard which has just been shared with our Board.

You can take a look here: ▶



Englesbush, Neath



Pant Celydd Margam



Eagle House Port Talbot



SAUSAGE PASTA

Preparation and cooking time:

Prep: 5 mins
Cook: 25 mins

Serves 4

A tomato, onion and garlic pasta sauce with sausage chunks for a bit of substance. Brilliant for a family meal or batch cook and freeze for another day.

Ingredients:

- 1 tbsp oil
- Packet of 8 pork sausages (the best your budget will allow), cut into chunky pieces.
- 1 large onion chopped.
- 2 garlic cloves crushed.
- 1 tsp chilli powder.
- 400g can chopped tomatoes.
- 300g pasta.

Method:

1. Put a large pan of water on to boil.
2. Heat 1 tbsp olive oil in a large frying pan and fry chunky pieces of 8 pork sausages on a high heat until they are golden brown all over.

3. Now turn the heat down and add 1 large, chopped onion and 2 crushed garlic cloves, cooking them until they have softened.
4. Stir in 1 tsp chilli powder and 400g chopped tomatoes with the sausages, bring the sauce to the boil then turn the heat down and let it bubble for about 10 minutes while you cook the pasta.
5. Drop 300g pasta into the pan of boiling water and cook according to the pack instructions.
6. Drain the pasta, then tip it into the frying pan with the sausage sauce, mixing well to coat. Dish up immediately with crusty bread.

Taken from BBC Good Food Magazine.

Struggling with rising cost of food at the moment?



Our Financial Inclusion team can issue food bank vouchers. Get in touch with them on 01639 315000.

WIN £100 SHOPPING VOUCHERS!



If you would like to win £100 worth of shopping vouchers just before Christmas, then you need to enter our competition!

Just count the number of times the word homes is mentioned in this edition of Cartef and email your name, address and contact number to media@tairarian.co.uk. Get your entries in by 20th November.

TEA BREAK CHALLENGE

How to play?

Within the rows and columns are 9 "squares" (made up of 3 x 3 spaces). Each row, column and square needs to be filled out with the numbers 1-9, but these can only be used once, and columns are 9 "squares" (made up of 3 x 3 spaces).

		6	1	5				2
7		3	2	8				6
	1			9	6			4
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Give it a go!

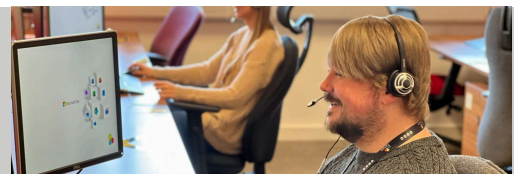
WIN £50 BY GOING GREEN

If you fancy receiving future editions of Cartref via e-mail instead of post, please let us know by emailing media@tairarian.co.uk All those who get in touch before 20th November will be entered into a prize draw to win a £50 shopping voucher.



Need to get in touch?

- ☎ 0300 777 0000 (General enquiries 8.30am-5pm Monday to Friday)
- ☎ 0300 777 3000 (Report a repair) Emergency line available 24/7.



Follow us on social!

If you don't follow us on social media, what are you waiting for? This is where we share important info, community news and lots of videos of our teams doing the day job. Find us on Facebook, Instagram, Tik Tok and X (formerly known as Twitter).

