



# Tai Calon

Community Housing

at the heart of your community

Let us take you on a journey as we proudly present our Annual Report 2012-2013

**Fran Morris,  
Newtown**

"The courses are really fun and a great way to meet new people. They have given me the confidence to look and apply for jobs."

Currently studying for an OCN in Customer Care and previously completed a course in IT

**Sandra Smith,  
Ebbw Vale**

"The houses and flats look like new and it has improved the look of the whole area."

Carbon Energy Saving Project (CESP)

**Simon Wilkinson, Tredegar**

"This kitchen has really changed our lives. We've now started cooking all our own food. We make our own bread, pizzas and as a result are 100% healthier."

Welsh Housing Quality Standard (WHQS)



## WHQS

We are improving your homes fitting new kitchens and bathrooms as well as updating the electrics, roofs and heating system.

## CESP

We have been installing external wall insulation to homes of non-traditional construction and replacing new heating systems, often doing both in the same property.

### Fred Clay, Abertillery

"My new kitchen is very, very nice. It is more colourful and I am really pleased with it."



### Roy and Margaret Vaughan, Garnlydan

"Our radiators are always lovely and warm, the house is warmer too and our heating bills are the same as last year."



## Tai Calon on the Radio

Last summer we launched our own Radio show on BRfm. Tai Calon on the Radio is broadcast every Wednesday between 10am and 11am on 97.3fm. You can listen again by going to our website, [www.taicalon.org](http://www.taicalon.org)



## Blooming marvellous

We held our first gardening competition. We had some fantastic entries and saw some amazing floral displays. Well done to everyone.

### Best Garden

Phillip Williams, Tredegar



## Fighting rising fuel bills

In just four months, our Energy Advisors have shown nearly 250 households how they could reduce their energy costs. They have helped 64 vulnerable tenants claim a £130 Warm Home Discount rebate on their electricity account. That's a total saving of over £8,320.





facebook.com/taicalon  
@taicalon

## Facebook and Twitter

More of you are now keeping in daily touch with our news after liking us on Facebook and following us on Twitter. We post photos from community events and let you know what is going on in your community.



## Environmental Improvement Fund

Applicants apply for a grant of up to £3,000 in a "Dragon's Den" style pitch to a group of tenants.

In the past 12 months they have awarded more than £20,000. Cefn Golau Community House was given £3,000 towards the cost of renovating the building. The rest of the work was provided for free by R & M Williams, Keepmoat and P & P Builders, some of our contractors on the WHQS programme.



## The Tai Calon Games

The second tenant fun day was even bigger and better than the first. Around 600 people attended the Olympic Games themed event.



"It is really, really good and the food is nice as well."

"It has been great watching the kids having fun."



### Philip Crozier, Chair of Tai Calon Community Housing

"It has been an excellent event and even better than the year before, which took some doing. Tenants have told me how thrilled they are with everything."



## Made a Difference Awards

These are presented to people and organisations which have made a real difference in their community.



The Outstanding Lifetime Commitment Award was given to Gwen Protheroe from Swffryd.



## Your Community – Your Neighbourhood

We are determined to make your communities places where people want to live, work and play. We will help you arrange neighbourhood litter picks, organise courses in everything from preparing a CV to plastering. We support tenants and residents associations, run fun days and other community activities.



## Your Benefits Are Changing

One in five Tai Calon households are affected by the Bedroom Tax, the first of the benefit changes to be introduced by the UK Government. We can offer advice and show you how to budget your money.

Your benefits are  
**Changing**



Our new Neighbourhood Teams are your local contact with us. They allocate new homes, support tenants and sort out any problems in your community.

## Supported Living

Residents at Riverside Flats in Blaina have raised £14,000 for charity. More than £10,000 was collected in three years for the Hospice of the Valleys, "Precious Moments New Building Appeal".

We are working with Blaenau Gwent Council to provide accommodation for people with mental health issues who want to live more independently. We have five flats available at Glanffrwyd Court.



Diane Bennett, Chair of the Waundeg Warriors, was named Community Leader of the Year at the 2012 Welsh Housing Awards organised by the Chartered Institute of Housing Cymru. "I was thrilled to have won, not just for myself, but for the Waundeg Warriors", said Diane.

More than 10,000 people have used the Warriors' community centre at Nantybawch near Tredegar since it opened in 2004.



# Complaints

They are down...  
but we aim to do better.

## You said...

"Staff don't answer their phones or voicemail."

## We did...

"We have stressed to staff the importance of answering calls and have switched off voicemail."

## You said...

"You want more information about work being done in your home."

## We did...

"Trades staff now keep tenants better informed about the progress of work in their homes. We aim to complete most at the first appointment."



### Phil Crozier, Chair, reflects on what has happened in 2012-13

This year we changed the way we work to make sure more of our staff are in your community to support you.



### Jen Barfoot, Chief Executive, looks forward to the next 12 months.

We'll be fitting thousands more kitchens, bathrooms, roofs, windows and doors. We are also working with our Property Services Team to make sure you get the very best service, when you want it.

