



united
welsh

Congratulations Louise!

Share your views and enter the prize draw

Louise, a United Welsh resident from Newport, was one of **five lucky winners of £500** after completing our customer survey about rent, service charges and the cost of living.

For your chance to win, take a few moments to share your thoughts in this year's survey, which you can find in the envelope with this newsletter.

The survey is short and can be completed in a way that suits you. You can return it by post using the freepost envelope provided, or complete it online by scanning the QR code included on the survey letter.

Thank you for taking the time to tell us what you think, and fingers crossed you are one of this year's winners!



If you need the survey in a different format, including Welsh or large print, please get in touch.

Fire safety: A real life reminder

Earlier this year, Matthew and his family sadly experienced a fire at their home in Dinas Powys. Thankfully everyone got out safely, but the experience of the fire, which was caused by an e-scooter battery overheating, had a lasting impact.

Matthew is now urging for other people to be especially careful with battery powered devices, such as e-bike batteries and power banks.

"You don't realise how quickly things can change until it happens to you. Once a fire starts, you don't get time to think – you just have to get out.

"These batteries can go up so fast. We were lucky – and that's not something you want to rely on."

Having contents insurance is also so important should the worst happen. Make sure you have enough coverage for the items at home.





To reduce the risk of fire this summer:



Make sure you have working smoke alarms and a clear escape plan



Keep charging devices away from exits and escape routes



Buy batteries and chargers from trusted sellers only



Don't charge e-bikes, e-scooters or large batteries when you're not at home, or overnight



Always use the correct charger and never use damaged batteries or cables

If you have questions or concerns about fire safety where you live, get in touch or speak to your local housing staff.

Online information that's easier to find

Our website has had a refresh thanks to support from United Welsh's Customer Communications Group.



Now it's easier to find the information you need online:

Go to unitedwelsh.com



Click the new Residents Area on the home-page.

The Customer Communications Group is a group of eight customers who live in United Welsh homes. They told us where information was hard to find, or what information they thought residents needed to see, so there are now 21 new website pages to help you.

Is the Residents Area different from the Ted app?

Yes. The Ted app holds your personal online account where you can check your rent and service charge balance, make payments, view your housing contract, request a “landlord’s consent” change at home, and more. Download it on your App Store.

The Residents Area on unitedwelsh.com makes it easier for you to find general information about housing matters and using our services, such as reporting damp and mould, reporting antisocial behaviour, and information about upcoming local events.

Tell us what you think about the website. Email communications@unitedwelsh.com or give us a call on **0330 159 6080 (press 3)**.

The Summer of Fun Roadshows are back

Our popular Summer Roadshows are coming back this year, offering fun for families and the chance to meet and talk to your housing teams.



Friday 7th August Cardiff*

Friday 14th August
Dinas Powys Green Space

Wednesday 19th August
Caerphilly Miners Centre

All three roadshows will run from 11am to 3pm.

There will be activities for children, face painting, and the chance to meet members of the Royal Artillery.

You can also find our friendly team at:

Blackwood Beach Party
Saturday 18th July

Caerphilly Cheese Festival
Saturday 29th and Sunday 30th August

*Location will be shared on Facebook closer to the time.

Hate has no home here

No one should be treated badly because of who they are. Hate crime and hate incidents can be very upsetting and can affect people's sense of safety in their own home and community.

A hate crime or hate incident happens when someone is targeted because of their race, religion, disability, sexual orientation or transgender identity.

Hate crimes include threats, harassment, damage to property, physical attacks or online abuse. Hate incidents may not break the law, but still impact people, such as name calling, insults, offensive jokes or gestures. Even when something is not a crime, it can still feel serious and should not be ignored.



Support available

Supporting residents who experience hate crime or hate incidents is important to us. Hate crimes are dealt with by the police, but you can also report concerns directly to United Welsh.

If you tell us what has happened, we'll respond quickly and agree next steps with you in a place where you feel safe.



You'll have a single point of contact, usually a Neighbourhood Officer.



We can help you report to the police, or report it on your behalf.



Hate incidents will be looked into by us, and we'll take appropriate action.

Report it

Emergency

Call 999 – if someone is in immediate danger



Tell United Welsh

0330 159 6080 (press 3)
tellmemore@unitedwelsh.com



Non-emergency

Call 101



Or speak to your
Neighbourhood Officer
or Housing Co-ordinator

We can also offer extra support, including repairs at no cost, extra security if needed, help with housing options, and links to wellbeing or counselling services.

How to report noise concerns

Are you experiencing constant problems with loud noise when you're at home? Your council has the legal powers to investigate noise complaints and take action where needed.



To do this, search online for your local council name and "make a noise complaint". This will take you to the right page, where you can report the issue directly.

Keeping a short written diary of the noise can also help. If you're not sure who to contact, we can guide you to the right service and continue to offer support alongside this process.

Make a noise complaint



We **build** homes
create communities
and **transform** lives

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0330 159 6080
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