

Summer 2026



# barcud News

**Get your  
green  
fingers  
ready!**

Page 2

**Win tickets  
to the  
National  
Eisteddfod**

Page 9

# WELCOME

As we look forward to the summer months I am pleased to share some of the work that has been taking place here at Barcud and what difference your feedback has made. Listening to our tenants remains at the heart of what we do and your views continue to help shape the services we provide to you.

Throughout this edition you will see our new 'You Said, We Did' stamp, highlighting where tenant feedback has directly influenced decisions and improvements. We hope this encourages even more of you to share your thoughts and experiences with us.

Over recent months, we have focused on increasing tenant involvement through workshops, surveys and a range of communication activities. I am delighted that our ambitious new Tenant and Community Involvement Strategy was approved by the Board at the end of May. We are now developing our action plan and look forward to working even more closely with you to deliver our plan. Thank you to everyone who has contributed their time, ideas and feedback. I hope you enjoy this edition and find it full of useful advice, activities and opportunities to get involved.

Jason Jones, Group Chief Executive



## Get your green fingers ready!

We are thrilled to announce our annual gardening competition is back.

This is your chance to show us your gardening skills and creativity, and compete for fantastic prizes.

### Who can enter?

All tenants are welcome to participate, regardless of the size of your garden or green space. Whether you have a large garden or a cosy balcony, we want to see them.

### The categories are:

1. Best Floral Display (private garden)
2. Best Hanging Basket, Container or Window Box
3. Best Fruit & Veg/ Edible Garden
4. Best Scheme or Communal Garden

### Prizes:

The winner of each category will receive a £50 garden centre voucher.

### How to enter:

Take a maximum of three photos of your garden.

Your photos can be emailed to us or printed out and sent by post. Please include your name, address and which category you would like to enter.

Send your entries to us no later than 12 noon on Friday 14 August 2026.

Judging will take place by Newtown Gardening Club, and the winners will be notified shortly after.

### Entry details:

Terms & conditions can be found on our website: [www.barcud.cymru](http://www.barcud.cymru)

### Let's celebrate your green fingers!

We can't wait to see the incredible gardens our tenants have created. This competition is a wonderful opportunity to celebrate your hard work and creativity. So get those gardening gloves on and let's make our community bloom!



Category 2 Winner, 2024



# Get involved

Your ideas and feedback are very important to us and help shape the way we work. If you have suggestions for improvement or concerns about any of our services then we want to hear from you.

We are committed to listening to our tenants and showing how your feedback makes a real difference. To help show this we have introduced a new 'You Said, We Did' stamp. You will see this on communications where tenant feedback has directly influenced a service improvement or change.



Look out for the stamp in this newsletter and in future communications. It highlights the positive impact tenants have had on the services we provide.

If you have an opinion, suggestion or concern, please get in touch. Your voice matters, and together we can continue to improve our services for everyone.

**Please contact Sue or Alisa, either using our new dedicated tenant involvement email address: [getinvolved@barcud.cymru](mailto:getinvolved@barcud.cymru) or by phoning Customer Services on 0300 111 3030**



## Fundraising off to a flying start

Thank you so much for supporting our fundraising efforts for Wales Air Ambulance. We are well on our way towards our £5,000 target.

Fundraising got off to a 'treacherous' start with a fantastic take on the BBC's 'Traitors'. Over a dozen of our colleagues have started training so they can run Cardiff Half Marathon in October. Another colleague has agreed to walk over hot coals in July and everyone has eaten a tremendous amount of cake to help raise funds.

We'd love to hear any suggestions you might have to help us get to our fundraising target. If you would like to get involved in organising an event in your community please let us know.



*Coffee and Cake, William Ainge Court*

# Home Adaptations Support

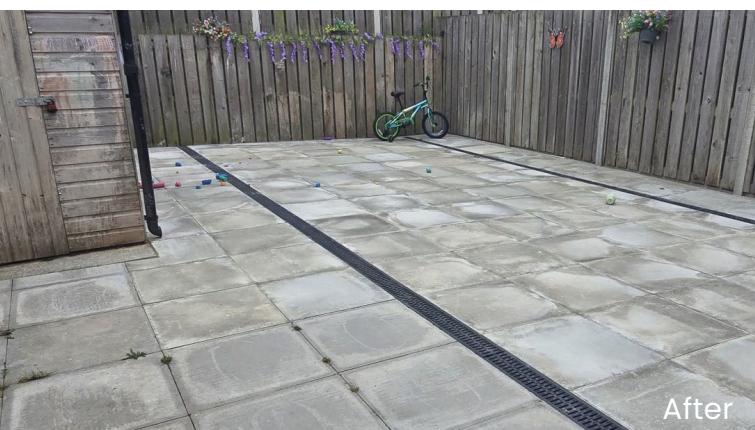
Are you finding it difficult to manage at home?

Support may be available to help you live at home safely, comfortably and independently.

Barcud can assist you with a range of adaptations which can make everyday tasks easier and help you stay independent in your home.



***"Having this work done has made a huge difference. My son who has autism and PICA eating disorder now has a safe and secure place to go, he seems much happier and this has made our lives much less stressful."***



## These could include:

- Level access showers
- Stairlift
- Handrails
- Lever taps
- Other small aids

## How to Apply

Contact your local authority to request a home assessment by an Occupational Therapist (OT), or get in touch with Barcud Adaptations Team who can make a referral on your behalf.

Many small adaptations, such as grab rails and handrails, can often be installed free of charge for tenants, helping to make homes safer and more accessible. If you think you could benefit from this support, please get in touch.

## Contact Details

### Powys County Council (ASSIST)

☎ 01597 827 666

✉ <https://en.powys.gov.uk/ASSIST>

### Ceredigion County Council

☎ 01545 570 881

✉ [contactsocservs@ceredigion.gov.uk](mailto:contactsocservs@ceredigion.gov.uk)

### Barcud Adaptations Team

☎ 0300 111 3030

✉ [post@barcud.cymru](mailto:post@barcud.cymru)

You can also speak to your Barcud Housing Officer, who will be happy to guide you through the process.

*Please Note: Adaptations can take time to arrange and not all applications are approved. However, support is available to help you explore your options.*

*We're here to help you stay safe and comfortable in your home.*

## Did you know...

All fire stations are safe havens for domestic abuse victims, teenagers in an unsafe situation or any other threatening situation for anyone in need of a safe haven until help can be organised from an appropriate service, being police, parents, guardians, domestic violence service or any other service.

If your nearest fire station is not manned 24/7 you can ring 999 and the fire station will be opened remotely so you can take shelter whilst trained fire service crew are on their way.

Gwasanaeth Tân ac Achub  
Canolfarth a Gorrlewin Cymru  
Mid and West Wales  
Fire and Rescue Service

**FIRE**

**ALL OUR FIRE STATIONS ARE A  
SAFE HAVEN**

**Any member of the public**  
Including children and young people  
can go to a fire station if they feel unsafe  
in any situation.

**If crews are out and you need  
immediate help, please ring 999**  
We're always open and we're always here for you.

**[www.mawwfire.gov.uk](http://www.mawwfire.gov.uk)**

# Disrepair claims

Have you had companies contact you offering to make a disrepair claim on your behalf?

Tenants are always entitled to seek independent advice if they wish to. Before signing any agreement however, or allowing a company to act on your behalf, we strongly encourage you to make sure you fully understand what you are agreeing to. Some agreements may include legal fees, insurance costs, deductions, or other charges, and these may not always be clear at the start. It is very important that tenants understand there can be financial risks in making a disrepair claim.

If there is something wrong in your home, including repairs, damp, mould or condensation, please contact our Customer Services Team, or report a repair using Linc, as soon as possible. This allows us to record the issue properly, arrange an inspection where needed and take the right action.

We want tenants to tell us when something is wrong so we have the opportunity to put it right. If you are unhappy with the service you have received, you can use our complaints process.

## Five Year Capital Investment Programme

Barcud has developed its five-year Capital Investment Programme for 2026–2031. The primary objective is to ensure homes are affordable to heat and they meet decarbonisation targets outlined in the Welsh Housing Quality Standard.

Barcud's priority is on replacing inefficient heating systems such as solid fuel, oil and Liquefied Petroleum Gas (LPG), as well as reducing heat loss from homes by replacing older doors and windows. Some roofs are at the end of their useful lives so these will be re-covered. We also have a programme to install solar panels on some homes to increase their energy performance.

A rolling programme of property surveys is underway. The information gathered through these surveys will be used to inform and refine our future investment programme.

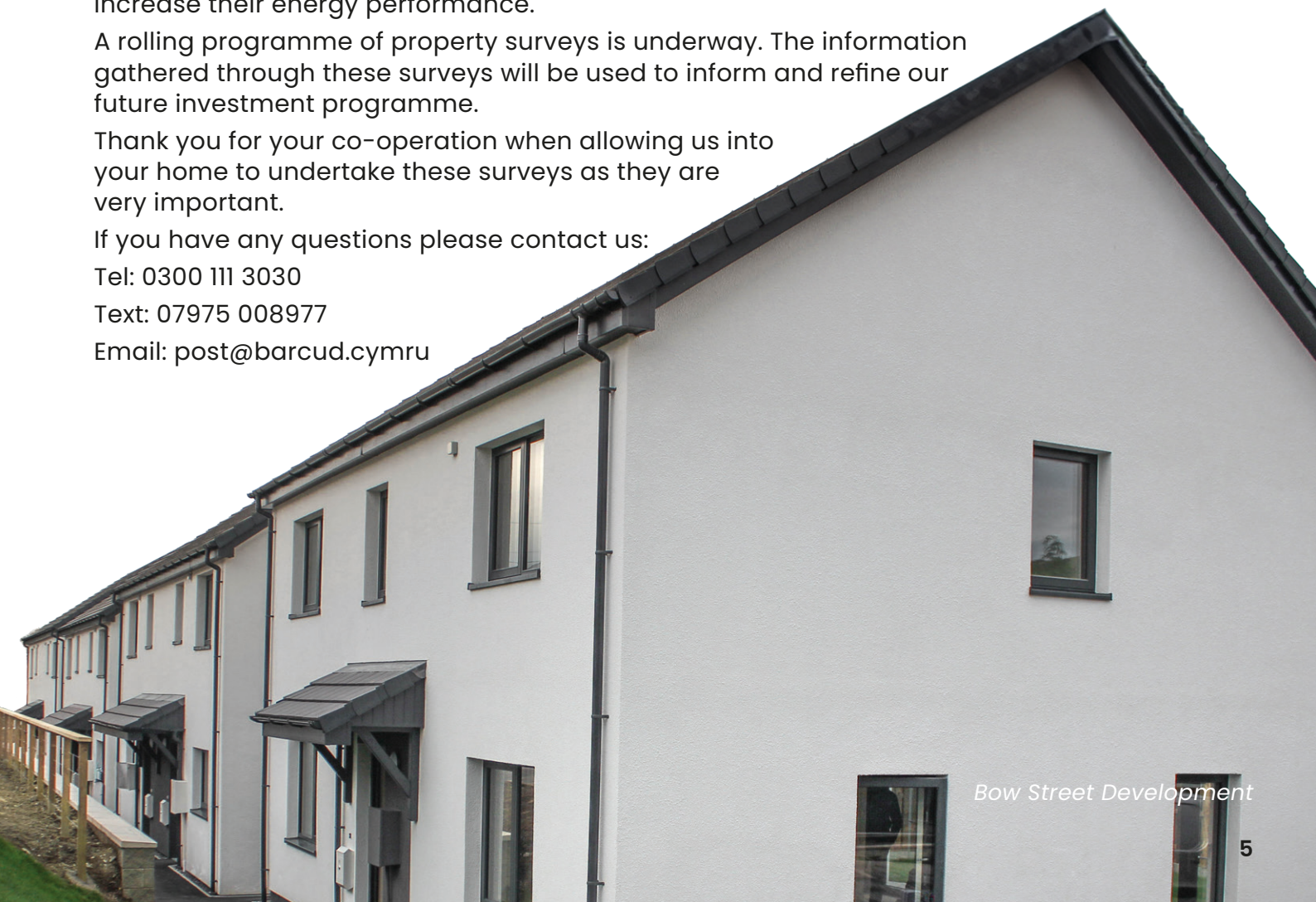
Thank you for your co-operation when allowing us into your home to undertake these surveys as they are very important.

If you have any questions please contact us:

Tel: 0300 111 3030

Text: 07975 008977

Email: [post@barcud.cymru](mailto:post@barcud.cymru)



# Go Digital with Us

Did you know there are more ways than ever to stay connected with us and manage your tenancy online?

By going digital, you can access information, services and support whenever it suits you. Follow us on social media to keep up with the latest news, community updates, events and helpful tips. Don't forget to visit our website, where you'll find useful information, advice and answers to frequently asked questions.

For even greater convenience, sign up for Linc, our tenant portal. With Linc, you can report repairs quickly and easily, check your account, and pay your rent at a time that works best for you – all from the comfort of your home or on the go.

Going digital helps you save time and gives you access to our services 24 hours a day, 7 days a week. If you haven't joined us online yet, now is the perfect time to get connected!

Visit our website, follow us on social media and sign up for Linc today.



## Linc is the easiest way to:

- Report a repair or inspection
- Report anti-social behaviour
- Check your rent account
- Pay your rent

You will only need an email account and your tenancy reference number to sign up.

Visit the website: [www.barcud.cymru](http://www.barcud.cymru) and click on the LINC button to sign up today.

For more information, contact our Customer Services Team: 0300 111 3030

## Winner of repair survey

Many congratulations to Mr Davies, from Dihewyd, who recently won a £50 voucher from Barcud.

All tenants who return a repairs satisfaction form are entered into a free prize draw, which is drawn twice a year at a tenants meeting. Don't miss out on your chance to win a £50 voucher.

## Follow us

Keep right up to date with our latest news by following us on social media. You will find Barcud on Facebook, Instagram and LinkedIn. We post in Welsh and English separately, a few times a week, and on Fridays we post our latest job vacancies.



## Phone line changes

We've made some changes to how tenants contact Barcud to help us direct calls to the right team faster. After selecting your preferred language callers will be offered three options:

1. Report a repair
2. Rent enquiries or payments
3. All other enquiries

These changes are designed to make the service smoother for tenants while supporting colleagues in the Contact Centre.

# Website – get involved

## Help us make our website work better for you

Have you visited our website recently? We're looking at ways to make it more user-friendly, informative and accessible for everyone. To help us improve, we're asking tenants to share their thoughts through a short survey. Visit our website, tell us what you like, and let us know what could be better. Every response will help us create a website that works for you. If you would like to be part of our user testing panel, then get in touch and email [getinvolved@barcud.cymru](mailto:getinvolved@barcud.cymru)



## Skip Days

Successful community skip days have taken place at a number of estates recently in Powys and Ceredigion (most recently as part of the National Eisteddfod preparations). They have brought together Barcud Housing Officers, local residents and representatives from the County Council in a joint effort to improve the neighbourhood.

The initiative sees Barcud working alongside residents, who make the most of the opportunity to dispose of unwanted household items and contribute to a general clean-up of the estate.

On each of the skip days held recently the impact was immediately visible, with the estates left in a significantly improved condition. The clean-up not only enhanced the appearance of the area but also fostered a strong sense of community spirit among those who took part.

A big thanks to all residents and colleagues who contributed to the skip days' success.

If you think a skip day would be useful on your estate, we'd like to hear from you. We can't promise to hold a skip day in every area, but your feedback will help us see where there is interest, and need, for future events.

Please contact:  
[getinvolved@barcud.cymru](mailto:getinvolved@barcud.cymru)



# Kids' Corner

Welcome to Barcud Kids' Corner – a special page just for our younger readers.

Each edition will have different things like fun jokes, puzzles, activities, colouring competition and interesting facts. We hope this page brings a smile to your face and gives you something fun to enjoy with your family.

Keep an eye out each time the newsletter arrives for new games and challenges.

## Challenge Zone

Fun, games and mini missions just for you!

**Main Challenge:**

### HOME HERO MISSION

Can you become a Home Hero this month?

Tick off as many as you can:

- ☐ Make your bed every day for a week
- ☐ Help tidy up a room
- ☐ Set the table for a meal
- ☐ Help someone in your home without being asked
- ☐ Do one kind thing each day

**Bonus:**

Draw yourself as a "Home Hero" in action and send to [getinvolved@barcud.cymru](mailto:getinvolved@barcud.cymru)

Why did the student eat his homework?  
Because the teacher said it was a piece of cake!

## 10-Minute Speed Challenge

Set a timer for 10 minutes and see how many you can do:

- **Draw your dream room**
- **Write a silly story**
- **Build a tower using objects at home**
- **Do a tidy-up race**
- **Design a new playground**

How many can you finish before time runs out?

Why can't you give Elsa a balloon?  
Because she will let it go!

What do you call a bear with no teeth?  
A gummy bear!

## Mini Mystery Hunt

Be a detective and find:

- ☐ Something red
- ☐ Something soft
- ☐ Something older than you
- ☐ Something that makes you smile
- ☐ Something that makes a sound

Can you find them all in one day?

What do you call a sleeping bull?  
A bulldozer!

## WIN! WIN! WIN!

Win a family day ticket (2 adults and 2 children) worth £60 to attend Eisteddfod y Garreg Las, being held in Llantood, Pembrokeshire, which takes place between 1 – 8 August.

To be in with a chance of winning ask the younger members of your family (under the age of 16) to colour in this picture. Make the picture as colourful as you can.

**Send your entries to:**

Eisteddfod Competition,  
Barcud, Unit 4, Pont Steffan  
Business Park, Lampeter,  
Ceredigion, SA48 7HH or take a  
photo of your entry and email it  
to: [getinvolved@barcud.cymru](mailto:getinvolved@barcud.cymru)

The closing date to get your  
entries to us by is 12 noon,  
Friday, 17 July 2026.

**Good luck everyone.**

# Discover **What's Happening** in Your Community

Looking for something to do, a new hobby, or a chance to meet people in your area? There are lots of ways to find out what's happening across Ceredigion and Powys.

Check your local council websites for community events, activities and local news. Libraries, community centres and village halls often display information about groups, classes and upcoming events. Many towns and villages also have active Facebook community pages where local organisations share what's on.

You can also follow Barcud on social media for updates on local events, community activities and opportunities happening across Ceredigion and Powys. Join our pages and stay connected with what's happening near you.

You can also look out for local newspapers, community noticeboards and events organised by charities and voluntary groups, there's something for everyone.

Getting involved in your community is a great way to meet new people, learn new skills and stay connected.

## **What's on in Powys – Powys County Council**

[Powys.gov.uk](http://Powys.gov.uk)

## **Events in Ceredigion – Discover Ceredigion**

[discoverceredigion.wales/events-whats-on/](http://discoverceredigion.wales/events-whats-on/)

## **Things To Do & Family Days Out In The UK | Day Out With The Kids**

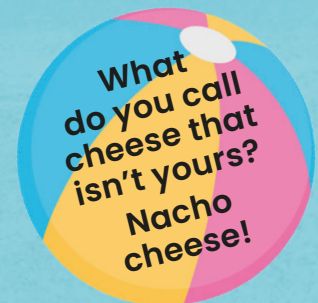
[dayoutwiththekids.co.uk/](http://dayoutwiththekids.co.uk/)

## **Visit Mid Wales – See & Do**

[visitmidwales.co.uk](http://visitmidwales.co.uk)

## **Free things to do in Wales | Family day out ideas | Visit Wales**

[visitwales.com](http://visitwales.com)



# EISTEDDFOD

## **Eisteddfod y Garreg Las Support**

Barcud Group is delighted to support next month's Eisteddfod y Garreg Las, in North Pembrokeshire, through sponsorship and support of the Harddu Decorating Project.

In the run up to the National Eisteddfod, which takes place between 1 – 8 August, we have been working with tenants and local communities to help spread the word and encourage everyone to get involved, get creative and add some colour as part of the Harddu Decorating Project, ahead of us welcoming Eisteddfod y Garreg Las to the area.

On Saturday, 4 July, everyone was out tidying and litter-picking then on Sunday, 5 July, it was time to put up all the art everyone had created to welcome visitors to the area.

Full details of the Eisteddfod y Garreg Las are available on the website: [www.eisteddfod.wales](http://www.eisteddfod.wales)

# You Said We Did

## Independent Living Schemes

Following feedback, and in consultation with our tenants and as part of the Barcud Older People's Strategy, we have changed the name of our Sheltered Schemes to Independent Living Schemes. Tenants wanted this name change as they believe this better reflects what the schemes are, which is a place for them to live independently but with support available, should their needs change.

Mr Green who lives in one of Barcud's Independent Living schemes in Aberystwyth said, "Olwen is amazing, she goes above and beyond for everyone here, it's a shame that not everyone appreciates her as much as I do. I wasn't in a good place when I moved in but thanks to Olwen, I am now more confident and regularly use the scheme lounge for socialising."

If you would like to find out more about our Independent Living Schemes, contact Barcud: [post@barcud.cymru](mailto:post@barcud.cymru) or phone: 0300 111 3030.



*Olwen, Independent Living Scheme coordinator, with Mr Green and his guide dog, Hobson*

## Demo on new heating systems



Tenants at Rheidol Place, Aberystwyth, asked for a demonstration of the

new heating system prior to installation. An event was arranged in June with colleagues from Barcud and staff from Dimplex Quantum showing tenants how the new heaters would work.



## Consent for video doorbells or CCTV

A tenant has asked us to remind everyone that if you wish to install a video doorbell or CCTV you need to ask Barcud for permission.

The use of domestic CCTV and video doorbells is governed by the UK General Data Protection Regulation and the Data Protection Act 2018.

Tenants need to apply for permission to ensure that any equipment is fitted safely, does not damage the property or interfere with the privacy or rights of others.

To apply for consent, email:

[consent@barcud.cymru](mailto:consent@barcud.cymru)

or write to our Lampeter or Newtown offices.

If you have already installed either, and have not asked for consent, you must apply for retrospective consent.



## Get involved and tell us what matters to you

There are many different ways you can get involved as a tenant and help us improve the service we provide. These include:

- Joining a scrutiny panel, which will review Barcud's performance and the services we provide

- Completing satisfaction surveys
- Joining Pawb, our from home email tenant forum, where you may be asked to complete surveys

These are just a few of the options, but if you would like to find out more about

how you can help Barcud help you, please contact Sue or Alisa, either using our new dedicated tenant involvement email address: [getinvolved@barcud.cymru](mailto:getinvolved@barcud.cymru) or by phoning Customer Services on 0300 111 3030