

Our Community



Read online at hafod.org.uk/communitynews

Autumn 2021



Remembering our loved ones

Our care homes have been holding memorials, planting trees or installing memorial plaques in honour of those they have lost over the past 18 months.

Picton Court Care Home in Porthcawl held a memorial service and planted a memorial garden to celebrate the lives of the residents they lost.

In Cardiff, Woodcroft Care Home's memorial service brought together colleagues, families and residents for a moving service to remember those who are no longer with us.

Tŷ Penrhos Care Home in Caerphilly held a garden party for residents, families and colleagues to open their memorial garden. It was planted in memory of those they had lost over the past 18 months and features a sundial and plaque.

Residents, their families and colleagues gathered to watch Geraint, Home Manager, cut the ribbon and officially opened the garden. The rest of the afternoon was spent enjoying the garden in the sun and the delicious buffet.

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Tŷ Heulog turns five!

Residents and colleagues at our Tŷ Heulog Extra Care scheme in Talbot Green recently pulled out all the stops to celebrate five fantastic years since opening in 2016.

The event was bursting with community-spirit, bringing people together for a day of fun and celebrations, something which has been missed over the past 18 months. Customers from our Gathering Place day centre service also came along for the special occasion.

Receptionist and activities coordinator, Laura Roberts, led the party planning with support from colleagues and the Radis team who provide community

care at Tŷ Heulog, making sure the whole day had lots for residents, colleagues and the community to enjoy.

Tŷ Heulog was transformed into a party paradise with bunting, balloons and decorations galore! Guests enjoyed browsing a range of market stalls including arts and crafts, beauty and a sweet cart ran by two volunteer pupils from Y Pant Comprehensive School.

Our cooks whipped up a feast of tasty delights served throughout the day; starting with bacon baguettes and celebratory drinks on arrival, a chip shop themed lunch served in traditional takeaway boxes, and finally a light buffet to end the day.

Two of our domestic colleagues also ran a delicious homemade cake table where all proceeds were donated to the Rhian Griffiths Forget me not Fund. And to round-off the afternoon, local singer and entertainer, Bev Davies, joined us for lots of singing and dancing.

Laura said: "At Tŷ Heulog we are very fortunate to have such devoted colleagues and to work closely with the Radis team, ensuring our residents receive the care, support and entertainment they all deserve. We are also incredibly thankful for our generous local community for all their support and donations."



Welcome to your community news

We are really pleased to bring you this newspaper, sharing some information about what has been happening across all our communities, from garden transformations, stories of support to remembering those we have lost. Life has been tough for so many of us over the past months and sharing some of the various experiences from our communities has warmed our heart.

Thank you to all of you who responded to our question of the month to tell us what you would like to read about. Your suggestions are included inside.

This edition is particularly special because of the contributions made by our customers who have helped to put the newspaper together and provided some of the articles. If you are interested in helping with future news stories and updates, let us know using the feedback options on page 8.

There is also a chance to win a shopping voucher in our prize draw – details inside.

And finally, we would love to hear your suggestions and ideas for future newspapers. You can share your feedback by returning the comment slip on page 8, scanning the QR code or visiting bit.ly/Hafod-newspaper-feedback



Golau Caredig summer garden party raises £315!

Golau Caredig Extra Care scheme in Barry kicked off the summer with their annual garden party with local singer Richard B!

There were plenty of volunteers on hand from our support, care and admin teams as well as families and residents from nearby Ellis Fisher Court. Everyone came together to raise a brilliant £315 from raffles, a tombola stall (popular with the little ones) and a tea and cake stall.

The money raised has been used to start a defibrillator fund which will be placed outside Golau Caredig on Broad Street, Barry and can be used by our residents and the community.

Kerry, receptionist at Golau Caredig, commented: "It's been a long time since the residents have been able to meet up. We hung bunting, set up a gazebo and had an ice cream van, there was a real carnival atmosphere, even the weather was a delight. It was the best day of the week!"

A big thank you to the local businesses who kindly provided donations and to all the team who donated their time and raffle prizes. Thank you to all who attended, see you again next year!

If you would like to make a small donation to this great cause, please visit gofund.me/94cbb74d

Welsh weather doesn't dampen garden party spirit

As restrictions eased earlier in the year, it was a fantastic opportunity for the residents of our Arosfa scheme for over 55s in Bridgend to hold a garden party. They invited individuals accessing support from our Sycamore service to join them too.

In true Welsh style, the weather wasn't the glorious sunshine we'd hoped for, so we relocated indoors. This didn't dampen the upbeat mood of everyone who attended; they had a great catch-up, played games and enjoyed a huge buffet. It was great to see old friends reconnecting and sharing stories and jokes. Everyone was overwhelmingly positive

and they were already putting forward ideas for our next event! It was also a lovely opportunity to have some informal fun with support colleagues together in a safe environment.



Barry, one of the residents in Arosfa proudly showed colleagues and visitors the fruits of their gardening

project which is producing vegetables they are eating in their meals.

The raised beds were developed following a grant from Bridgend Association of Voluntary Organisations (BAVO) last year and have enabled people to keep busy and productive during lockdowns.



Growing your own vegetables

"I've been growing fruit and veg in my small garden for the last two years and I've loved every minute of it! Some of the delicious produce I've grown includes cucumbers, peppers, tomatoes, strawberries and herbs.

I mostly grow things from seeds or small plants in medium sized tubs as I have a small garden. I've even grown an avocado tree from the stone in the centre of an avocado.

There's nothing better than using your own produce for cooking - I've made a beautiful stir fry using my sweet peppers and I also do a nice salad for lunch. Don't think you haven't got space to grow fruit and veg in a small area, it is achievable and so rewarding!"

Kayrin Griffiths, customer



Hafod in Bloom: Congratulations to our green-fingered winners!

This summer we introduced a new gardening competition, 'Hafod in Bloom', in which we encouraged our green fingered customers, both young and old, to show us their hard work in their beautiful gardens.

We had 63 entries across all four categories, and after much deliberation our judges; Alison Clements, Head of Housing, Eira Watts, Housing Assistant, and our sponsors David Williams from

Countrywide Grounds Maintenance, and Kevin Tamplin of TR33, awarded the following:

General gardens

1st: Miss W - Heol Maes Eirwg
2nd: Ms H, Mrs W, Mr F and Mrs L - Barrians Way and College Fields
3rd: Mrs S - Clos Glasllwch

Mini gardens

1st: Mr and Mrs S and Miss T - Rochester Mansions
2nd: Mrs P - Llys Trip
3rd: Miss S - Clos Hafren

Vegetable patch

1st: Ms L - Llys Yr Ysgol
2nd: Ms G - Maes Ganol
3rd: Ms S - Clos Glasllwch

Tallest sunflower

1st: Mrs W - Heol Amwlch
2nd: Ms G - Maes Ganol
3rd: Mr and Mrs D - Le Pouliguen Close
3rd: Miss D - Heol Tapscott

Healthiest sunflower

1st: Ms C - Owain Close
2nd: Miss D - Heol Tapscott
3rd: Ms G - Maes Ganol



We also sent out 56 packets of free sunflower seeds to our customers so they could grow their own sunflowers and enter their tallest in our competition. A big thank you to Morrisons supermarket for donating some of the seeds.



The health benefits of gardening

Gardening has many benefits for your physical and mental health, whatever your age. We received wonderful comments from the customers who enjoyed entering the competition this year:

"I started gardening due to Covid-19. I suddenly had three weeks off work with nice weather and a garden that was a dreadful mix of brambles and meadow grass. I thought it wouldn't hurt to try and be a little self-sufficient and so my adventure began. Now my garden gives me pride and a haven to relax in after a busy day in work."

"My neighbours joke about the lights I have and be assured with B&Q vouchers in my paw I will be adding some more!" Ms D - Clos Glasllwch

Our neighbourhood coaches have also helped customers set up communal gardens within their communities and have applied for funding from charities such as Keep Wales Tidy for gardening grants. If this is something that might interest you, please contact your Neighbourhood Coach who will be more than willing to help you find your green fingers.

Planning for Hafod in Bloom 2022 is already underway, so start preparing your garden!

We'd love to hear your thoughts and suggestions on how we could improve the competition for next year, contact your Neighbourhood Coach or email housing.coach@hafod.org.uk.

A day in a life of a Neighbourhood Housing Coach

Being a neighbourhood housing coach is a very varied job and no two days are the same. My diary can be set in the morning, but as my role is reactive, my plans can change at short notice depending on the needs of our customers.

A typical day could include:

- **Attending a property letting** – this is when I meet a customer at their new home to sign their tenancy agreement and hand over the keys. During this meeting I chat with them to ensure they are fully aware of their rights and responsibilities as a new Hafod customer
- **Assisting customers** to source housing items, through local charities and government grants
- **Supporting customers** to identify and engage with other services based on their needs, and work in partnership with these services to ensure that their needs are being met
- **Meeting with customers** on site to talk about issues and concerns within their community and look at ways in which we can work together to help improve the community

- **Dealing with customers** concerns in relation to their tenancies
- **Offering support and advice** to customers who are dealing with personal emergencies
- **Attending external meetings** with partnership organisations to ensure our customers are benefiting from other services
- **Working closely with our customers** that have been victims of domestic abuse ensuring that their safety is being maintained
- **Dealing with customer complaints**, including anti-social behaviour issues
- **Arranging to visit customers** when issues arise and they need support or assistance with tenancy issues

As you can see, as neighbourhood housing coaches we react to our customers ever-changing needs which means every day is different and makes the role challenging, enjoyable and rewarding.

We are here to support and help you with any tenancy issues you have, to ensure you remain in



your home and are happy in your community.

Please feel free to contact us for a chat and to see how we are able to help you.

Tom

Want to change something in your community?

Want to hold a street event? Get in touch with your coach

A day in a life of a Neighbourhood Income Coach

If you have a home with us, you have access to a neighbourhood income coach in your area. A typical day for a neighbourhood income coach is very varied and challenging.

My diary can include:

- **Reviewing customer accounts**
- **Contacting customers and providing advice and support** in relation to their rent accounts including rent arrears and benefit issues including Universal Credit
- **Talking to customers** about all the ways in which they can pay their rent and helping them to choose the option best suited to them
- **Helping and supporting customers** who may be struggling with money or benefit issues, ensuring they are maximising their income and claiming all the benefits they are entitled to
- **Completing budgets with customers** to help identify areas where potential savings can be made
- **Helping customers** with their finances, mental health and well-being, and making referrals to appropriate agencies for support
- **Helping customers** with their training or educational needs, leading to referrals for educational courses or into-work training



- **Looking for appropriate financial support** with grants or charities to help our customers achieve their work or life goals and aspirations
- **Working closely with customers** to ensure they can stay in their home, making referrals to our in-house Smart Money team or to Citizens Advice
- **Working with other partner agencies** like the Department for Work and Pensions, local authorities and support agencies to build good working relationships

Amy

Our coaches can help you with:

- **Organising community events**
- **Accessing youth opportunities**
- **Access to free employment and training courses**
- **Health and well-being support**
- **Support you with childcare and studying costs**
- **Connect with your community via our #Connect Facebook groups**
- **Accessing partnership schemes in your area**

You can get in touch with your neighbourhood coaches by calling 0800 024 8968 or emailing housing.coach@hafod.org.uk

Update on our repairs service



We understand how important repairs are for our customers. Throughout the last 18 months, delivering a maintenance service has brought about many challenges and we are very grateful to all our customers for your patience and understanding.

Like many other organisations, we are experiencing an unprecedented backlog of maintenance work that we were not able to complete when lockdowns prevented us from entering customers' homes.

To add to this, demand for repairs has increased far beyond anyone's expectations and, like many other sectors, we are facing major challenges getting hold of parts and materials and managing higher-than-usual colleague absences. This has created substantial pressures on our services and contractors, as you will appreciate.

We are working to overcome these difficulties by:

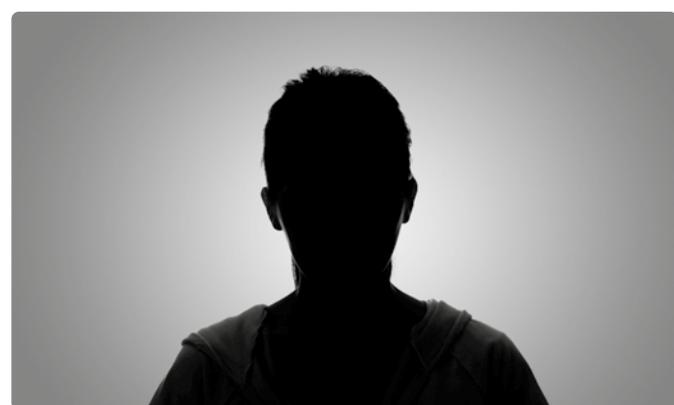
- Working through the considerable backlog of repairs. This is taking time and we appreciate your patience.
- Creating better ways of keeping you informed about what is happening with your repair. We are using text messages or emails to advise you when your repair will be carried out. If this is not suitable for you, please let us know.

- Keeping our website up to date with any changes to our services and a list of frequently asked questions which we hope is helpful.
- Developing a better customer experience aiming to get it right first time. This may mean us asking for more information when you book your repair.

When you report a repair, you should:

- Be advised when you can expect your repair to be completed. A confirmation email or text message will be sent nearer the time of your repair as well as a reminder on the day.
- Provide us with your current mobile phone number and email address. This is to make sure we can keep in contact with you. If you do not want to be contacted in this way, please let us know.

If there is anything you would like to know, including the different ways you can report a repair, please go to our website hafod.org.uk/repairs



Could you be a mystery shopper like Stephen?

"When I first heard about the mystery shopping project I wasn't sure how it worked but it was easy. I would get an email with a link to a survey where I listened to recorded calls to Hafod's Customer Services team and then would tick how I felt the call was answered against the questions. I really enjoy doing this as I know it's helping Hafod to get things right for other tenants."

Stephen, Customer and Service Improvement team member

Do you have an eye for picking out when something isn't right and love problem solving?

We are looking for volunteers to join our mystery shopping team where you will review our website to ensure it suits our customer needs and listen to calls made to our Customer Services team.

How much you get involved is up to you, you could complete one review a year, or decide you want to do them all, the choice is yours!

If you think you could be a mystery shopper, please get in touch with Michelle McGregor by calling **07796 547986** or email getinvolved@hafod.org.uk to find out more.



Scrutiny Panel have gone digital!

Members of our Scrutiny Panel were determined to ensure scrutiny still happened during lockdown by meeting online and setting up a WhatsApp group to keep in touch.

In the last six months they have volunteered 32 hours to give an independent view of services provided by us to ensure the customer voice is heard.

They recently had the opportunity to feedback their views and share their recommendations on the out of office services provided to our retirement schemes.

"I enjoy being part of a team, helping to ensure customers get the best service and learning new skills along the way"

Sean, Customer and Scrutiny Panel member



If you would like to find out more about our Scrutiny Panel, please contact Corinna Mantle on **0800 0240 8968** or email getinvolved@hafod.org.uk



Side-by-Side are a small and dedicated group of innovators that work at arms' length to Hafod's core business, but completely in the interests of our customers and communities.

The team work with local communities to understand some of the problems and challenges they're facing, then come up with possible solutions in order to create positive change and a better future.

Here are some of the projects they're currently working on:

- Tackling isolation and loneliness in partnership with Accenture, Amazon and Swansea University to roll out a small pilot of smart speaker enabled devices aimed to tackle and improve social connections for those living alone.
- Community Calling working with Hubbub and O2 to distribute smartphones and tablets to customers without digital access in a new initiative to provide devices and connectivity to people in Cardiff.
- Period dignity pilot scheme in partnership with Cardiff Council and sustainable period product brand, TOTM, to offer free period products to our customers who need them in Cardiff. Our aim is to cover more areas of Wales where this type of support is needed.

Hafod colleagues recognised as Care Stars!

Congratulations to Amanda Davis and Lisa Parfitt for being recognised as Care Stars! Care Stars was created by Social Care Wales to shine a light on those who have made a positive difference to people's lives during the pandemic.

In the summer, 120 care workers from across Wales were nominated and a panel of judges whittled the nominations down to the 12 Care Stars they thought deserved recognition for the



inspirational work they had done.

Amanda was nominated by Alison Copus, whose parents she cares for at Brocastle Manor Care Home in Bridgend, who said: "Amanda has been the principal carer for my parents since they arrived at Brocastle in March. They both have dementia, at different stages.

"Amanda has been wonderful to my parents, but especially my father who reacted very badly to the move. She has truly befriended him and stuck with him while he got through the transition. Now he is relaxed and contented. Amanda's resilience, professionalism and positivity are exceptional."

Lisa was nominated by Karen Davis, her manager at Tŷ Penrhos Care Home in Caerphilly, who said: "Lisa has worked tirelessly the past 18 months to keep up colleague and resident morale in the care home.

"During the lockdowns, when train and bus service timetables were compromised, Lisa went out of her way to help her colleagues. She provided transport for staff to come to work and take them home again at the end of their shift."

Well done Amanda and Lisa, we're very proud of you!



To find out more about our care homes and to hear what our customers and their families think, visit: hafod.org.uk/care



Fish tank honours special resident

Gill and Eric Hands were some of the first residents of Golau Caredig Extra Care scheme in Barry when it opened in 2014.

Sadly, Gill passed away in January 2021, so Eric wanted to create a special tribute in memory of his beloved wife of nearly 62 years. Eric wanted something that everyone could share

and enjoy so he decided to install a fish tank in the reception area at Golau Caredig. The tank has a very colourful collection of fish, including angelfish, guppies, platys and tetras. Snails have also magically appeared!

Eric hopes that everyone can enjoy the fish tank created to remember Gill and share a smile as she always did.

Helping to rehome refugees

Imagine having to flee your homeland due to war and persecution. Imagine arriving in a strange country, with little or no language, few possessions and for some alone. Imagine having absolutely nothing.

Our Catreffi Hafod team specialise in providing temporary homes for homeless families and individuals who are often facing extreme hardship both financially and personally.

Working in partnership with Caerphilly and Bridgend Councils, the team have supported 20 Syrian and Afghan families in these areas to provide safe homes in new communities.

Our leasing officers, Ruth and Neil, have helped to furnish homes, support housing and welfare applications and offer information on how to seek help and supported with a smooth transition.

The pandemic made this displacement a hugely challenging time with the restrictions imposed to help contain the virus making it increasingly difficult for people to reach safety.

Resettlement too was affected and those that were able to be resettled found that the integration processes was slowed.

Displaced People in Action (DPIA) was formed in 2000 and has since then offered crucial services to asylum seekers and refugees in Wales. Currently DPIA continues to support the Afghan Relocation Scheme and Syrian Resettlement projects.

While the media tend to focus on the brutalities and harsh journeys of those fleeing, DPIA focusses on supporting assimilation and integration to ensure opportunities for education, sport and being part of a community.

I hope we never have to do more than imagine what this process must be like, but hopefully Catreffi Hafod can continue to support and help displaced people while our understanding continues to grow with each experience of survival as remarkable as it is tragic.



You're never too old !

Here's Florence and Mabel
Both wonderfully able
To raise a laugh and a smile
Almost two hundred years
Shared between the two dears
They've been going now quite a while

It's a few months since they met
And their friendship is set
Like an ever open door
If truth be told
You're never too old
So we wish them many years more

Join us in Making Lives Better



View our latest career opportunities at hafod.org.uk/join-our-team



Are you on social media?

Join your local area #Connect Facebook group for updates on jobs, activities and news from your community plus share your own news.

We hold Facebook Live sessions called 'Walk in the community' where you can watch and interact with our colleagues.

Find your #Connect group by visiting:
www.facebook.com/HafodHousing/groups

The litter was spoiling my view

I'm Marilyn and my house has the most amazing views, but I can't really enjoy all the beauty with all the litter that is left outside. So, I decided to do something about it!

The reason I do it is I live on a very small new estate that backs onto an area that is used as a rat run to the new high school. There is a lovely grassy area where a lot of cans, plastic bottles, paper bags, gas containers and all manner of items are left and if I didn't pick these things up it would resemble a weekend at Glastonbury Festival.

I used to litter pick five days a week but I'm down to three now as I walk my dogs and pick up at the same time. Cardiff Council gave me a set of tongs, bags and a round plastic hoop to hold the bags in place.

Accept in high winds if you're pointing the wrong way and the wind catches you, I'm doing a Mo Farah run down the road trying to retrieve the litter! My daughter says: "It keeps you fit mam."

Marilyn, customer

Old fashioned values

Hello, I'm a Hafod customer like yourself probably. Throughout my life I was always taught and I have always believed in old fashioned values, for example: saying please and thank you, holding doors open for people and not dropping litter. It does not take much effort to do any of these things.

I have noticed as I grow older that people don't seem to value these ideas anymore. It is such a shame to see communities strewn with litter, carelessly tossed to the ground. During my childhood in the late sixties, attending primary school, I remember well a campaign that had been promoted through the government called 'Keep Britain Tidy'.

Once supported by the government but today a charity, their beliefs then and now still, were simple; keep Britain tidy by eliminating litter, ending waste and improving areas in our environment.

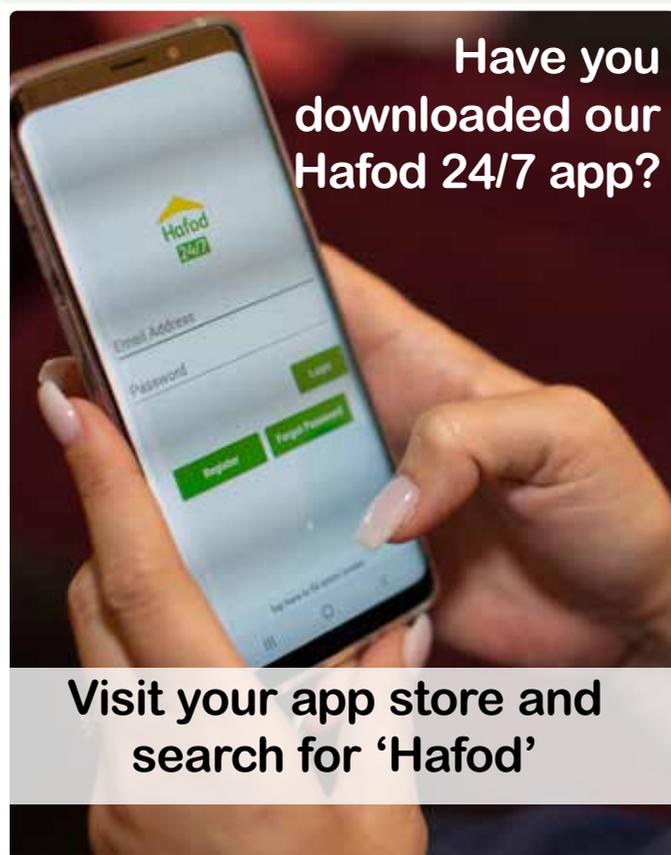
Obviously, a lot of the reasoning behind this was to enable communities to reside in pleasant, clean areas that you can be proud to call home. Sadly, everywhere I go these days, including where I live now, there always seems to be a big litter problem.



If we could come together within our communities, we could make a difference by arranging organised community litter picks, or where possible, we could help coordinate and organise them. Think how much nicer our areas would be to live in.

I vote that Christmas gifts this year should include litter pickers, disposable gloves and bin liners, - let's make this a trend. Anyway, rant over, I think it would be lovely, what with climate change having such dramatic negative effects on our world more than ever now, that if we all made a little effort to stop polluting it, it may breathe more easily again one day. We only have one earth so let's keep it all tidy.

For anybody that wishes to find out more about 'Keep Britain Tidy', you can do so by visiting: [keepbritaintidy.org](https://www.KeepBritainTidy.org). **Sylvia E Williams, customer**



Have you downloaded our Hafod 24/7 app?

Visit your app store and search for 'Hafod'

Save time, manage your tenancy using our Hafod 24/7 app!

"I was daunted at first being new to computers, but I would use it again. It's really good! It certainly saves time checking things over the phone." **Hafod customer**



Changes to Universal Credit

The temporary Universal Credit (UC) uplift of £20 per week has now come to an end. We want you to know that we are here to help you if you need us.

The UK Government introduced the increase in April 2020 as extra support for claimants during the peak of the Covid-19 pandemic but confirmed it would end after your last September payment.

Over 1,000 of our customers receive UC and may not know that this uplift was temporary. From October 2021, the amount of UC you receive will be reduced by £86.67 per month.

If this reduction in payment has had an impact on your financial or mental well-being, our income coaches and Smart Money team are here to help you.

If you need support, please get in touch with us by calling **0800 024 8968** or emailing enquiries@hafod.org.uk



Are your contact details up to date?

Be sure to let us know if they change as this helps us to offer you the best service.

Update your details in the following ways:



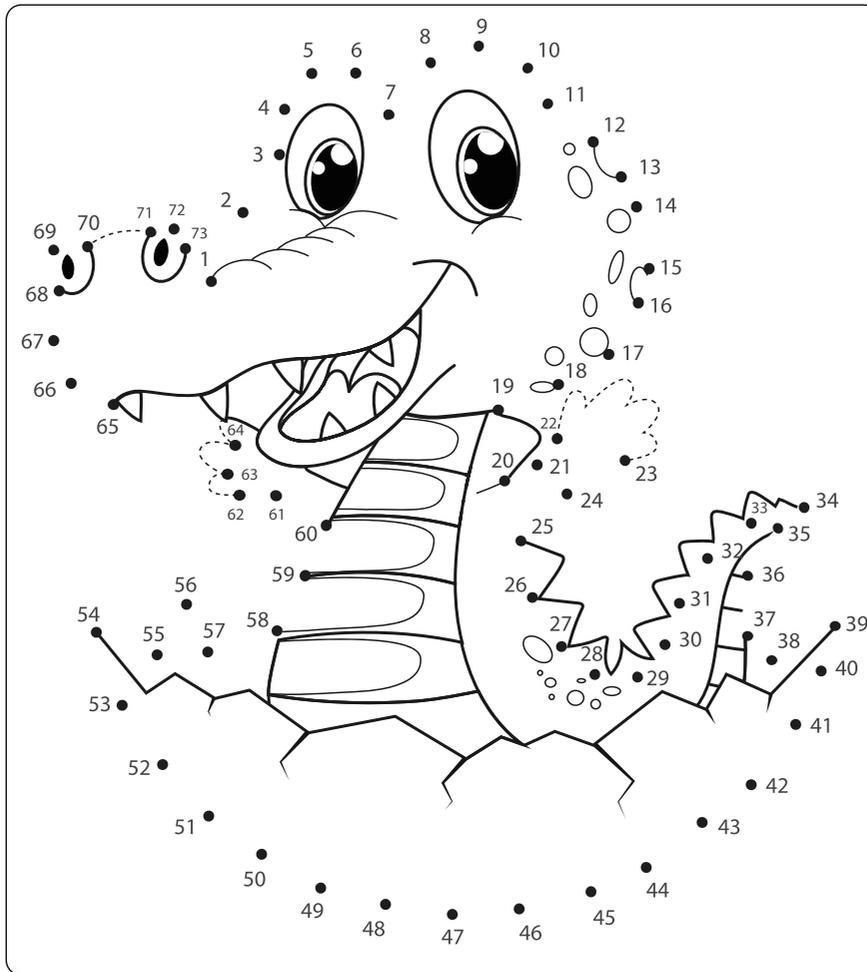
Hafod 24/7 app



enquiries@hafod.org.uk



0800 024 8968



Competition

Have you spotted any hearts yet?

Entering our competition couldn't be easier, all you need to do is look through this newspaper to find the hidden ♥'s and let us know how many you find.

The winning answers will be drawn and two lucky winners will receive a £50 shopping voucher.

p	n	b	o	j	w	z	u	t	j	f	lawn
o	l	q	f	l	o	w	e	r	s	h	flowers
n	p	a	t	h	q	a	g	v	h	j	bed
d	l	q	t	p	f	e	n	c	e	v	plants
h	a	o	z	w	d	j	b	x	d	s	path
o	w	y	h	y	v	h	s	p	g	q	pond
y	n	a	g	f	q	h	m	m	e	r	wall
d	p	l	a	n	t	s	f	g	y	w	fence
n	v	b	e	d	t	r	e	e	s	a	hedge
y	j	y	h	l	v	z	z	u	g	l	trees
x	p	s	o	i	l	n	q	f	d	l	soil

Here for you

Our customers are often surprised to hear that most of our colleagues are still working from home, as they have been for the last 18 months.

Our head office at St Hilary Court, Culverhouse Cross remains closed to the public but we continue to provide the services you need remotely.

We are currently experiencing a high volume of enquiries which our Customer Services team are doing everything they can do to respond as quickly as they can.

This means that in some cases, our process is taking us longer than usual. We appreciate this can be frustrating but assure you that your enquiry will be answered and we thank you for your patience.

As always, your health and safety is most important to us, and we continue to prioritise emergency

and urgent repair work to keep you safe in your home. If you can, please consider contacting us about non-urgent matters via email or using our Hafod 24/7 app.

This will save you time queuing for your query to be answered when our phone lines are busy.

One customer who recently downloaded the app said: "I can't believe how easy it is to use and that I can report my repair problems any time and send photos."

Here's a reminder of the different ways you can stay up to date and contact us:

0800 024 8968

enquiries@hafod.org.uk

Hafod 24/7 App

hafod.org.uk

@hafodhousing
@hafodcare

Hafod #Connect
Facebook groups

Competition, how many hearts did you spot? _____

If you would like to tell us your thoughts on our newspaper or enter the competition, you can scan the QR code, visit bit.ly/Hafod-newspaper-feedback or alternatively complete the below and return to us using our freepost address: **Freepost RTJK – LCSX - KKZU, Hafod Housing Association Ltd, St Hilary Court, Valegate Business Park, Cophthorne Way, Cardiff, CF5 6ES**



1. Have you found this newspaper interesting and useful?

Yes No (Tell us more below)

2. Would you like to see any other information in it?

Yes (Tell us more below) No

3. Would you be prepared to contribute information to a newspaper in future?

Yes No

Name and address _____

4. How do you want to hear about what's going on in your community? Please tick

Newspaper updates Social media
 Website Other: _____

Your thoughts