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# GOOD PRACTICE AWARDS 2025

# THE WINNERS



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# A word from our Sponsors

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We're delighted to sponsor TPAS Cymru's Good Practice Awards Report 2025, which puts the achievements of residents in the spotlight.

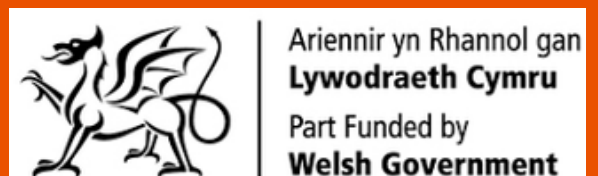
The work TPAS Cymru does in making sure that the voices of residents are heard and celebrated is so important. This report highlights some of the new and innovative ways in which residents are helping to shape the services that matter to them.

In addition to the popular categories that focus on communities and service design, this year sees the introduction of several new awards. These new honours recognise the influence residents can have on the decisions that affect them and the outstanding achievements of dedicated and inspirational residents and housing staff.

Congratulations to everyone whose work is included in this best practice report.

I hope it will inspire more innovation and success stories for the future.

**Anne Hinchey**  
Group Chief Executive,  
Wales & West Housing



# GOOD PRACTICE AWARDS 2025



Welcome to TPAS Cymru's 2025 Good Practice Awards Report, celebrating the exceptional achievements in tenant participation and engagement in Wales. This year's report and achievements highlight innovative approaches, new ideas and impactful projects which share new ideas and evidence of best practice.

**This year, we were thrilled to celebrate with you all together in Cardiff, to celebrate and share some of this good practice and to support and inspire others.**

The categories for 2025 were:

1. NEW Tenants Influencing Decision Making
2. Engaging Tenants in Environmental Initiatives / Projects
3. Tenant of the Year
4. NEW Outstanding Achievement – Tenant
5. NEW Outstanding Staff Contribution
6. Communicating with Tenants & Residents
7. Involving Tenants in Designing or Reviewing Services
8. Involving Tenants in Designing or Reviewing Services (REPAIRS)
9. Communities Supporting Communities
10. Resident Support/Advice Programme

A Special Recognition Award was also given.

**In this booklet, we're sharing with you the 10 winning entries and the judge's Top 3 in each category.**

Thank you to the award nominators for providing the content for this report. We've added their contact details for each of the winning entries if you want to find out more about the projects.

Thank you again to all those involved, and we hope you enjoy reading the winning entries as much as we did.

# Tenants Influencing Decision Making



**WINNER**

## The Tenant Advisory Group (TAG) – First Choice Housing Association

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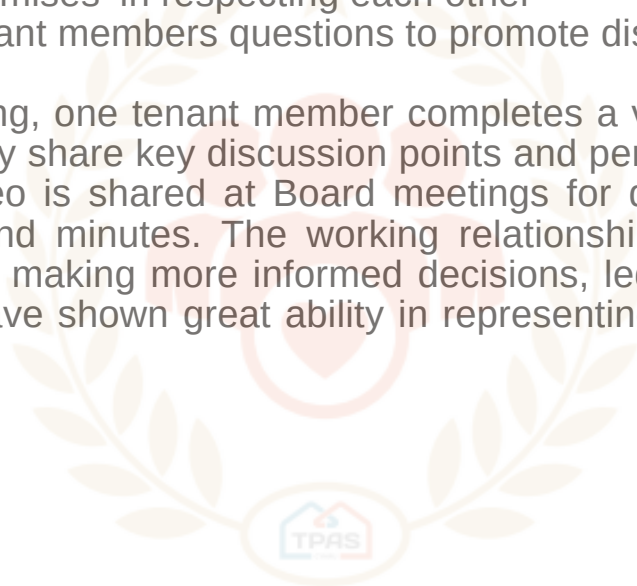
All 8 members have a Learning Disability and are living in supported FCHA houses across Wales and Shropshire, representing the geographical spread of the Association. TAG plays a pivotal role in discussion, consultation, awareness raising and decision-making. The group has established a link between tenants and FCHA's Board of Management, facilitating meaningful, two-way communication and giving tenants a "voice in the Boardroom". TAG members have established their own 'promises' for how TAG should run, how attendees should conduct themselves, and how to treat others in the meetings.

### The Type of Support Provided:

TAG meets 5 times a year, with the option to join virtually or in person, with or without their support staff. FCHA staff and Board members attend, with a tenant member always co-Chairing the meeting. The tenant co-Chair ensures that:

- The tenant voice comes first
- The agenda is read out loud and everyone understands
- The group stays focused whilst allowing everyone to have their say
- We uphold our 'promises' in respecting each other
- They ask other tenant members questions to promote discussion.

After each TAG meeting, one tenant member completes a video interview where, in their own words, they share key discussion points and personal takeaways from the meeting. This video is shared at Board meetings for discussion, as well as easy read agendas and minutes. The working relationship has resulted in our Board of Management making more informed decisions, led by our hard-working TAG members who have shown great ability in representing not just themselves, but other tenants too.



## How the needs of the communities/individuals were met

Over the past year, TAG members have made a significant impact at FCHA:

- **Mission, Vision and Values:** TAG worked with the Chief Executive to simplify these statements, making them clearer and more accessible. They were shared with tenants at 'Tenant Talk' events for wider input.
- **Tenant Events:** TAG organised a charity coffee morning for Velindre Cancer Centre, raising £374 through inclusive participation - both virtual and in-person.
- **Easy Read Documents:** TAG reviewed key documents to improve clarity, contributing to better communication through simplified text, visuals, videos, voice recordings, and learning BSL.
- **'Tenant Voice' Newsletter:** TAG helped shape the newsletter by providing feedback on design and content. Members will now introduce themselves and contribute directly, building trust and tenant engagement.
- **Self-Evaluation:** TAG reviewed and responded to FCHA's self-assessment for Welsh Government, ensuring tenant views were represented.
- "What does home mean to you?": TAG collected and shared tenant insights to help the Board better understand tenant perspectives.
- **Van Naming Competition:** TAG selected winners for a tenant-led van naming contest, reinforcing tenant involvement and community spirit.
- **Recruitment Support:** TAG's co-Chair Richie took part in candidate interviews, offering feedback that directly influenced hiring decisions.



## The impact the support has had on individuals/communities

Richie has flourished in the role of tenant co-Chair. Richie has enthusiastically accepted challenge after challenge, including the opportunity to take part in FCHA's interview process. With the recruitment of specific roles at FCHA, Richie has conducted a social interview before candidates go into the formal panel. The panel then discuss with Richie his feedback and thoughts, which directly informs decision making on who is offered the position.

Another example of a member who has shown great progress is Dan.

*"During the first meeting we held, Dan found it difficult to engage; he was confused and overwhelmed and only stayed on the call for a short time. We worked with his amazing support staff, Alyson, to put measures in place so that Dan was included in a way he felt at ease with. To be honest, these measures weren't in place long as Dan's confidence grew massively in such a short space of time. Dan now attends for the full duration of the meetings (in fact, he hasn't missed one meeting!), contributing in various ways including verbal communication, which we had not seen from him before. Dan also took an active role at our 'Tenants Talk' event in Shropshire, standing up at the front with our Tenant Engagement Coordinator, Laura, to present the achievements of TAG to a wider audience (photo below). We are so proud of all the Tenant Advisory Group – not just for their hard work and dedication, but for their kindness and respect towards each other too."*

-FCHA's Health and Wellbeing Co-Ordinator



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**Allocations Review Group-Ynys Môn CC**  
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# Engaging Tenants in Environmental Initiatives



**WINNER**

## Actif Denbighshire – Thriving Partnerships, Transforming Communities

### Introduction

Over the past year incredible change has quietly taken place within two Denbighshire communities. The change has positively impacted the health and wellbeing of hundreds of people, it's seen communities overcome entrenched challenges, and better still, the momentum of positive change continues to grow. Yet, prior to this there was no grand transformation strategy written and no formal partnership board in sight. Just colleagues from a range of organisations and teams who recognised they had a shared vision for thriving healthy communities, a willingness to pool resources, and a mutual understanding of what is meant by a community-led approach.

This nomination involves several teams and organisations who together have demonstrated how communities and the tenants living within them can thrive through place-based, community-led, partnership approach to health and wellbeing. Those involved and nominated are:

- Denbighshire County Council (DCC): including the following services/teams
- Denbighshire Housing
- Community Resilience Team
- Countryside Services
- Youth Service
- Actif North Wales
- Grŵp Cynefin Hwb Dinbych
- The Clwydian Range and Dee Valley National Landscape (CRDV NL)
- Betsi Cadwaladr University Health Board (BCUHB) Public Health Team
- Denbighshire Leisure Ltd. (DLL) Community Sport Team



## The Broad Approach

This flow diagram outlines the broad agreed approach by all partners involved in the project and cements the mutual understanding between partners around what is meant by 'community-led approach'. This approach allowed a vital element of fluidity, in recognition of the fact that if something is really to be 'community-led' it can't really be planned or strategized much beyond this basic mutually agreed approach.



### Where the change has taken place:

The focus of this project work has taken place in two places:

- 1) Clawdd Poncen (Corwen)
- 2) Upper Denbigh

Informed by health, wellbeing, and inequalities data, Actif North Wales worked with support from BCUHB Public Health Team, a number of Denbighshire County Council services, Grŵp Cynefin Hwb Dinbych, The Clwydian Range and Dee Valley National Landscape (CRDV NL) and Denbighshire Leisure Ltd. (DLL) Community Sport Team. They identified two community areas in Denbighshire that presented great opportunity around improving the health and wellbeing people living in those communities. These areas were Clawdd Poncen and Upper Denbigh.

#### 1) Clawdd Poncen (Corwen)

In Clawdd Poncen, Actif North Wales secured funding for a place-based project that aligned with Denbighshire County Council's "Nature For Health" (NFH) programme - funded by the Shared Prosperity Fund and run by Countryside Services, Clwydian Range & Dee Valley National Landscape, and the Community Resilience Team. NFH offers weekly conservation, health walks, arts & crafts, gardening, and volunteering sessions to improve public access to green spaces and support well-being. This collaborative effort with the Community Resilience Team and DCC Youth Service meant local residents co-designed and transformed underutilized areas into vibrant community hubs.



## Key achievements include:

- Denbighshire Housing community field: Redesigned through community-led “funday” events - added walking paths, benches, exercise panels, a pump track with coaching sessions, a community garden, native orchard, wildflower meadow, and goal posts.
- Llygadog Communal Garden upgrade: Tenants helped co-design new paths, refreshed plant beds, patio, new pergola seating, polytunnel, raised allotment beds, with tenants involved in planting and a celebratory event.
- Active Travel improvements: Upgraded walking/cycling link from Clawdd Poncen to Corwen Leisure Centre and town centre.
- Partnerships & activity delivery: Collaborated with Mudiad Meithrin, the angling, cricket, and tennis clubs, and Drosi bikes to offer inclusive activities - youth angling, a new ladies’ cricket team, adult cycling confidence, school bikability, and pump-track coaching.
- On-site outreach services: Audiology bus, chiropodist, community navigators, and “Working Denbighshire” sessions visited the area.
- Community room usage: Increased use of the Llygadog Community Room, fostering stronger tenant connections and laying groundwork for a future residents’ group.

Overall, local people led the design and development of green and communal spaces, boosting health, social connection, biodiversity, mobility, and long-term community resilience.

## Pump Track Launch Event Photos



## 2) Upper Denbigh

The Actif project built on the strong foundations of Hwb Dinbych - a multi-agency hub in Upper Denbigh offering youth programmes such as Denbigh Youth Project, Youth Shedz, and workshop sessions - in partnership with DCC Community Resilience and DLL Community Sports teams. Initial community mapping revealed that although the indoor centre was valuable, much-needed trust and connection could be fostered at Cae Hywel, a Denbighshire Housing-owned playing field. Collaborating on-site allowed youth and sports teams to engage directly with residents, identify barriers to activity, and co-design responses, leading to broad community-led improvements.

### Key achievements include:

- School holiday & after-school activities at Cae Hywel: delivered alongside partners, providing food, sports, and fun days - parents became more engaged, even helping prepare meals, creating demand for more facilities.
- Denbigh Harriers partnership: organized a running-shoe swap (21 pairs distributed) and launched a free 'Couch to 5K' programme, lowering barriers to club participation.
- Community rounders: a tenant-led rounders group was trialled, with promotional materials co-designed by participants.
- "Bumps and Jumps" pump-track project: young people from the youth service pitched their idea via Dragons' Den-style initiative, conducted community consultations (over 100 responses), and are now applying for funding with multiple partners to build a pump track at Cae Hywel - offering a community-led, sustainable legacy.

This approach fostered trust, empowered local leadership, and delivered diverse, tangible opportunities for physical activity, social connection, youth engagement, and community ownership across Upper Denbigh.





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**Springing Into Action on Jubilee Crescent-V2C**  
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**Clean up Cardiff Now-CCHA**  
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# Tenant of the Year

WINNER



## Angell Green-CCHA

*Praised by CCHA for “her exceptional commitment, visionary leadership qualities, unwavering resilience and strategic insight being part of shaping the future of CCHA.*

*Angell is not only an engaged tenant, but also a visionary whose contributions have had a profound and lasting impact on CCHA. Her ability to think strategically has helped shape initiatives that go beyond immediate concerns, focusing on long term sustainability, inclusivity, community empowerment.*



Whether advocating for tenant rights, or providing thoughtful input on policy development, Angell constantly brings clarity, innovation, and a sense of purpose to everything she undertakes. What sets Angell apart is her unwavering resilience - she remains solution-oriented during challenges, motivating others to stay engaged and optimistic. Her welcoming, supportive demeanor builds trust and fosters a collaborative spirit that will benefit CCHA long-term.

Through her dedication and forward-thinking mindset, Angell has been instrumental in giving tenants a stronger voice and effecting meaningful change at Cardiff Community Housing Association. Her efforts have improved daily living experiences and reshaped policy, ensuring tenants' lived experiences and perspectives are central to our strategic planning.



## Examples of Angell Green's dedication as a tenant:

Angell has been instrumental in reshaping policy and processes - most notably by leading a review of our mutual exchange system. Her insights have not only enhanced the tenant experience but also streamlined the entire procedure. She has also advocated for greater transparency at CCHA, prompting us to introduce a new website section that highlights tenant-driven changes and their impact.

Beyond challenging and refining our services, Angell has expanded her own skills through targeted training and hands-on learning. Her active involvement strengthens communities, deepens connections, and enhances the support tailored to tenants. For all these reasons - and more - Angell is a standout candidate for Tenant of the Year.

Her journey is a testament to courage and transformation: a resilient and visionary leader who embraces change, overcomes obstacles, and encourages others to reach their highest potential. Her strategic contributions have resonated through the Tenant Influence Panel, the PACE Committee, and the Board. Angell truly embodies strength, empowerment, and vision in housing - watch this space, as she has been described as very well being a future CEO.

## Angell's motivation:

*“After engaging with the employability coach at CCHA, I was referred to tenant involvement, which gave me the opportunity to join the Tenant Influence Panel. I believe it's essential to have tenants actively involved in the decision making process. A strong tenant voice especially those who live in the properties help shape better services in the long term. Quality tenant involvement, with a focus on inclusion and diversity is vital for continuous improvement and fairness. Making sure that the true lived experience of tenants is reflected across all of Cardiff Community Housing Associations services. Tenant Voice at Cardiff Community Housing Association brings people together from a wide range of backgrounds each offering unique perspectives. (continued...)”*



*As an involved tenant I have had the opportunity to attend the National Tenant Engagement Conference for Wales in Llandrindod Wells, as well as the People and Homes Conference in Cardiff. Being involved has allowed me to connect with like-minded individuals, build friendships and develop my skills to progress my career – especially through various inhouse services at CCHA. I have also participated in in the Get into Housing Programme and Pathway to Board. Being an involved tenant is a fantastic opportunity to be part of an inclusive group where you genuinely feel valued, welcomed, and heard. It's empowering to know that your ideas and suggestions can help shape better services for everyone in their homes and communities.”* **Angell Green**

### What Staff Are saying?

*“Angell has been inspirational to work with. She is passionate about tenant voice and tenant involvement when it comes to shaping how we deliver services. She provides challenge with clear ideas and focus for continuous improvement, and support with operational and strategic direction and decision making. She is innovative, collaborative, resilient and a big advocate for diversity and inclusivity. Working with Angell has been refreshing and she embodies what tenant involvement is about.”* **Chris Vitalini – Head of Repairs & Estates Services**

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**Sean O'Sullivan - Hafod**  
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# Outstanding Achievement-Tenant

WINNER



## Keith Abdi-Taff Housing

*Keith Abdi exemplifies the very essence of this new award: exceptional longevity, leadership, inclusivity, and impact in tenant participation. His steadfast advocacy for equitable access, meaningful engagement, and sustained service improvement has transformed both the community and Taff's organisational culture. We wholeheartedly support his nomination for Outstanding Achievement in Tenant Participation, recognising his enduring contribution and profound legacy.*



For over a decade, Keith has devoted his heart and soul to tenant participation at Taff Housing Association. His regular attendance and proactive contributions reflect a steadfast dedication to improving life for all tenants. As an elected Board Member, he consistently advocates for strategic decision-making grounded in delivering excellent homes, equitable services, and meaningful engagement.

Keith's leadership has significantly shaped Taff's governance and culture. As a founding member of the "Have Your Say" group, he ensures tenant voices directly inform decisions on rent affordability, repairs, and cost-of-living planning. His commitment to amplifying perspectives often overlooked has encouraged broader tenant involvement and fostered trust in engagement processes.

A passionate advocate for inclusion, Keith co-founded both the Disability Awareness and Black & Minority Ethnic groups within Taff. Through these initiatives, he has worked tirelessly to dismantle barriers, promote equality, and ensure diverse experiences are represented in policy development.



Keith's analytical focus on housing, health, and economic issues has influenced key decisions and improved community wellbeing. Leading the Tenant Scrutiny Group's work on anti-social behaviour, he championed transparent, resident-inclusive processes - resulting in notable increases in tenant satisfaction around ASB outcomes.

**Helen White, the Chief Executive of Taff Housing, said:**

*"Keith Abdi's outstanding achievements in tenant participation make him a deserving candidate for this award. His strategic thinking, advocacy, and dedication to challenging stereotypes and promoting inclusivity have made a lasting impact on our organisation and community. Keith's unwavering commitment to making Taff a better place for all is truly commendable, and I wholeheartedly support his nomination for this prestigious award."*

For more information, contact: [Helen.white@taffhousing.co.uk](mailto:Helen.white@taffhousing.co.uk)





# Outstanding Staff Contribution



## WINNER

### Michelle McGregor-Hafod

*Described as an “inspiration” by another staff member, Michelle McGregor has brought outstanding energy, innovation, and dedication to amplifying tenant voices. With seventeen years of community engagement experience - including eight years in community roles and nine as a Community Engagement Officer - Michelle ensures tenants are central to everything Hafod does.*

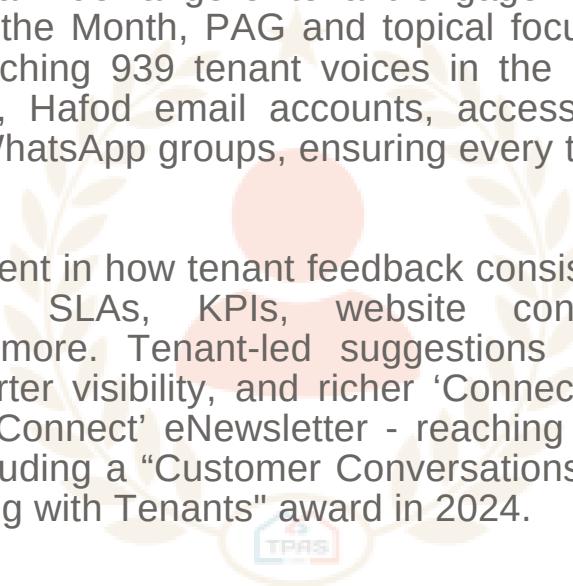


Michelle has been the driving force behind the Scrutiny Panel since its inception over three years ago. She led membership drives via social media and the Hafod website, offers 'one-off' participation opportunities, and supports members with thorough induction and TPAS Cymru training. As the key liaison between tenants, senior management, and the Board, she ensures open, respectful dialogue - “no topic or question is off limits”.

Her patient, kind support helps volunteers feel confident and competent. The Scrutiny Panel’s TPAS Cymru award in July 2023 for “Involving Tenants in Shaping and Scrutinising Services” was a direct result of Michelle’s flexible and empowering stewardship.

Michelle also supports a wide range of tenant engagement channels: Mystery Shoppers, Question of the Month, PAG and topical focus groups, recruitment panels, and more—reaching 939 tenant voices in the last year. She equips volunteers with tablets, Hafod email accounts, access to Teams, recorded meetings, and closed WhatsApp groups, ensuring every tenant has a voice and support.

Her commitment is evident in how tenant feedback consistently shapes Hafod’s services - impacting SLAs, KPIs, website content and structure, communications, and more. Tenant-led suggestions have led to website updates, improved charter visibility, and richer ‘Connect’ newsletter features. Her leadership of the ‘Connect’ eNewsletter - reaching 4,000 tenants, with a 40% open rate and including a “Customer Conversations” section - won TPAS Cymru's "Communicating with Tenants" award in 2024.



Beyond strategic engagement, Michelle has brought tangible community impact.

- She co-created the Databank initiative, distributing mobile data worth £11,500 to 58 tenants - enabling online learning, healthcare, and connection. As a Digital Hero, she ran online bingo sessions at care homes.
- She also chaired the Social Value Steering Group, directing £23,791 to community projects: a school supply fund for 525+ children, Christmas Kindness packs for 700 families, and a community grants fund with a record number of applications.

Her influence stretches across Wales through her leadership of the South Wales LENS network and core membership of eCymru - sharing best practice and promoting collaboration. Michelle embodies the belief: "Partnership is important... we can all support and help each other."

Through her leadership of scrutiny, innovation in engagement, dedication to embedding tenant voice, and tangible community outcomes, Michelle has transformed Hafod's culture and practice. She is the embodiment of an outstanding staff contribution - truly deserving of recognition.

**An external partner recently said this about Michelle:** *"It's always been a pleasure working with you, you really get TP and understand that it is more than a box-ticking exercise. The TP at Hafod is always shown as an exemplar in my eyes when I do any training as not all landlords understand the importance of TP and you have seamlessly incorporated it into your everyday work, Hafod tenants are lucky to have you fighting their corner. The Scrutiny Panel have grown since I started working with them and are a really good bunch who ensure their voice is heard, which you do and that's what makes them stronger and stay."*

A cornerstone of Michelle's work is also supporting colleagues to ensure that engagement is not a one-person role but should be the golden thread through all teams. Michelle tells all the teams within Hafod: "Before you start any project you should ask ... does this impact our customers? If yes, how and when will we involve them and if not, why not? This question should always be asked!" Michelle also leads by example as she is always willing to be both in front and behind the camera to ensure we communicate with our customers to suit their needs.

And the final word goes to **Michelle:** *"We want to truly understand what works for our customers and what doesn't, and what better way to do that than involving them in our decision making."*

For more information, contact: [Michelle.mcgregor@hafod.org.uk](mailto:Michelle.mcgregor@hafod.org.uk)



# Communicating with Tenants & Residents



**WINNER**

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## Walkabout Wednesdays-V2C

### Introduction

Following a powerful session called “Listening Project” at last year’s conference, Valleys to Coast embraced the idea of “meeting people where they are.” The result? Walkabout Wednesday - live, community-led exploration in Wildmill, with walking, chatting, and listening at its heart.

### How residents were invited

Valleys to Coast employed a comprehensive, inclusive approach:

- Direct mail & texts: postcards delivered to every home, plus reminder texts before and on the day
- Local posters: displayed on block noticeboards and in popular spots like the local shop and chip shop
- Digital channels: cards posted across Valleys to Coast’s website and socials, shared widely by local community hubs, councillors, Wildmill Youth Club - and even Bridge FM’s “What’s On” guide
- Plain language & accessibility: communications avoided jargon, with translations and large-print options offered
- In-person outreach: a mix of staff joined the event, ready to connect directly with residents

This multi-pronged mix ensured that residents from all backgrounds had the opportunity to participate.

### The day itself

- 10 am kick-off: Launch of the new litter-picking hub in collaboration with Keep Wales Tidy, followed by a community-wide litter pick.
- Eight skips deployed across the estate - one filled in a remarkable 22 minutes
- At 11 am, four walkabout teams strolled through Wildmill, noting down community concerns - fly-tipping, broken benches or fences, vandalised signage
- Later, everyone gathered at Wildmill Youth Club. Over cups of tea, conversation flowed around homes and future plans - plus homemade cakes!

## Results

During the event, 22 bags of litter were collected in just one hour, while staff later removed approximately 12.94 tonnes of additional waste. Residents voiced their priorities clearly: they want more bins, seating, better grass cutting, and spaces for children - feedback that has already started to shape future plans. Their enthusiasm was palpable, with comments like:

*“This is great - we need more of this.”*

*“I’ve been helping my neighbours clear their gardens too.”*

The event also uncovered inspiring community spirit. A local couple, who had converted their garage into a barber salon, expressed a strong interest in contributing to Wildmill’s regeneration efforts. Most importantly, the initiative culminated in a community-driven action plan, featuring new waste and recycling infrastructure, clearer accountability for fly-tipping, and stronger collaboration between tenants and the landlord.

Valleys to Coast’s Walkabout Wednesday stood out for several compelling reasons. First, they achieved extensive reach by deploying every possible communication channel - printed postcards, text reminders, posters in communal areas, local radio, social media, and face-to-face interactions - ensuring no resident was overlooked. They adopted an accessibility-first mindset, using plain language in all materials, offering translations and large-print formats to make the event welcoming for all. The event’s on-the-ground engagement was especially powerful, with staff walking alongside residents, listening attentively, and responding in real time rather than broadcasting from a distance. Their efforts delivered real, tangible outcomes: nearly 13 tonnes of waste removed, eight skips filled rapidly (one in just 22 minutes), and community priorities clearly identified. Finally, it fostered empowerment and ownership, giving residents a genuine voice in shaping Wildmill’s future - so much so that some participants have stepped up to lead local regeneration efforts themselves. Overall, this initiative combined smart communication, active listening, and measurable action in exactly the way this award aims to reward.

For more information, contact: [louise.trotman@v2c.org.uk](mailto:louise.trotman@v2c.org.uk)



**Tenant Voice on the road**  
Contact:  
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**The Waste Crisis: The Rubbish We’re Living With**  
Contact:  
[Sarah.griffiths@ccha.org.uk](mailto:Sarah.griffiths@ccha.org.uk)

# Involving Tenants in Designing or Reviewing Services



**WINNER**

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## Customers have their say on Service Charges- Monmouthshire HA



Monmouthshire Housing Association (MHA) de-pooled service charges in 2018 but the application, administration and affordability had not been reviewed with residents since this was implemented. The tenant satisfaction survey undertaken in 2023 showed 62% of tenants who paid service charges were either very or fairly satisfied and 12% were either fairly or very dissatisfied that their service charges offered value for money, the remaining 26% were neither satisfied nor dissatisfied. This represents a 15.2% drop in active satisfaction since the previous survey in 2021/22. This was a strong indication of tenant dissatisfaction or need for more information in relation to service charges. Listening to residents feedback via the STAR survey, MHA initiated a full service review to consider the impact of service charges on tenants and the need to revisit affordability and service provision.



Understanding the diversity of their community - tenants, leaseholders, working families, carers, and elderly residents (many aged 60 to over 100) - MHA conducted an equality impact assessment. They found older residents were disproportionately affected by high service charges. To ensure inclusivity and convenience, MHA adopted multiple engagement methods:

- Local face-to-face coffee mornings at key schemes
- Cross-tenure sessions with both tenants and leaseholders
- Strategic discussions via the Community Voice committee to tackle complex transparency issues
- Targeted pulse and telephone surveys focused on specific services like grounds maintenance and cleaning
- Relational and focused discussions in high-charge areas to understand the real-life impact of service adjustments
- An open, transparent tone aimed at encouraging honest feedback and collaborative improvement

## Service improvements

As a result of resident input:

- Cleaning moved in-house based on trust-based feedback - this change eliminated complaints, saved £10,000, and allowed deeper cleans and quicker housekeeping resolutions
- Scheme cleaning frequency was retained where valued
- Average service charge reduction of £1.66 per property per week, with the highest reduction reaching £7 per week
- Enhanced transparency: residents now see clearer information through MHA's website and annual payment packs, which led to an impressively low query rate of just 0.5%

## The difference it made

This thorough listening and action led to:

- Safer, higher-quality homes and communal areas, improving residents' wellbeing
- Enhanced services where demanded - e.g. additional window cleaning at schemes
- Greater perceived value for money in service charges
- Confidence that residents' feedback leads to change
- High satisfaction with the community alarms system - residents now feel assured about wellbeing, quality, and costs
- Self-serve options in MHA's tenant app to review service charges, aiding Universal Credit reporting
- A planned roadmap to reduce further costs - fixed scooter-store fees, removing unnecessary communal aerials, reassessing broadband charges, and embedding smart meters
- Warmer, more affordable homes due to energy improvements at Cwrt Severn, especially where service charges were highest

TPAS

## Resident feedback

*“The cleaning team are fab, they are efficient and very friendly. Always a pleasure to see them. Very satisfied. I hope that monies saved has been passed on to the cleaning team.”*

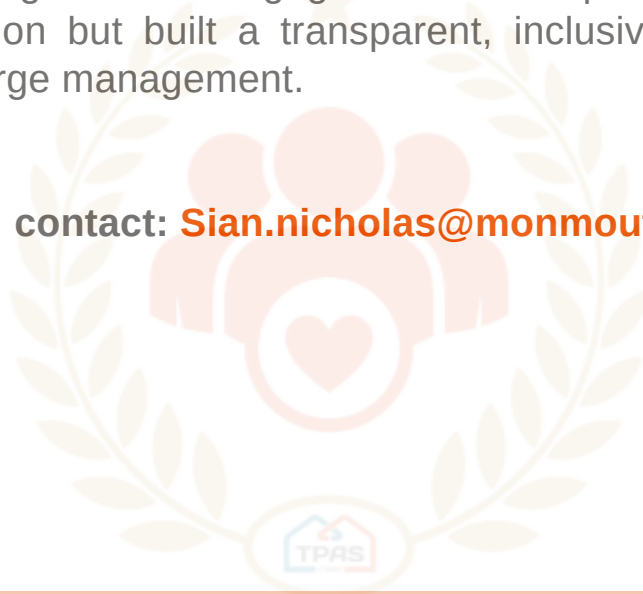
*“I am very satisfied with the standard of cleaning, the cleaners are always really friendly and go out of their way to help if needed.”*

*“Excellent service, makes a huge difference to wellbeing.”*

## Why it stands out

MHA's initiative is a model of tenant-centered care - proactively asking for feedback, responding with meaningful changes, improving trust, and delivering tangible benefits. Through careful engagement and implementation, they not only addressed dissatisfaction but built a transparent, inclusive, and sustainable way forward for service charge management.

For more information, contact: [Sian.nicholas@monmouthshirehousing.co.uk](mailto:Sian.nicholas@monmouthshirehousing.co.uk)



**Shaping Services Together:  
Physical Adaptations Panel  
(PAG)-Hafod**  
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# Involving Tenants in Designing or Reviewing Services: Repairs



WINNER

## ClwydAlyn's Resident Self Repair Project

### Introduction

The Resident Self-Repair Project originated directly from the insights of ClwydAlyn's Resident Committee, following concerns about stretched repairs services after COVID-19. Residents had noted that many tenants were already carrying out small DIY fixes or cancelling minor jobs once repaired. ClwydAlyn worked hand-in-glove with the Committee to shape every aspect - from deciding which repairs to include, to branding the initiative and creating a simple, accessible process. To remove barriers, the provider collaborated with Travis Perkins to supply parts, either via delivery or curbside pick-up, and trained Contact Centre staff to guide residents step-by-step.

They ensured fairness and accessibility by opening the service to all tenants, regardless of confidence or ability. The pilot began with Committee volunteers, then expanded through the "Influence Us" group of 167 resident volunteers. Communication about the pilot reached them via email and text, and their feedback helped refine the service's branding, name, logo, and user journey.

**Gemma**, a tenant who took part in the pilot to fix her gate lock, shared how pleased with the initiative:

*"This was a great experience for me, and I was happy to take part in the pilot. I was impressed with how quickly the Maintenance Team responded to my initial self-repair request and I'm proud of what I've achieved on my own. I really think this will give people the confidence to carry out more of their own small repairs in their homes."*

### DIY REPAIR PROCESS

Did you know if you have a minor repair and are able to fix it yourself, we can provide the materials?

If you have a small repair and would like to find out more, please contact us to discuss. Email [help@clwydajlyn.co.uk](mailto:help@clwydajlyn.co.uk) or call 0800 183 5757.







## Service Improvements Led by Tenant Feedback

Thanks to tenant involvement, over 400 meaningful, minor repairs have been completed - ranging from gate latches and loose tiles to PVC window handles and heating system repressurisation. Chair Peter Smith-Hughes described how residents now can supply their own fixings (such as for a storm-damaged fence), and even receive a £20 thank-you voucher after completion. These positive outcomes include:

- A significant drop in repair waiting times - for self-repairers and for others, as skilled crews focused on more complex appointments
- Faster, more convenient repairs at residents' chosen times
- Increased resident pride and confidence, with positive feedback on flexibility and empowerment - especially with tasks like painting, where they can now choose their own colours
- Opportunities for residents to learn and enhance DIY skills
- Smarter resource use - maintenance crews can prioritise more urgent tasks

Participation remains entirely voluntary; support rather than expectation is the model. The project's success strengthened the resident-provider relationship, proving that services shaped by tenants are more efficient, empowering, and human.

## Outcomes and Longer-Term Impact

Because it was "by residents, for residents," the project achieved genuine impact:

- Over 400 repairs completed by tenants themselves
- Maintenance teams freed up to handle 400+ extra jobs
- Saved more than 4,000 fleet miles, reducing carbon emissions by approximately 1,037 tonnes of CO<sub>2</sub>
- Redistributed over £8,000 in thank-you vouchers to residents
- Impressive satisfaction levels: 97% of participants satisfied, 90% willing to reuse, and 97% recommending wider promotion



# Resident Self Repair

## Testimonials include:

*“Makes tenants more responsible for their home... a great idea.”*

*“Saves money and time, brilliant, good idea.”*

*“An excellent service, 1st-class customer care, very happy indeed.”*

Beyond quantitative results, the initiative has empowered tenants - giving them autonomy, flexibility, and pride in their homes. It has set a blueprint for future co-designed services and demonstrated how trust and partnership can transform routine repairs into community-building opportunities.

For more information, contact: [Laura.mckibbin@clwydalyn.co.uk](mailto:Laura.mckibbin@clwydalyn.co.uk)



How tenants helped shape Llanw, our repairs and maintenance service-Llanw|V2C

Contact:  
[lizzie.conway@v2c.org.uk](mailto:lizzie.conway@v2c.org.uk)



Fixing it together at Trivallis: co-creating repairs that work for everyone-Trivallis

Contact:  
[Catherine.evans@trivallis.co.uk](mailto:Catherine.evans@trivallis.co.uk)

# Communities Supporting Communitites



## WINNER

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### Pentop Fun Days Group

#### Introduction

In Cardigan a group of parents have been inspired to set up a voluntary group to organise free events in their community.

In the past year they have organised many school holiday events and are now planning more fun-filled activities for the year ahead.

Last year more than 100 children and 40 parents from the area attended the events. They have also secured £12,000 in funding, to help make their projects sustainable, and forged positive links with organisations and local councillors in the area where they live.

The events have brought the community together, forming new friendships and welcoming new residents to the area.

The volunteers themselves have also improved their skills, undertaking training in health, hygiene, and play qualifications to help them deliver the community activities.

The Pentop Fun Days have been hailed as a “lifesaver” for residents living on the estate, some of whom are struggling with their mental health and the rising cost of living.



## Evidence of positive outcomes for tenants, residents or communities

The project first started in 2023 when Wales & West Housing's Community Development Officer Rhiannon Ling, working in partnership with Cardigan Primary School and other local organisations, launched a series of free family-friendly summer holiday play days at Pentop Park.

The park is in the centre of three large housing estates, Golwg y Castell, Awel yr Afon and Ridgeway, managed by Wales & West Housing and Barcud. With more than 50 children living in the immediate area parents were looking for low-cost or free activities to entertain their children.

For three hours every Thursday throughout the summer holidays, the park became a focus for community engagement as local partner organisations delivered free activities including bird box making, archery, football, badminton, soft play, nature trails and storytelling. They were also given a hot, nutritious lunch.

The organisations involved included Cardi Shed, Ceredigion Actif, RAY Ceredigion, Jigso the Local Nature Partnership, Tir Coed, New Life Church, Mid Wales Fire Service, Hywel Dda University Health Board, local PCSOs, CAVO (Ceredigion Association of Voluntary Organisations), Barcud and Wales & West Housing.

While the children were being entertained, parents chatted with the organisations' representatives about services and opportunities. Housing staff were also able to help with housing applications and tenancy support.

Feedback from families attending the Summer of Fun was overwhelmingly positive. Some parents said the sessions were a "lifesaver" by taking the pressure off already-stretched household budgets. Others said it helped them with their mental health by getting them out in the fresh air and allowed them to get to know their neighbours.

When the summer ended, the parents were keen to see the activities continue in their community.



TPAS

## Feedback from some of the Pentop Fun Day parent volunteers:

*“Last year was extra special as we not only got to volunteer but we got to be part of the whole process. I felt heard, empowered and seen. It was amazing seeing the whole community turn up week after week to enjoy, play and have fun socialising and know that they were welcome. Volunteering has helped me to realise that it takes just one person to step up and open so many doors to opportunity, fun and motivation. I cannot wait to see how our plans for 2025 unfold.”-Hazel*

*“Being part of this wonderful community is truly special. As a Lithuanian mother, I'm grateful to improve my English while sharing ideas and visions with such kind and welcoming people. It's a joy to be part of something that brings happiness to others. Together, we've created a supportive and unique space where our children can thrive.”-Brigita*

*“I have really enjoyed working with the other ladies. I feel it has brought a lot to our community. It's brought some of the adults closer and has brought so much fun and joy to the children, which has been amazing to see.”-Nisha*

### **Rhiannon Ling, Community Development Officer at Wales & West Housing says:**

*“I'm proud of the way the volunteers have come together to make such a massive difference to their community. From the start, they identified what they needed in terms of resources and training and have gone out and done it. They have so many ideas and enthusiasm to continue taking the lead and making community activities a success.”*

For more information, contact: [rhiannon.ling@wwha.co.uk](mailto:rhiannon.ling@wwha.co.uk)



**Wyesham Warren Community Group-  
Monmouthshire HA**  
Contact:  
[g.smith327@live.co.uk](mailto:g.smith327@live.co.uk)



**Maes Gwyn Community Group-Ynys  
Mon CC**  
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[LlioParry@ynysmon.llyw.cymru](mailto:LlioParry@ynysmon.llyw.cymru)

# Resident Support / Advice Programme -



WINNER

## Cost of Living Roadshows-Grŵp Cynefin

### Summary of project / initiative

Grŵp Cynefin have been organising roadshows around their estates for several years now. The roadshows are usually organised between the months of May and September. The aim of these roadshows is to contact as many tenants as possible face to face in their homes in order to offer support and consult on various issues. It's a great exercise to do and staff and tenants benefit greatly from taking part. The roadshows are seen as one of the annual highlights of the Community Initiatives Team.

During the Summer of 2024 it was decided to use the roadshows as an opportunity to offer support to tenants on the cost of living crisis. This was the result of a consultation held in January 2024, where tenants indicated that they wanted Grŵp Cynefin to prioritise this, as it is having such a negative impact on the lives of so many people right now and is a problem that is not likely to go away in the near future. This is a great example of how the founders listen to tenants, and 'you said it, we did it'. They wanted to connect with as many tenants as possible, in order to reach those who most need the support, so going out into the community was the best way to do that.

It was also an opportunity to refer tenants who needed help from the Energy Wardens, the Welfare Team, for digital help, training or employment support and help from Dŵr Cymru. The feeling was that the inclusion of all these elements of associated support would mean that they are able to give tenants a wide variety of opportunities or support with the cost of living crisis. Most of all, it was an opportunity for Grŵp Cynefin staff members to let tenants know that they were available to help if they needed any support.



During the roadshows in 2024, the roadshow visited 5 counties across North Wales (Gwynedd, Anglesey, Denbigh, Wrexham and Flint), visited 74 estates, knocked on 807 doors and managed to chat with 246 tenants. The roadshows were organised between 1 in the afternoon and 7 / 8 o'clock at night in the hope that we would have the opportunity to speak with tenants who work during the day. When organising the roadshows, the team includes a variety of estates in different areas across Grŵp Cynefin's operating counties to ensure that everyone has a fair chance, wherever they live. The roadshows are a significant effort by the organisation to try to ensure that support is offered to those who need it most within our communities. The feedback received from tenants during the roadshows is very encouraging, with the majority of tenants greatly appreciating that staff members give their time to visit the tenants face to face.

Last year was a very successful year for the roadshow, 65 members of staff (including the Main Leadership Team) and 5 Board members joined the roadshow this year, which shows that the organization is committed to supporting tenants.

**This is what the Chief Executive, Melville Evans had to say about his experience of joining the roadshow last year:**

*“The results were very encouraging, and I am pleased to hear that the majority of the tenants questioned agree or strongly agree that they trust the organisation. Staff members should be very proud of this news, it is a reflection of their hard work and dedication to improving the lives of our tenants. I would like to thank the members of staff and members of the Board for their dedication to supporting the Community Initiatives Team with this year's roadshow, I hope you have benefited from the experience”.*



## Impact of the roadshows

The references below were received during the roadshows, as well as the results:

- 67 for the Energy Warden - the energy Wardens have contacted each of the tenants offering support
- 28 for the Welfare Team - the team has contacted all of the tenants, two have been referred to the tip counting project and two have received a food voucher.
- 13 references for digital support - 1 tenant received an iPad from Hyder Digital Denbighshire and a Sim Card from Good Things Foundation in order to access the web, improve digital skills and keep in touch. 1 tenant has received a Chromebook through the Grŵp Cynefin + Digital Communities Wales device loan scheme in order to improve digital skills. 2 tenants have received support to be able to use facebook and e-mail as well as connect a mobile phone to the internet and use 'text to talk' on a mobile phone to improve contact with family and friends.
- 18 references for support with training and skills - Tenant joins Welsh Lessons on eCymru in the new year. ihasco account created for 1 tenant. Grant Details Steps to employment have been sent to 2 tenants.

Grŵp Cynefin works in partnership with Dŵr Cymru, so tenants who needed support with their water bills were referred to Dŵr Cymru. Nine pairings were completed during the three outings.

75 warm packs were distributed to tenants who had indicated that they 'found it difficult to keep their homes warm last year', these had been provided by 'Warm Wales'. The warm pack included:

- Hot Water Bottle
- Flask
- A hat
- Gloves
- Hand Warmers
- Blanket

A leaflet was sent to each tenant with the timetable and an overview of the purpose of the visit. A pack was prepared for each tenant which included:

- An information sheet about the support that was available locally and the contact details e.g. food bank, CAB, community centers etc. - these were tailored for the different areas.
- Energy Wardens Leaflet
- A card with a QR code to be able to access Grŵp Cynefin's Tenant Handbook and where they can enter their Tenancy Number.
- Information about eWales
- Additional Support
- Here for you
- Counting the Pennies (Gwynedd only)
- Canolfan Menter Congl Menciau information leaflet (Gwynedd only)



A package was distributed to each tenant and if they were not at home on the day staff posted through the post box to ensure that no one missed out to receive the information.

It is clear that the organized roadshow has had a very positive impact on the lives of our tenants. The roadshows have given tenants who may not come into contact with Grŵp Cynefin often an opportunity to find out what support is available to them, as well as ensuring that they receive that support.



**Grŵp Cynefin Roadshow**  
3-6 June 2024

Join us on this year's Roadshow:

- We will be knocking on your door for a chat and to complete a short questionnaire
- An opportunity to meet and chat with staff!
- Information on the extra support we offer our communities
- How we can support you with the Cost of Living

Monday, 3 June 2024		Tuesday, 4 June 2024	
14:00	Ceasly Bryn, Pwllheli	13:00	Yr Hen Iard Goed, Holyhead
15:00	Glan Rhyd, Pwllheli	14:15	Yr Hen Brwydr, Holyhead
16:15	Pentryn, Penygroes	16:00	Cefn Cadnant, Caernarfon
17:30	Trem Degan, Penygroes	17:15	Cae Clwyb, Caernarfon
Wednesday, 5 June 2024		Thursday, 6 June 2024	
13:30	Felin Uchaf, Dolgellau	13:00	Stad Penwern, Llangollen
14:30	Stad Pencaeau, Dolgellau	14:30	Ton y Pŵl, Llangollen
16:15	Trem y Bwth, Blaenau Ffestiniog	16:15	Wynnes Parc, Dinbyth
17:00	Llygod y Haul, Blaenau Ffestiniog	17:00	Y Wringolod, Dinbyth
17:45	Hafan Ddeg, Blaenau Ffestiniog	17:45	Tan y Sgabar, Dinbyth

Please note the above times are only an estimate

**COST OF LIVING SUPPORT**   **ENERGY SUPPORT**   **DIGITAL SUPPORT**   **SUPPORT WITH DRINKING WATER**

For more information please contact the Community Initiatives Team on 0300 111 2122 or [mentraucymunedol@grwpcynefin.org](mailto:mentraucymunedol@grwpcynefin.org)



For more information, contact: [Mari.tudur@grwpcynefin.org](mailto:Mari.tudur@grwpcynefin.org)



**“Here for you” programme - Customer Hardship Fund-Hafod**  
Contact:  
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**Energy Team-Hedyn**  
Contact:  
[Sian.mcdonald@hedyn.wales](mailto:Sian.mcdonald@hedyn.wales)

# The Special Recognition Award

WINNER



## Noddfa Boxing-North Wales Housing

### Background

North Wales Housing provides temporary, supported housing accommodation for people who are experiencing homelessness, are vulnerable and need support. At its supported accommodation Noddfa in Colwyn Bay, 24/7 support is provided through a person-centred, trauma-informed approach. The support helps people develop skills which will enable them to sustain tenancies into the future through independence, confidence, access to opportunities and support to become part of a wider community.

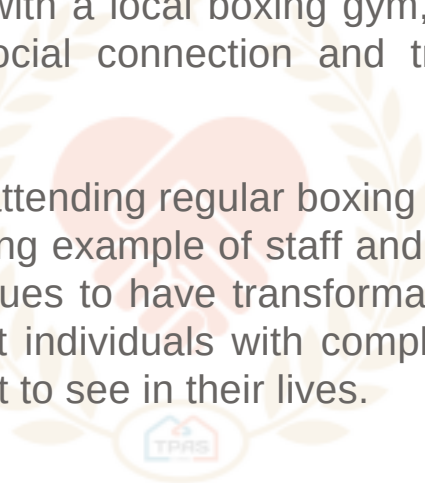


Many of those in Noddfa are men who are regarded as 'complex needs' given their direct lived experiences of homelessness, addiction, social anxiety and poor physical and mental well-being.

Inclusion is at the heart of their approach as they represent those with a diversity of backgrounds.

Noddfa are committed to supporting not only the immediate needs of their residents but also their long-term wellbeing. One of the most impactful ongoing initiatives is a partnership with a local boxing gym, designed to improve mental health, physical health, social connection and transformative impact of our residents.

Male residents have been attending regular boxing sessions at MBox Gym in the local area. It's an outstanding example of staff and residents coming together to create a project that continues to have transformative effects, ensures that no-one is left behind, and that individuals with complex needs are empowered to drive the changes they want to see in their lives.



## The programme has delivered a range of meaningful outcomes, including:



**-Improved mental health and reduced isolation:** Residents who participate report significantly improved mood, reduced anxiety, and greater confidence. The regular sessions provide a structured, safe space, something that many had been lacking, especially during and after the COVID-19 lockdowns as evidenced in the voice of the participating residents (see below).

**-Enhanced social skills and engagement:** Residents engage more with staff and fellow residents outside of the sessions, improving the overall atmosphere within the hostel. Key benefits include increased trust and more open and meaningful communication.

**-Physical health benefits:** Regular activity has helped residents develop healthier routines, boost energy levels, and reduce reliance on sedentary habits like excessive gaming or staying in bed.

### Impact on individuals

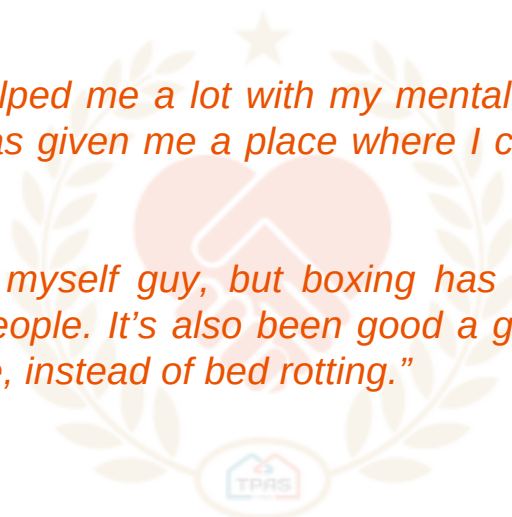
*“The last 3 sessions I have attended have been very good, as I have social anxiety and other issues, sometimes due to being on my own for so long during COVID, and having something I am interested in doing with people, who I feel to be like-minded, and whose company I enjoy, is very beneficial for my mental health. It helps improve everyone’s wellbeing.”*

*“The fact that residents and staff enjoy it together helps us feel more open to talk confidentially, which enriches everyone’s mental health and wellbeing. It’s a lot better than being stuck indoors, sleeping, playing computer games and being isolated constantly.” (Ben)*

Other participants said:

*“Going to boxing has helped me a lot with my mental health. I typically fluctuate up and down and boxing has given me a place where I can put those negative feelings to use.”*

*“I’m typically a keep to myself guy, but boxing has helped me get out there and introduced me to new people. It’s also been good a good place where I can put my negative emotions to use, instead of bed rotting.”*



These testimonials demonstrate that the boxing project is not just an activity, it's a lifeline. This shared, meaningful activity has fostered a stronger, more inclusive community, literally one punch at a time!

## How the support/advice has been inclusive of those it serves

Inclusivity is central to the support offered at Noddfa. The boxing project has been especially successful because it meets residents where they are and recognises that traditional methods of support for mental health doesn't necessarily work for everyone.

To ensure the initiative is inclusive:

**-Resident-led:** The idea for the boxing sessions came directly from conversations with residents. By incorporating their views, the activity is meaningful and accessible to them.

**-No barriers to participation:** They cover all costs, including travel and equipment, so that no one is excluded due to financial hardship. The team at MBoxing has offered reduced cost sessions for our residents and part of the costs have been met from our Community Fund, which supports locally beneficial community projects. The sessions are held at times that suit the residents and staff also take part in the sessions, creating a welcoming and safe environment.

**-Trauma-informed support:** Staff work closely with the residents and the gym team to ensure the approach is sensitive to the lived experiences of our residents, many of whom have complex trauma histories.

**-Accessible to all:** The sessions are open to everyone at Noddfa, regardless of background, physical ability, or prior experience.

**And finally, Jakir Miah, the Housing Support Officer at Noddfa, who also takes part in the boxing sessions with residents, said:**

*"I am interacting with our residents on another level, which has enabled them to enter into deep conversations, which would not have happened previously. The results we are seeing may not have been achievable in formal settings.*

*"What we are seeing is that those regarded as 'hard to reach' are the residents who are actively involved in the project. It has proven crucial for improving the social skills as well as the physical and mental health of the residents involved."*

For more information, contact: [Michelle.Canning@nwha.org.uk](mailto:Michelle.Canning@nwha.org.uk)



**TPAS Cymru has supported tenants and landlords in Wales for over 30 years and has a strong track record in developing effective tenant and community participation through training, support, practical projects and policy development. We have an extensive knowledge of housing with a focus on issues from the tenant perspective and for tenants' benefit.**

We develop best practice at landlord, tenant group and project level through practical advice, support, training and project work. Across Wales, we improve and support community empowerment and improve the quality of tenant participation through disseminating and promoting good practice.

By channelling the experience and needs of tenants and landlords, and working with partners, we can influence policy change at Government level.

We hope you have found this information of interest and enjoyed reading about some of the fantastic work done across Wales.

Should you wish to discuss anything further, please get in touch with TPAS Cymru. We are available to support or develop options for your organisation.

If you wish us to present or talk to your board, leadership team, tenant or community group we would love to hear from you.

**Contact us at [enquiries@tpas.cymru](mailto:enquiries@tpas.cymru) or 01492 593046 / 02920 237303**

**Once again thank you to our sponsor, Wales & West Housing**

