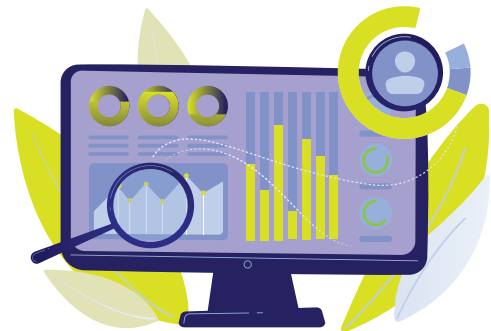


How are we performing?

Welcome to our latest report, which shows how we are performing as a business. The figures in this report cover the three months between October and December 2023.



Lettings



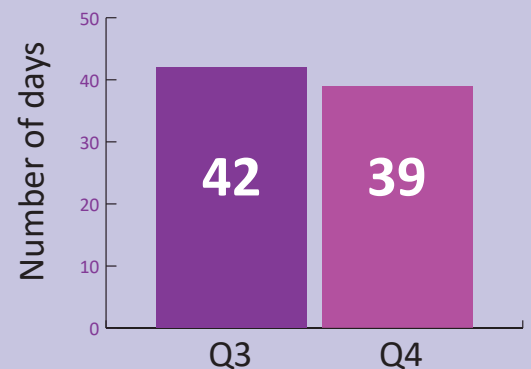
We let

180

homes

166 were relets
14 were newly-built homes
49 were accepted by the first applicant

Re-letting our properties



We saw a reduction in the time it took to re-let our properties during this time, with an average of 39 days. We let **32%** of our properties to homeless households, the type of properties we saw become empty this quarter meant there was more movement for households needing a different property due to medical conditions or size.



Our satisfaction score went up and some of the new residents told us they felt well supported by staff when they moved into one of our homes.

Your feedback



You liked:

- The area
- The size of your home
- Having your own space



What you want to see improve:

- Outstanding repairs done
- Issues with neighbours resolved
- Flooring and carpet provided



Repairs and maintenance

We have started to review how we plan our repair service to make best use of our resources and to focus on what's important to our residents.

We're aiming to get more repairs done in one visit at a convenient time for you. Between October to December we fixed **70%** of repairs on the first visit and met almost all appointments.

During this time the demand for repairs grew, which had an impact on the length of time it took to complete repairs.

Overall resident satisfaction remained really good with residents who had a repair scoring an average **9.6** out of **10**.

Between October and December this year we completed

9,343
repairs

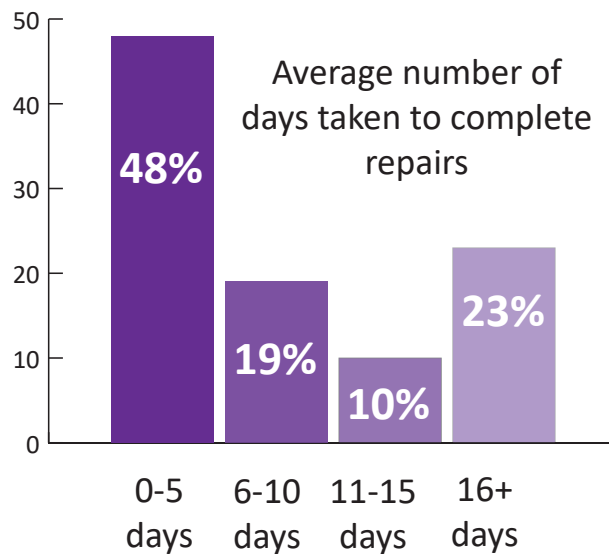
You said you wanted to see
Fewer repairs needing further work.



The percentage we fixed first time



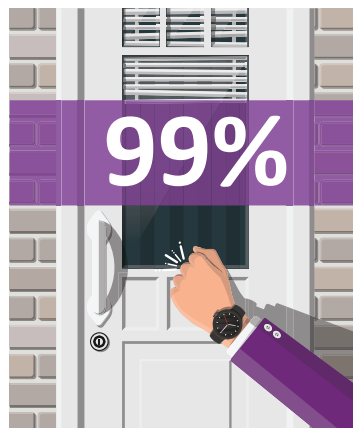
The satisfaction rating for our repairs service



Scan here to visit the repairs section on our website.

Electrical repairs
10 days average

Heating repairs
6 days average



99%

Between October - December
99% of arranged appointments were kept

Keeping you safe

9,741 homes have had a gas safety check in the past year

11,389 homes have up to date electrical safety certificates

In communal areas of our schemes, we carried out:

300 fire risk assessments

161 asbestos inspections

Each month we carry out

76 water checks



We installed:



89
kitchens



22
bathrooms



59
boilers



96 homes had new windows



13 front doors

12 back doors

Your feedback



You liked:

- Appointments kept
- Easy to report repairs
- The way our repair staff behave



What you want to see improve:

- Fewer repairs needing further work
- Repairs stay fixed
- Quicker repairs



We're continuing work on research projects to fit new energy-efficient technology to **62** homes in Bridgend, Aberystwyth, Llanfair Caereinion and Aberaeron. The work is being carried out with funding from the Welsh Government's Optimised Retrofit Programme. Some of the equipment being fitted includes solar photovoltaic (PV) panels combined with battery storage and air source heat pumps on various homes. We've also started planning works for more projects in Wrexham, Brecon, Cardiff, Rhymney, Aberystwyth and Nelson. In this phase **129** homes will be fitted with a variety of technologies including solar PV, more air source heat pumps and external wall insulation (EWI).

Rents

Our Housing Officers worked closely with residents over the Christmas period. While the number of residents maintaining their agreed payment plan dropped slightly to **92%** at the end of November, it returned to **94%** by the end of January.

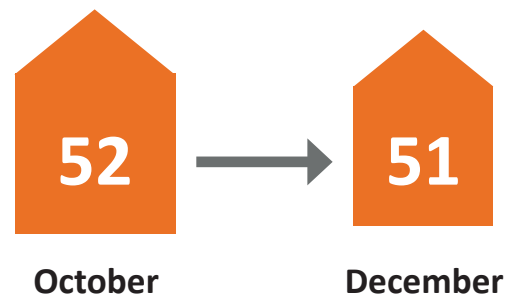
We took formal action against six residents for failure to pay their rent, however four of these residents are now working with their Housing Officers to remedy their situations.

Our Tenancy Support Officers (TSOs) worked with **752** residents to assist with their financial issues – the most common problems were energy costs and disruption to benefits that led to hardship.

Between October to December 2023 our TSOs secured just over **£40k** in local authority funding to help residents with their rent arrears.

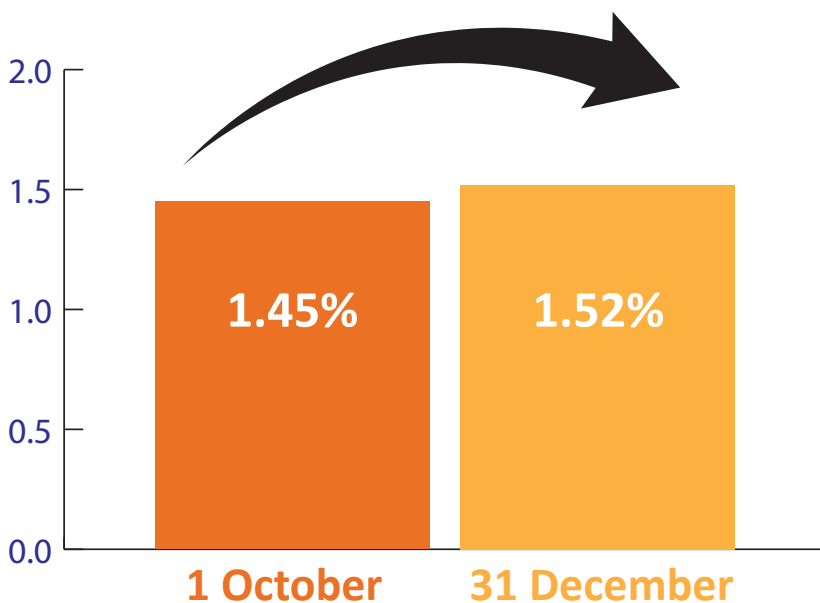


of residents are paying their rent as arranged with Housing Officers.



The number of residents in high level arrears reduced slightly from **52** at the start of October to **51** at the end of December.

RENT ARREARS



By the end of December **6,656** people were paying by Direct Debit which is the simplest way to pay your rent.

Anti-social behaviour

The safety and quality of life of our residents is important to us and we have been encouraged to see a reduction in the number of ASB cases. Our staff have been able to deal with issues early on before they can escalate but keeping our communities safe does sometimes require more formal action. As a last resort we issued two notices and one injunction to deal with problem behaviour. Residents who has experienced ASB were more satisfied during this time than any previous period in 2023. They appreciated the efforts staff made to resolve their issues and the way they were updated. We did hear that some residents felt the problem may come back again and this is why staff are empowered to keep cases under review.

47 ASB cases were opened in the quarter compared



to 55 cases opened in Q3. The number of cases reported reduced significantly as the Christmas period approached, as has been the trend in previous

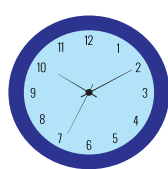
years. Of the cases opened in this time, 23 remain active. In total, there are currently 119 active cases, a slight reduction from 126 in the previous three months.

The three most commonly reported issues are:

- Domestic abuse**
- Neighbour disputes**
- Noise**

How we run our business

We received
306 calls
per day about repairs and heating and
157 calls
per day about repairs and heating on average.



The busiest time to call our Repairs Team was 9am-10am.

Our Housing Support Team were busiest between 9am and 12pm.

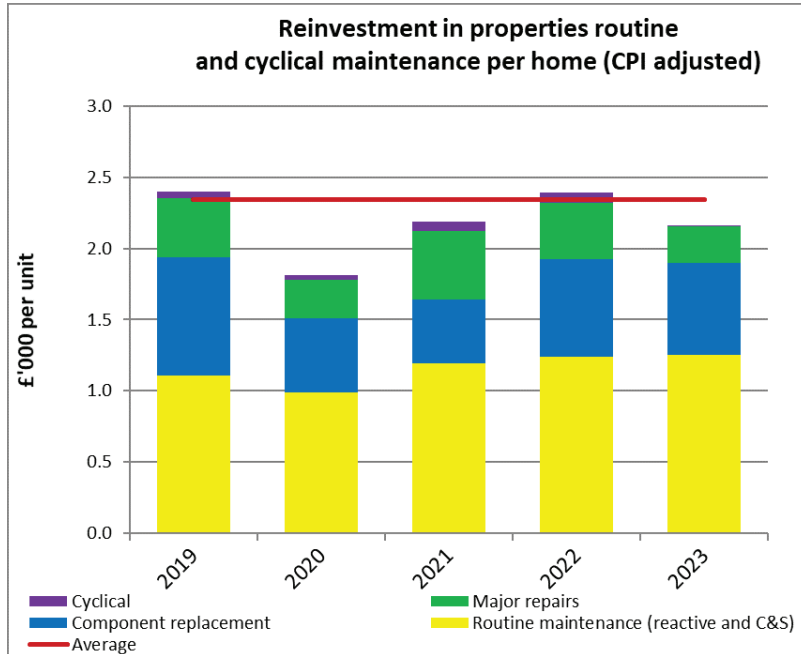
If you are able to call after 12pm, it is generally quieter.



The average waiting time for residents calling our:

- Repairs Team was **25 seconds**
- Gas Servicing Team was **20 seconds**
- Housing Support Team was **64 seconds**

How we run our business



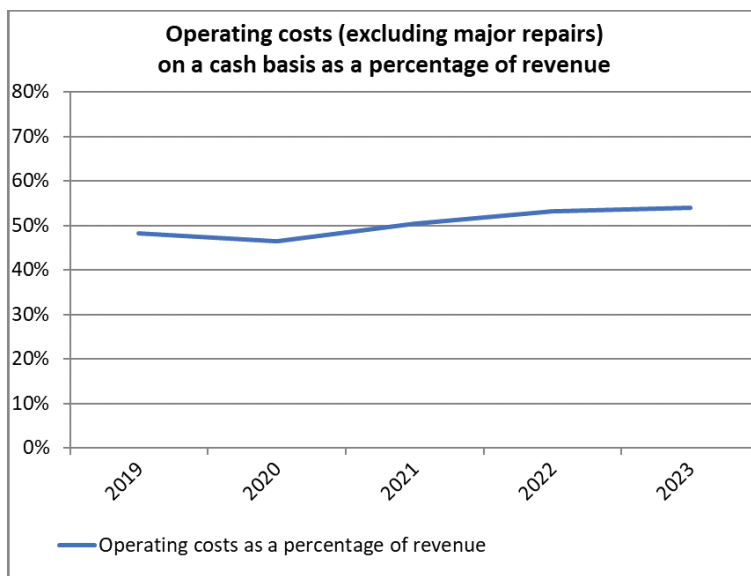
How we reinvest in our homes

This is how we reinvest in maintaining our homes. New kitchens, bathrooms, replacement windows and front doors, roofs and boilers make up the components while cyclical work includes decoration of communal areas and exterior works such as fences, gates and railings.

Looking after our homes

Our efficiency

By focusing on efficiency, we have maintained our operating costs at about **50%** for many years, even though costs have been higher than inflation.



Complaints

In total we received:

27
complaints

Of these eight residents complained about repairs, including the quality of work and attitude of workers from our contractors and Cambria and the time taken to complete repairs.

Four residents requested reimbursement for their costs and three people were unhappy with our communications.

Improving our services

We said...

In our Resident Involvement Strategy, we said we'd publish information on our website and in our In Touch magazine about the work we are prioritising. We call these our business priorities, where we aim to make improvements across all areas of the business while continuing to run our day-to-day services.

We did...

Here's some feedback on the improvement work we highlighted in the Winter 2023 edition of In Touch.



'MOT-style' gas servicing

We have changed the way we carry out gas servicing in line with new regulations that allow MOT-style servicing. You can now have the gas serviced in your home any time in the two months before your current certificate expires. For example, if your certificate expires on 30 September, you could have the annual check on 30 July and the renewal date would still be 30 September. This means we won't need to be in your home more than necessary and your property will stay safe and legal.



Mould and condensation

When you have an issue, we make sure we assess the severity of a problem and deal with it appropriately. As we hear more about your experiences, we are collecting data that we will use to continue improving how we identify and treat mould and condensation, how we can get help quickest to those who need it most and decide how best to invest in our homes long-term.



IT and phone upgrades

The Technology Team has made improvements to our phone lines. Staff can now get information about direct debits and tenancies on their mobile phones whilst visiting you in your home.



New complaints process

We have made some changes to our complaints policy and the way we deal with complaints. We have trained staff, our website has been updated and there is an article in the Summer 2024 edition of In Touch ([link to follow](#)) explaining the changes, so you can understand how you can feedback any concerns and issues.

We have reviewed the way we deal with Physical Adaptation Grants (PAGs), anti-social behaviour (ASB) and repairs.

- The PAGs system has been redesigned to focus more on what matters to residents. This has sped up the process and means we can help more residents. We are now looking to build better reporting to further increase capacity.
- The work on ASB is continuing and housing staff are having different conversations with residents to get to the real issues. They are also looking at how this is reported in our systems to understand the resident journey.
- Staff in Cardiff are trialing a new way of working in repairs, which means we can get more repairs booked in allowing us to get to residents more quickly. We have been working with the Cambria operatives to find more ways to further improve the system.

What Next?

Our new Business Plan 2024-28 has been published, listing our priorities across all our services. Our priorities over the next six months include:

Gathering Resident Information

We aim to provide homes and services which are suitable, accessible and fair. To do this we need to understand the people and communities we serve, so that we can help staff tailor services and make sure that we provide services fairly. We have reviewed our resident information and have some gaps, so we will be checking with you to make sure the information we hold is correct.

Complaints

As previously mentioned, we have changed the way we deal with complaints. Our staff are recording more information when a complaint is made. We will use this information to learn lessons and improve and tailor our services.

Improving our repairs service

So far, we have looked at the way we manage routine repairs from the time when you report them, through planning and scheduling to completing the work. Following a successful pilot in Cardiff, we now aim to roll out this new way of working across other types of repairs and other areas.

Looking after our homes

We have revised our plans to look after your homes, what we call our Asset Management Strategy. It sets out how we judge the performance of our homes and how we decide to invest in them.

Anti-social behaviour and lettings system improvements

We are always looking to improve the way we do things to make them easier and more efficient. We work with you, our residents, on the things that matter to you. We are continuing to embed the learning from the review of anti-social behaviour and we are also starting to review lettings.