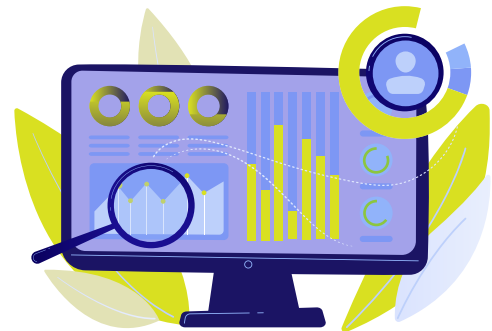


How are we performing?

Here is our latest performance report, showing you how we are doing as a business. All the figures in this report cover the three months between July

to September 2023, unless otherwise stated. We use this information to shape and improve our services.



Lettings



We let

241

homes

166 were relets and

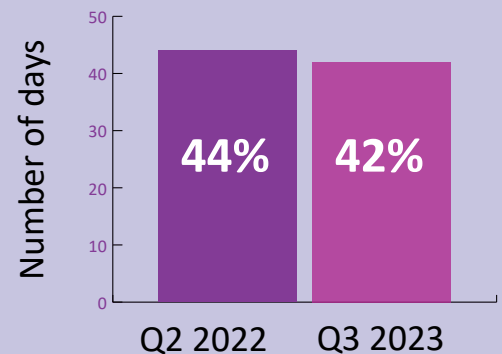
75 were newly-built homes

144 (6 out of 10) were

accepted by the first applicant

As part of our commitment to help reduce homelessness, we continued to work with local authorities to let homes to those in housing need. In some areas there has been an increase in the number of families without a place to call home. Of all the homes we relet during this period, **41%** were to homeless households, with the remainder going to applicants with other housing needs such as needing to move to more suitable properties, medical requirements or threatened with becoming homeless.

Re-letting our properties



More than half of the residents we asked scored their service **10 out of 10**. Of the **6** residents who rated our service **7** or below, their main concerns were lack of floor covering and how they could afford their utility bills.

Your feedback



You liked:

- Friendly neighbours
- Peaceful and quiet area
- Size of the property



What you want to see improve:

- Outstanding repairs dealt with
- Anti-social behaviour dealt with
- Renovation work to property



Repairs and maintenance

During the summer we were busy responding to your repair requests and delivering major maintenance projects at pace.

Almost **8,000** repairs were completed, and we were able to attend almost all appointments at the agreed time. More than **7 out of 10** repairs were fixed at the first visit.

Just under half of these repairs were completed within **5** days. You told us in your feedback that the time it takes to complete a repair in some areas of Wales are a bit too long. We recognise that we need to make some improvements to the time it takes to get to your repair and we are currently working on this with a project team.

Satisfaction scores you gave us tell us that you are satisfied with our repairs service. The repairs score overall are **9.5 out of 10** which we are so pleased with.

We received around **17,500** telephone calls for repairs in July, August, and September. In most cases, you had to wait less than a minute for your calls to be answered!

Between July and September this year we completed

7,849 repairs

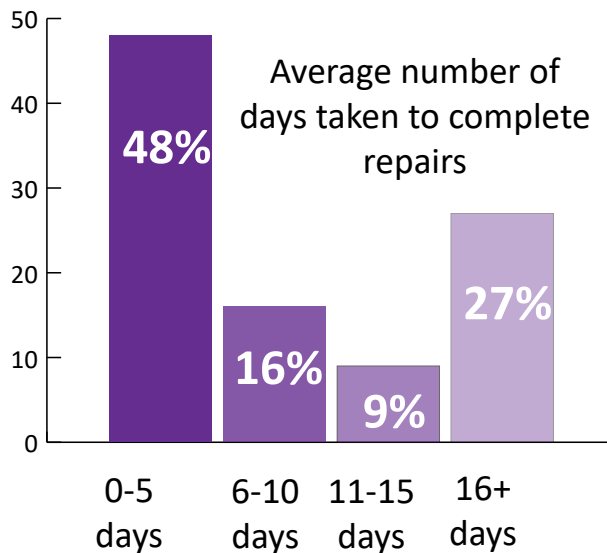


Scan here to visit the repairs section on our website.

You said you wanted us to fix your repairs on our first visit.



The percentage we fixed first time



Electrical repairs
9.5 days average

Heating repairs
8.1 days average



The satisfaction rating for our repairs service



99%

Between July - September
99% of arranged appointments were kept

Keeping you safe

9,720 homes have had a gas safety check in the past year

11,358 homes have up to date electrical safety certificates

In communal areas of our schemes, we carried out:

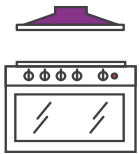
298 fire risk assessments

161 asbestos inspections

Each month we carry out

75 water checks

We installed:



59
kitchens



33
bathrooms



79
boilers



windows in
47 homes



19 front doors

14 back doors



Three research projects to bring new energy-saving technologies to our homes were finished by the end of September. A total of **27** homes in Flintshire, Ceredigion and Bridgend were improved with funding from Welsh Government. Some were fitted with air source heat pumps, while others had external wall insulation and ventilation/heat systems. The largest project was in Bridgend, where we fitted external wall insulation, solar PV panels and batteries and new ventilation systems to **16** homes. We are currently carrying out decarbonisation projects on **144** more homes with **98** more starting in 2024.

Your feedback



You liked:

- Easy to report
- Repairs stayed fixed
- Appointments kept



What you want to see improve:

- Quality and behaviour of work and tradespersons
- Repairs not completed in a timely manner
- Further work is required

Rents

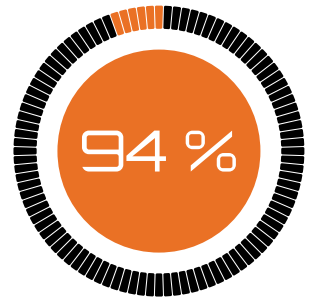
The number of residents maintaining an agreed payment plan remains high. In only **4** cases were more formal legal actions of notices of seeking possession served on residents failing to address their rent debt.

Our Tenancy Support Officers helped more than **900** residents in the three months up to the end of September. This support covered a wide range of assistance including all types of household expenses, fuel switching, challenging fuel repayment charges, school uniform costs and applying for additional benefits.

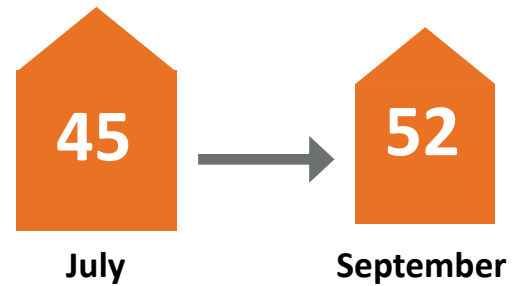
The cost of living continues to be a challenge and the number of residents needing fuel bank and food bank vouchers almost doubled as TSOs issued **119** fuel bank vouchers and **65** food bank vouchers.

They also helped **90** residents to apply for Discretionary Assistance Funds to help them to move in and furnish their new homes with white goods and furniture. Almost **£21,000** in Discretionary Housing Payments administered by local authorities were also secured to help those residents struggling to meet their rent payments.

The support offered by TSOs is available to all residents, and you don't need to be in rent arrears.

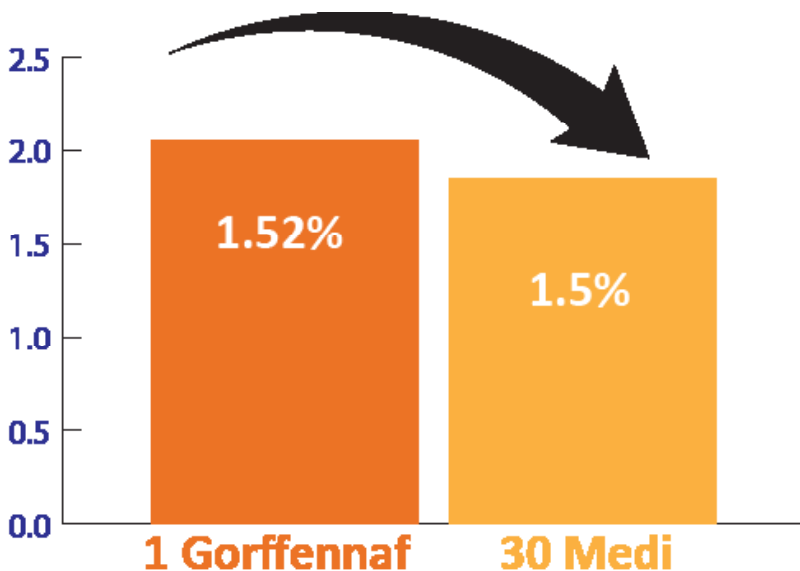


of residents are paying their rent as arranged with Housing Officers.



The number of residents in high level arrears increased from **45** at the start of July to **52** at the end of September. This is lower than the **67** at the start of the financial year.

RENT ARREARS



By the end of September **6,677** people were paying by Direct Debit which is the simplest way to pay your rent.

Anti-social behaviour

We have undertaken an exercise to understand what types of concerns you report to us. Over a 2-week period we recorded, in your own words, what you were telling us. We heard that residents want to feel supported to deal with issues affecting them; want to feel safe in their own homes and that the cleanliness and appearance of where they live is important. From this we are redesigning our approach to how we deal with your concerns including anti-social behaviour. The review will make sure we are delivering a service designed to the needs of our customers. It will help us to understand the cause of the problem and how we can help that person to deal with it.

The number of new ASB cases dropped from **128** the previous three months. We opened **55** new cases of ASB, which is lower than previous years. Of those cases **29** are still being investigated and **26** are no longer active. **92** low-level cases reported to us, among the most common complaints were noise and behaviour in communal areas.

126
active cases

The three most commonly reported issues are:

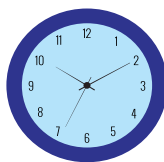
Neighbour dispute

Domestic abuse

Noise

How we run our business

We received
287 calls
per day about repairs
and heating and
167 calls
per day about
housing support



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

Our Housing Support Team were busiest between 11am and 12pm.

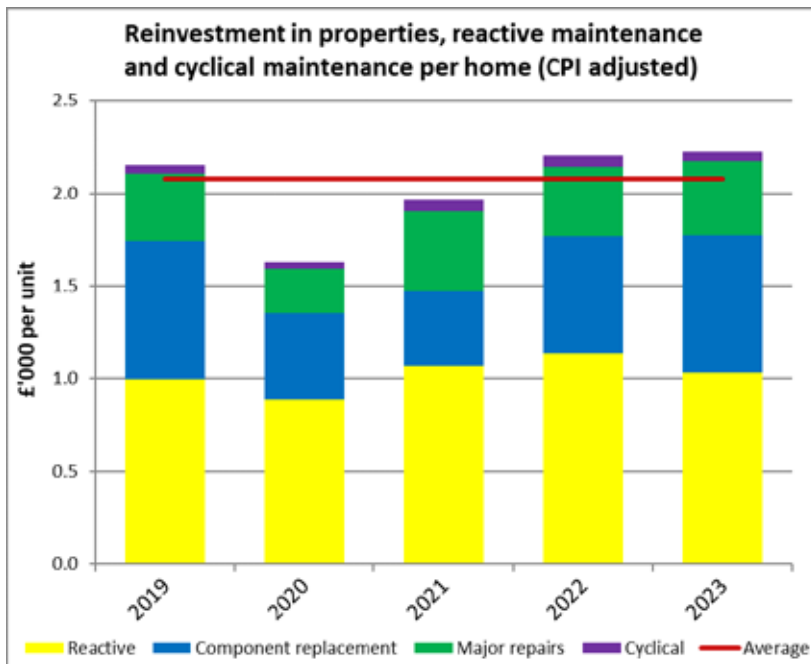
If you are able to call after 12pm, it is generally quieter.



The average waiting time for residents calling our:

- Repairs Team was **24 seconds**
- Gas Servicing Team was **18 seconds**
- Housing Support Team was **63 seconds**

How we run our business



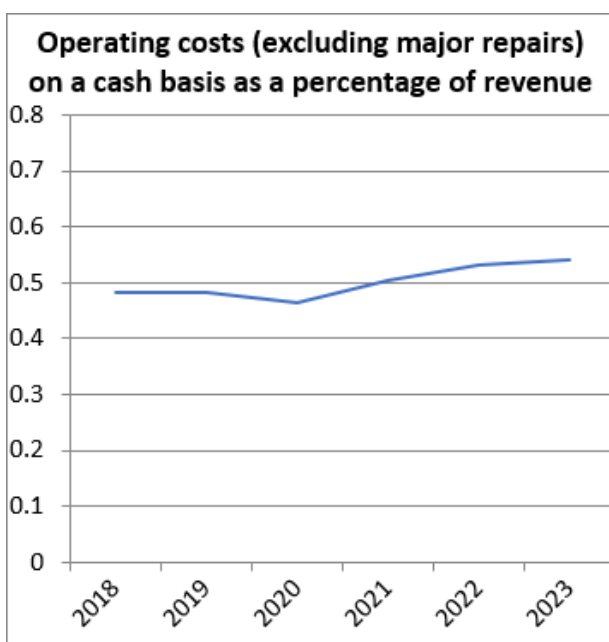
How we reinvest in our homes

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:

22
complaints

Of these, 15 were about repairs and maintenance, 2 about advice and support, 2 about communication and the others related to adaptations, staff and service charges.