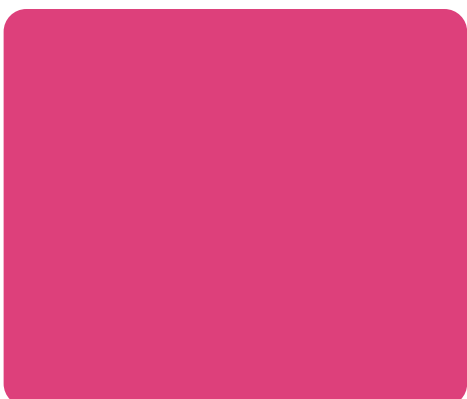




# Annual Review 2021/22



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Tai Calon Community Housing Limited is a charitable association registered with Welsh Government (registration number L153) and Registered with charitable rules under the Co-operative and Community Benefit Society Act No. 30950R



# Board Chair Introduction



## As chair of Tai Calon, I am delighted to introduce our annual report for the year ended 31st March 2022

As I reflect on the year, I can't help but be drawn to the current challenges that we face in Blaenau Gwent, particularly the cost-of-living crisis and the uncertainty around the ongoing increases in families' electricity and gas costs. These are significant challenges that we take seriously at Tai Calon, as we did when faced with the COVID-19 pandemic. Hopefully our customers will see positive steps by those working at Tai Calon to address these challenges with them.

The Board continues to look at new ways to help our customers address these challenges both now with advice and support, which is available to all – and in the future such as by improving the energy efficiency of the homes looked after by us.

However, this is an introduction to what we did last year, and so I would like to highlight three themes that have been important for the Board.

**Customer satisfaction:** this sits as our key objective at Tai Calon and so it was great to see that we had retained our 81% overall satisfaction at a time when the rest of the housing sector had seen their satisfaction levels decline. That does not mean that the Board is complacent, it has worked hard to find new ways to improve what our customers think of the organisation. We hear the customer voice through such mechanisms such as

Rant and Rave, which provides the instant feedback that the organisation needs to be a truly customer focused organisation.

**Developing new homes:** This is also something we aspire to do, and we were successful in completing the conversion work at Cosy Place in Brynmawr. I was delighted that Alun Davies, our local member of the Senedd, was able to join us at the opening of that new housing scheme. However, developing new homes is a continuous challenge, made worse by the problems created by high inflation within the supply chain, which has undermined the business models of a number of contractors. We saw this first hand at our scheme in Glanffrwd, Ebbw Vale, which sadly had to stop because the contractor got into difficulties. Despite that, we remain optimistic that we can complete this scheme as soon as possible.

**Governance:** The final area I would highlight is the work we have done to improve the governance at Tai Calon. In the previous year's review, I was positive about governance, and I retain that view, feeling that it goes from strength to strength. But we want to do more. That is why we commissioned an external review of governance, which gave us positive actions that we could undertake to improve further. In addition, we received the highest rating of governance from the housing

regulator at Welsh Government. Finally with the relaxation around the COVID 19 rules, the Board was able to have its first away day, in Tredegar, meeting face to face. We were able to consider the challenges facing the organisation, supported in those discussions with input from some of our key stakeholders.

There have been a number of Board changes with Ross Maude, standing down, replaced by Abhishek Vyas, and in doing so retaining the strategic IT skills that the Board needs. We also strengthened the committees of the Board with the addition of Sian Nicholas on the Homes and Communities Committee, and Brian Pickett on the Audit and Risk Committee.

The success of Tai Calon is only possible because of the involvement of key stakeholders. So, I would like to thank my fellow Board and Committee members for their continued support of the organisation, all the staff that work at Tai Calon, with the support of the members of the Tenant Quality Forum ensuring we continue to hear the voice of the customer.

**Professor Sir  
Adrian Webb**  
Board Chair

# Our Chief Executive's review of the year

To introduce our 2021/22 annual review, can I first say a massive thank you to our tenants for supporting Tai Calon during the year. This support has been through feedback and suggestions, via surveys, focus groups and our Tenant Quality Forum, all of which have enabled us to find ways to improve the services we offer.



We are not the finished article; however, this year has been invaluable in learning what our customers want from us. So, thank you for that.

Why is that support so important? Well, as many of you will know from our Corporate Plan 2025, we aspire to achieve the highest level of customer satisfaction because our customers deserve it. Let me just expand on that point. In return for the rent paid, our customers deserve a quality service from a local organisation that makes the right decisions, not only in terms of service delivery, but with regards to its wider role in supporting communities where we work, and to make a positive impact on the environment.

To make this annual report come to life, we present several case studies in three areas.

**1. Local:** We're committed to creating vibrant communities across Blaenau Gwent. Tai Calon

is proud of its roots in the county. It was "born" in the county and continues with a sole focus of investing its time, effort and money in the county.

**2. Environment:** Playing our part in taking responsibility for our surroundings. This theme highlights the steps that we are making now to reduce our environmental impact. We have considered our current position and whilst there are areas of outstanding achievement, particularly with biodiversity, there are many areas where we can do so much more.

**3. Customer Satisfaction:** Ensuring your voice is heard. For those who know me, then it won't be a surprise that one of the three themes is customer satisfaction.

These three themes demonstrate what we have achieved this year, but there is more we can do. We will get there but only because of the

teams that we work in. A key CALON value is that you are not on your own, meaning the team within Tai Calon support you. This is a fundamental value within Tai Calon. However, it is also true outside Tai Calon as well. Our other stakeholders are not on their own. For example, the Phoenix Domestic Abuse Service is not on its own, we will help support them. BGfm, a vital support to the communities in the county, is not on its own. And last, but definitely not least, Blaenau Gwent Council is not on its own, as we will play our part in supporting them.

**Howard Toplis**  
Chief Executive



# Local

*We are committed to creating vibrant communities across Blaenau Gwent*  
**Terence Gardens in Brynmawr**

From the age of 17, Matthew was a full-time carer for his seriously ill father, which continued for the next 11 years until his father sadly passed away. His father's death had a very detrimental effect on Matthew's mental health, and he suffered from severe anxiety and depression, leaving him unable to work.

Matthew struggled to find a job as he had no work experience, so he met with Darren Foote, our Wellbeing Coach at Tai Calon. Darren was helping develop the garden and vegetable allotment area in Terence Gardens with the help of the mental health charity Growing Space and Tai Calon. So, with his ongoing support, Matthew began working with the Growing Space Team.

Before the pandemic, Terence Gardens had a vibrant tearoom that served refreshments and cooked meals for visitors. However, it had to close due to the Covid 19 lockdowns, and consequently had fallen into disrepair. Darren identified this as a potential opportunity and supported Growing Space to revitalise the Terence Gardens Café including the garden area. They also managed to gain funding to employ a Cafe Manager for 12 months. Darren then suggested to Matthew that this may be the opportunity he was waiting for. Matthew agreed, completed an application form with Darren's support, and undertook the required food hygiene-related qualifications.

Matthew received interview techniques and confidence-building training and had his first-ever job interview at Growing Space Head Office in Newport. After a nerve-racking couple of days, Growing Space informed Matthew that his interview had been exemplary and offered him the job.

Matthew has been overwhelmed by the support he has received from Tai Calon and Darren. He said, "I now have a reason to get up in the morning and I can live my life with dignity". Matthew has also taken out a membership with Aneurin Leisure. He is exercising regularly, which has also positively affected his mental health.

The Café at Terence Gardens is now thriving, offering a wide range of food and drink to eat in or takeaway. There is also a brand-new allotment area for

volunteers of Terence Gardens. Martyn Lewis from Growing Space and Sally Morgan helped to build the allotments and polytunnel (paid for by Tai Calon). The community allotment is used by any volunteers that help and support Growing Space but what is great about this allotment is that the food is used to supply the Café.

Matthew, Darren, and the Growing Space team have done a wonderful job creating a beautiful space full of plants, flowers, food, and tranquil sitting areas to enjoy a home-cooked meal.

*Written by,*

**Lauren Woodward**  
 Communications Partner



## BGfm, our local radio station for the county

We were proud to support the local community radio station BGfm by donating £5,000 to them.

The money donated by Tai Calon has helped BGfm support our community members suffering from isolation and mental health issues that have worsened due to the coronavirus lockdowns.

Some of this money was used to buy a notice board to provide the community with information, which Tai Calon installed outside the studio.

The money was also used to repair and replace equipment like the CD player in the studio. Another example is the

replacement air conditioning for one of the presenters who suffers from a heart condition and needs the studio to be at a cooler temperature.

Those were some of the uses of the donation, however Tai Calon's help has gone even further as shown by the following quote from the radio station.

*Written by,*

**Damian Vizard**

Strategic Communications  
Business Partner



**BGfm said "We appreciated the help that Tai Calon provided to install the community defibrillator outside the studio entrance so that it was accessible to the community. We also appreciate the help they provided to repair our boiler."**



## Welcoming a family from Afghanistan



As part of the British Governments Afghan Relocations and Assistance Policy (ARAP) scheme, we have been able to offer a home to a family of refugees fleeing the terror in Afghanistan.

The father had worked for the British Government as an interpreter and consequently his and his family's lives were at risk. The level of risk was subsequently highlighted when the father shared that both his and his wife have had close relatives killed by the Taliban.

Gill Roberts, the Senior Lettings Officer at Tai Calon, led the project alongside a British Government Foreign Office support worker. After meeting the family, Gill requested support from Darren Foote, of the Tai Calon Wellbeing Team. Darren was the ideal person to help because of his role as a Wellbeing Coach, but

also because he understood the culture and traditions of Afghanistan from his time in the military.

Gill and Darren met the family on several occasions. Darren's knowledge of Afghan customs, meant the meetings were very productive, enabling them to effectively sort out the children's schooling and assist the family to integrate into the Community.

Darren is in regular contact with the father and, in partnership with Aneurin Leisure, is organising a family activity membership package to continuously support their wellbeing. Darren has also introduced the father to the

Imam at the mosque in Blaina and made connections with Afghan support groups in Newport and Cardiff.

Tai Calon have continued to support the family in adjusting to living in Wales. The family has been overwhelmed by the support they have received from us and the local community.

*Written by,*

**Rachel Rees**  
Head of Housing

# Environment

*Playing our part in taking responsibility for our surroundings*  
It's good to talk

Elaine Townsend, Chair of our Tenant Quality Forum, told us that she had concerns about the lack of information shared with tenants when we were improving their homes.

Following her own experience when her home was fitted with external wall insulation, Elaine felt there was a lack of communication between the contractor, the Tai Calon team and the tenants. Elaine said she had to wait days for a response to her questions from Tai Calon. However, when Elaine approached the contractors, she said they were very helpful in answering her questions.

Elaine suggested how essential it is to know who is responsible for what, who to contact and how to get hold of them. Elaine also told us that better notification around when work will commence or when there

are on-site delays would help tenants plan their day around the improvements.

The feedback from Elaine's experience and other tenants highlighted poor communication between Tai Calon and tenants when improvements were being made.

As a result, we are currently looking into how we can better share information with tenants when making major home improvements. We recognise that it is essential for tenants to have relevant, timely information where possible, and we are continuing to explore the best ways to do this.

Elaine also raised questions about the sign-off process when work was completed and the tenants' satisfaction assessment. As a result, it has been agreed that the tenant liaison role will be directly employed by Tai Calon to try to avoid future issues.

Elaine said... "We are pleased that Tai Calon has heard our concerns."

*Written by,*  
**Damian Vizard**  
Strategic Communications  
Business Partner





## Sponsoring the Gwent Climate Assembly

Tai Calon helped sponsor the Blaenau Gwent Climate Assembly which was the first Climate Assembly in Wales. In March 2021, it brought together 44 people from the Blaenau Gwent area to address the question:

*“What should we do in Blaenau Gwent to tackle the climate crisis in a way that is fair and improves living standards for everyone?”*

The people involved were invited to hear evidence, discuss the issues, and give recommendations for what the local housing associations, Blaenau Gwent council, communities and individuals can do to address the climate crisis. Howard, our Chief Executive, attended the final session and welcomed the Assembly’s recommendations. These recommendations are

now helping to shape the climate plans of all local housing associations, the Council and other organisations that work within the county.

There were forty-four participants who met for a total of 23 hours, hearing evidence from over 20 different experts. They discussed the issues, and based on their knowledge and the evidence presented, created

a wide range of insightful recommendations.

Written by,  
**Andy Cooke**  
Head of Resident Services



### The key themes were:

- Introduction to climate change
- Issues of fairness and the just transition
- How change happens
- Housing – retrofit, new build, fuel poverty, jobs & skills
- Nature and green space
- Transport

The agenda, videos of sessions and additional questions for speakers can be found on the website.

[www.cynnalcyrmru.com/blaenau-gwent-climate-assembly/](http://www.cynnalcyrmru.com/blaenau-gwent-climate-assembly/)



## Hilltop Looking Tip Top

**This year Tai Calon has exceeded its annual environmental improvement targets.**

Our target of £1.2 million investment in environmental improvements was completed within the year by Tai Calon.

The Tai Calon team responsible for delivering this work managed to get ahead of its original target such that it was able to bring forward further work that had been scheduled for the next year. That meant that an additional 128 homes in Hilltop, Ebbw Vale, received environmental improvements, which brought our total delivered to 358 homes across the county.

This gets us ahead of schedule and means we can finish all of Hilltop next year and move on to another group of homes. As part of our five-year programme, we will move on to Swffryd next.

In terms of customer satisfaction, and working with our preferred contractor, customers are saying that the overall service is 8 out of 10. Given that customer satisfaction is our key objective, these are great results.

Written by,  
**Andy Cooke**  
Head of Resident Services

# Environment

## Highlights from environmental Gap Survey

We are continuing to increase the work that we must do to alleviate the impact that Tai Calon has on the local environment.

Earlier this year, we asked environmental consultants, Encredible to tell us how well we are doing in terms of environmental sustainability.

We looked at how much carbon we were creating, how much waste we were recycling, and how much water we were wasting. There is a lot that we can learn, but in some areas, such as promoting biodiversity, then Tai Calon could soon become a leader in the housing sector.

We also asked for feedback from customers and those at Tai Calon to find out what everyone thinks of our environmental impact.

We would like to thank everyone who gave us feedback as we had some fantastic and 'very' direct responses to the surveys.

### Customers said...

*"Can't believe there hasn't been more done before!"*

*"I care about the environment anyway, but it is linked to how much I pay with electricity and water and makes it even more important."*

*"At last, please take it seriously."*

*"We should all have someone come out to look at where the heat is being lost."*

*"It needs to be done as it links to how much energy we pay."*

*"Rather than just replacing items, try and repair them first. It's for the environment and is also cost-effective."*

*"The gas central heating systems should be replaced with newer technology such as heat pumps."*



The report highlighted some key points and actions. Our current approach to environmental sustainability is heavily focused on carbon reduction, with less on water, materials, and waste.



All the information we collected was fed into a gap analysis tool. Based on the results, here are some ways we are helping to improve our environmental impact.

Improving the links between Tai Calon green spaces and neighbouring areas such as nature reserves and the creation of wildlife corridors

Improving access for everyone to green spaces.

Planning more wildflower planting around the borough. This follows the success of working with a local primary school and Grow Wild on designing wildflower beds.

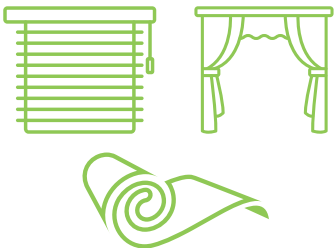
We have introduced holes in new fences and gates and distributed hedgehog homes and information. It is worth noting that Tai Calon is part of National Hedgehogs' Highways



We are continually working with Bee Friendly, Nature Isn't Neat, Keep Wales Tidy, Grow Wild, Local Nature Partnerships Cymru, Woodwise Wales, National Resources Wales Forestry



The new ways to clear our empty homes and get them ready for new customers are helping to reduce our environmental impact. For example, we leave the good condition carpets, blinds, and curtains to the next tenant



The way we buy our goods and services is hugely environmentally positive

We are recycling mobility equipment from empty homes

We sort our waste into categories so it can be easily recycled.

 ORGANIC	 PAPER	 PLASTIC
 GLASS	 METAL	 E-WASTE
 NON RECYCLABLE	 SPECIAL WASTE	 EXPIRED DRUGS

We are working with residents in the larger housing schemes to improve their recycling, helping them access bulky waste collections and reduce fly-tipping

We have some exciting opportunities to become zero waste to landfill and leading in promoting biodiversity

# Environment

## Transforming the Gurnos Estate

Over the years, we have received reports of damp, mould, and cold spots within homes on the Gurnos Estate. To help us understand what might be causing these issues, we commissioned a review of the homes.

During this year Tai Calon improved the thermal efficiency of 25 traditionally built homes in the Gurnos area. That work removed the problems our tenants were reporting and significantly improved the look and thermal efficiency with the application of a lightweight external render system.



### The comprehensive improvements were:

- Removal of existing wall coverings, first-floor tiling
- Removal of existing side walls
- Removal of failed cavity wall insulation
- Replacement of cavity wall ties
- Making good structural defects
- Applying new wall coverings following design requirements
- Replacing/renewing fixtures and fittings (lights, lightweight storm canopies)

The completed works support our aim of improving our customer's homes, significant increase in their energy efficiency, which can only help during the current times of rapidly rising energy costs.

In addition, it also meets our Asset Management's strategic vision:

*"To contribute to the regeneration of communities in Blaenau Gwent by leading the transformation of the number, type and quality of homes to meet present housing requirements and that of future generations, within a financially robust business plan."*

Resident feedback following the completion of works...

Out of 15, the feedback collected found 8 satisfied tenants, 3 very satisfied tenants, 2 dissatisfied and 2 neither satisfied nor dissatisfied.

Overall, there were 24 properties on the list. The project lasted around nine months total due to

a harsh winter and identifying additional issues within the cavities of the properties.

### Customers told us...

*"The site manager was always there to help tenants. The problem was there was never anyone from Tai Calon when needed."*

*"My garden was in a mess when they were doing the work, but as promised, it was sorted out after the work was done."*

Written by,  
**Chris Woodward**  
Asset Services Manager



## Improvements at St George's Court

Last year, we undertook fire safety improvements at St Georges Court in Tredegar. This work meant installing a sprinkler system, boxing in the pipework, and any decorative work that needed to be completed.

Civil engineers have laid pipe around the site, into each block and then to where the tank will be fitted, which will supply water for the sprinkler systems. They have then top soiled and seeded where needed, removed tenants' plants, and replanted upon completion, which the tenants were more than happy with.

The second half of the project was to complete fire compartmentation works on the top floor flats. This work consists of stripping sections of the ceiling.

Double fire plasterboards were fitted to every ceiling to provide 60 minutes of fire resistance. Ceilings were skimmed and painted before the sprinkler system was fitted.

Residents have been pleased with the quality of the work from contractors.

Here are just some of the comments from Residents...

*"Contractors were very polite. They kept me informed of what they were doing. Took great care when moving any items of mine. Cleaned up thoroughly, five stars for the contractors and Tai Calon."*

*"Both the contractors and Tai Calon were brilliant."*

*"Work was professionally done. The workers were polite and considerate to my father."*

We have received 100% satisfaction on all flats completed, on all aspects of work, before, during and after.

Written by,  
**Laura Street**  
Project Support & Tenant  
Liaison Officer



# Environment

## Cosy cinema to cosy flats in Brynmawr

### We put the “cosy” back into Cosy Place.

We have transformed Cosy Place, an existing block of nine flats in the middle of Brynmawr. Previously, these flats were unloved, but not anymore. Cosy Place is the first of many new developments of affordable homes by Tai Calon in Blaenau Gwent.

Tai Calon secured funding from the Welsh Government to refurbish Cosy Place and bring the building back to life.

The flats were constructed in 1964 on the former site of the ‘Cosy Cinema’ and were three blocks of purpose-built one and two-bed flats. Unfortunately, they were poorly laid out and the communal access stairs were cramped and did not comply with

modern standards. In addition, the general appearance of the buildings and associated external areas were far from appealing.

The two main blocks were taken back to a shell and remodelled to provide nine high-quality 1-bed apartments with the highest levels of energy efficiency. All apartments have been designed to the Welsh Government Design Quality Regulations and secured by design standards.

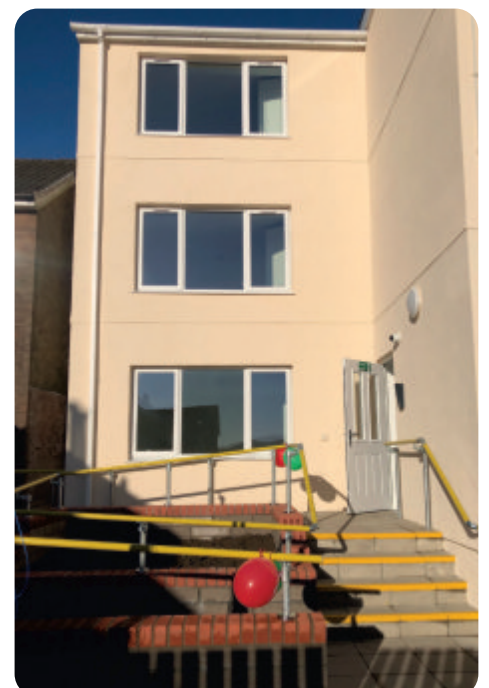
All ground-floor apartments are fully accessible and include wheelchair access. In addition, the three larger apartments have been designed so that a second bedroom can be easily created by inserting a simple door and partition. A “fabric

first” approach has been taken to ensure the new flats have the highest environmental standards possible. For example, the gas supply has been replaced by air-source heat pumps, photovoltaic panels, domestic battery storage, and heat recovery, used for space heating hot water generation, all in a bid to reduce energy bills for the new residents. In addition, all apartments have an EPC A rating, meaning their cosiness has a minimal long-term environmental impact.

The smaller block of flats to the rear has been demolished to provide additional external space for bin and bicycle storage. Cosy Place will provide a home to people as part of the Housing First Scheme.



Alun Davies MS and Brynmawr Historical Society





That scheme gives people who have experienced homelessness a stable home to rebuild their lives, helping to reduce homelessness in Wales.

Alun Davies MS for Blaenau Gwent officially reopened Cosy Place. Mr Davies also presented the Brynmawr Historical Society with a plaque for Cosy Place that had an image of the original Cosy Place Cinema engraved. The plaque will be displayed on the front of the building as a reminder of its origins.

Alun Davies MS for Blaenau Gwent said,

*"I'm very grateful that Tai Calon has been able to deliver on this Welsh Government priority in Brynmawr. One of the things we see across our society is people who cannot find anywhere to live. People who need a roof over their head somewhere where they can put down roots and begin to rebuild their lives, which is important for us in Blaenau Gwent. I am delighted to be here today to see the opening of these flats and this accommodation, which will help transform people's lives in Blaenau Gwent. It is fantastic that Tai Calon has been able to work with our local authority and Welsh Government to deliver for the people of the borough."*

Written by,  
Andy Cooke  
Head of Resident Services



# Customer Satisfaction

*Ensuring the customer voice is heard*

## Empty homes – three examples of where we have helped raise customer satisfaction

Mr Jones, a 90-year-old tenant at Lansbury Road, had recently needed to move into a care home environment, so a relative contacted us on his behalf to let us know about the situation.

We arranged to meet at Mr Jones's home. Overall, his home was in good condition, but carpets and other large furniture items needed to be cleared. We explained this to his relative. However, he told us he had no transport and was physically unable to do this by himself. Luckily, Mr Jones' nephews were on hand to help.

We offered the family a free "grab bag" which is like a skip. The family were delighted with our offer and proceeded to remove all the items and fill the bag over a weekend. This meant that the keys were handed in a week early and the home could be relet quickly.

Mrs Anderson contacted us as she was keen to move into one of our homes. We showed her one of our empty homes that had not been decorated.

On viewing the property, Mrs Anderson was told that she could move in early and receive a free paint pack from us to decorate her new home herself. Mrs Anderson agreed and chose her colours at the same time.

### The paint packs include:

- 2 x Crown trade vinyl matt emulsion brilliant white 5 litre
- 3 x Crown trade vinyl matt emulsion colour 5 litre
- 2 x Crown trade vinyl matt emulsion colour 2.5 litre
- 1 x Crown trade undercoat white 2.5 litre
- 1 x Crown trade gloss brilliant white 2.5 litre

For an additional cost of £26, Mrs Anderson received paint roller, brushes, masking tape dust sheets etc. If Mrs Anderson had bought these items herself, plus the paint then it would have cost approximately £500.

The decoration kit was delivered the same day she received the keys to her new home.

### Mrs Anderson said...

*"The paint was good quality, and I'm pleased with my choices of colours. The brush and roller set were also provided and was very useful."*



Mr Phillips' wife sadly passed away. He made the difficult decision to downsize to a smaller property which would make life easier for him.

Mr Phillips contacted Tai Calon for help, and we arranged to visit his home. Mr Phillips' home was very well looked after but he had carpet, laminate flooring, wardrobes, and sheds that needed to be removed. However, he did not own a car, so removal would be a struggle.

Tai Calon provided a grab bag, and Mr Phillips and his son filled the bag over the weekend so that he could hand in his keys a week early.

This property would have traditionally resulted in recharging Mr Phillips approximately £1,000, plus two-days labour costs to clear the home. However, this flexible approach meant that both Tai Calon and Mr Phillips were satisfied.





## Customers can “Rant & Rave” about Tai Calon performance

We are committed to providing the best service we can by listening to our customers.

In April 2021, Tai Calon introduced “Rant & Rave” to get instant feedback on how we are doing using text messaging and emails from customers. Every day that feedback contributes to improving our service to customers.

Rant & Rave asks customers to rate our service on a scale of 1 (very dissatisfied) to 5 (very satisfied) and explain why.

That feedback tells us what we need to do to improve. Any positive feedback we get, we will let the person or team involved know and be sure to pass on the praise!

### In summary the feedback is ...

- Just under 4,000 items of feedback from 1,800 customers
- 22% response rate
- Most feedback items in a month were 619 in March 2022
- Customer Satisfaction Score (maximum score achievable being 5) has increased from 4.26 in May 2021 to 4.56 in March 2022
- Sentiment score is up from 3.74 in May 2021 to 4.21 in March 2022
- Ravers up from 80% in May 2021 to 88% in March 2022
- 3,300 items of positive feedback

Customer touch point	Satisfaction Score	Sentiment Score
Customer service	4.4	4.0
Repairs and maintenance	4.5	4.1
New lettings	4.5	4.1
Listening post	2.7	2.6
Rent advice & support	4.7	4.4

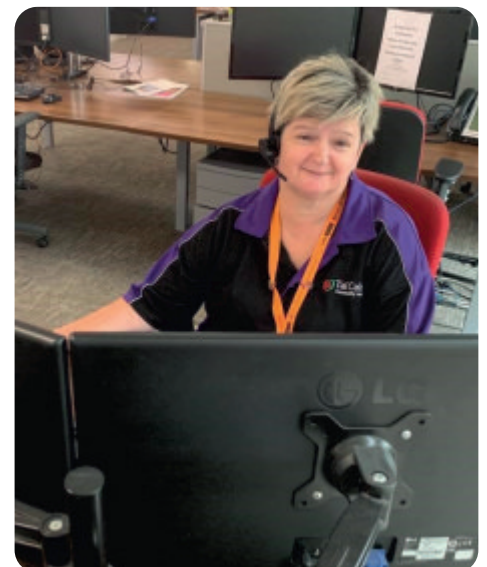
### These are the topics that customers are talking about most positively.

- No mess when a repair is undertaken within customers' homes
- Professional approach by staff
- Polite staff
- Helpful staff
- Friendly staff
- An overall view of the repair service

- Customers being able to contact at a time that suits them via the website.
- Continued improvements of how Tai Calon deals with customers who ring us directly.
- Improving the number of alternative ways customers can contact us.

### There has also been plenty of work that will help improve our customer satisfaction:

- An accessible and improved Tai Calon website.
- A better way that we deal with damp and condensation.
- Enhancing how we plan and deliver reactive repairs.



# Our performance for the year



**99.71%**

of rent collected



**1.48%**

rent due as at 31st March 2022



**1,746**

customers received support and advice



**94.8%**

of repairs done on time



**91.1%**

repair appointments were on time



**4.56**

(out of 5) repair satisfaction



**30**

empty homes on 31st March 22



**32 days**

the average time a home for relet is empty



**0.97%**

income loss whilst homes are empty



**99.91%**

gas servicing completed on time



**100%**

of our homes with a valid electrical certificate



**360**

asbestos surveys renewed last year



**100%**

fire risk inspection – up to date



**100%**

water management risk assessment – up to date



**100%**

passenger lifts inspected



**96.14%**

of customer calls answered on time



# 64

complaints received  
(22 more than  
last year)



# 34

complaints  
upheld



# 100%

of complaints  
answered within  
target time



# 1,361

compliments  
received

## What you get for your rent

In addition to the Key Performance Indicators above, there are a number of value for money indicators. They are:

### Expenditure

Expenditure in the year	
Repairs to homes	20.0%
Housing and estate management	13.7%
Interest payment to our funders	12.6%
Overheads	16.6%
Improvement of homes	37.1%
<b>Total</b>	<b>100.0</b>

### Repairs to homes

- 14,777 completed repairs
- 95.09% were completed within target time
- 2.56 repairs per property
- 97.94% of repairs were completed on the first visit
- 95.01% of appointments were kept
- 1,707 electrical inspections

### Housing and Estate Management

- 57,982 customer calls answered
- 81% satisfaction with the neighbourhood as a place to live
- 72 anti-social behaviour cases successfully resolved



# Our performance for the year

## Estate improvements

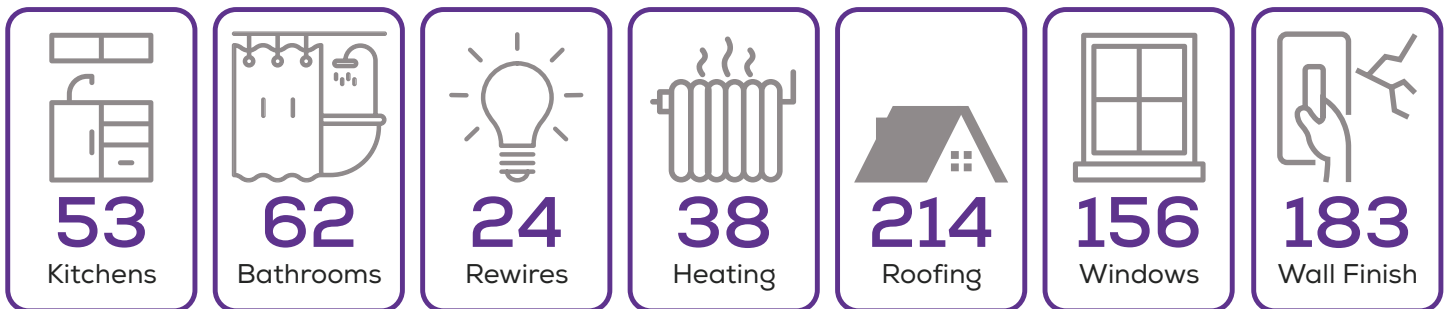
96 properties across 6 estates were demolished during the year. This was because they would require significant investment to upgrade to a quality that would be acceptable to our customers. They were:

- Princes' Court flats
- 1-12 Shopping Centre Flats
- Cwmrydech Court
- 23-24 Stockonville
- Llangynidr Road Flats
- 1-11 The Rise, Coedcae



Photographed by Stephen Davies – Photos and Digital Media

## Home improvement programme



## Investment in Wales

**70.6%** of our spend went to Welsh businesses



## Income

Income in the year	£000's
Rent	25,795
Service Charges	425
Income for Support Services	130
Other Revenue Grants	337
Garages Rent	40
Other Income	259
Welsh Government gap funding	4,200
<b>Total</b>	<b>31,186</b>




## Customer Satisfaction – we aim to achieve 90% overall customer satisfaction by 2025

Tai Calon uses many methods to gauge customer satisfaction, a key one is our annual survey (called the STAR survey). In the autumn of 2021, this survey was sent to approximately 33% of our customers.

The result showed that overall satisfaction with Tai Calon's services has not changed from the previous year. So, whilst we had hoped for an improvement for our customers, it was interesting to note that our competitors recorded drops in satisfaction. The 81% can be compared with the housing sector average of 83%. On the opposite end of the scale, only 11% were unhappy, slightly fewer than the 13% last year.

### In detail, the annual survey showed the following:

Bench mark	2020 result	Change over time	2021 result	
83%	81%	↕	81%	Satisfaction overall
82%	81%	↓	78%	Quality of home
82%	89%	↓	87%	Safety and security of home
78%	73%	↓	71%	Repairs and maintenance overall
84%	84%	↓	81%	Neighbourhood as a place to live
83%	80%	↑	81%	Value for money of rent
70%	NA		74%	Value of money of service charge
82%	82%	↑	84%	Easy to deal with
71%	70%	↓	68%	Listens to views and acts on them
63%	63%	↕	63%	Dealing with anti-social behaviour
65%	NA		67%	Taking part in decision making
59%	NA		68%	Having a say in service management
80%	76%	↑	81%	Trust Tai Calon

 Statistically significant improvement    
  No statistically significant change    
  Statistically significant decline

There is still more for us to do. Our Corporate Plan 2025 has the target of achieving 90% customer satisfaction by 2025, and we are working very hard to achieve that with a range of changes and improvement being made through the year ended 31st March 2023. Further we also work with the Institute of Customer Satisfaction so we can compare ourselves with all great customer facing organisations across the UK.

## Governance performance

Our Regulatory Judgement by Welsh Government took place in June 2021. We were awarded the highest ratings for both the organisation's governance and for financial viability: Standard.

# Meet our Board

Our Board is made up of six independent members, two members nominated by Blaenau Gwent County Borough Council and three tenant Board members.

This year we welcomed three new board members, Jenny White, Shannon Williams and Abhishek Vyas. Jenny and Shannon are our newest tenant Board members. Jenny is Operations Director for a Cleaning & Support Services company. Shannon works for one of the national supermarkets and enjoys volunteering in local schools and helping with fundraisers for the local community and other charities. Abhishek is a cyber security and risk management expert, currently working in the banking sector for a large Insurance company.



**Professor Sir  
Adrian Webb**  
Board Chair



**Katherine Howells**  
Vice-Chair of Board



**Abhishek Vyas**



**Chris Jofeh**



**Ellen Jones**  
(Joined June 2022)



**Ian Hughes**  
Chair of  
Remuneration  
Committee



**Jenny White**



**Mike Santon**  
Chair of Homes  
& Communities  
Committee



**Neil Harris**  
Chair of Audit &  
Risk Committee



**Shannon Williams**



**Sonia Behr**  
(Joined June  
2022)



**Gemma Badham**

## In addition, two new committee members joined Tai Calon.

- Sian Nicolas who brings a wealth of customer service experience and hearing the voice of the customer. She currently works for a local housing association and sits on our Homes & Communities Committee.
- Brian Pickett who brings expert finance knowledge, with experience of working both in the housing sector, and prior to that, with Welsh Government. Brian serves on our Audit & Risk Committee.

# Summary Financial Statements

## Consolidated Statement of Comprehensive Income

For the year ended 31 March 2022	2022 £'000	2021 £'000
Turnover	28,065	27,378
Operating Expenditure	(27,143)	(24,260)
Surplus on disposal of property, plant and equipment	-	107
Interest payable and financing costs	(4,139)	(4,146)
Changes in pension past service deficit contribution liability on revaluation	9,079	(7,705)
<b>Total Comprehensive Income for the year</b>	<b>5,862</b>	<b>(8,626)</b>

## Consolidated Statement of Financial Position

As of 31 March 2022	2022 £'000	2021 £'000
Property Plant & Equipment	138,955	134,164
Current Assets	35,247	40,688
Current Liabilities	(32,563)	(30,396)
<b>Total assets less current liabilities</b>	<b>141,639</b>	<b>144,455</b>
Long Term Creditors	(72,630)	(78,755)
Social Housing Grant and other grants: amounts falling due after more than one year	(31,790)	(27,211)
LGPS pension asset / (liability)	(15,559)	(22,691)
<b>Net Assets</b>	<b>21,660</b>	<b>15,798</b>
<b>Capital and reserves</b>		
Share capital	1	1
Total Reserves	21,660	15,798
<b>Total Capital &amp; Reserves</b>	<b>21,660</b>	<b>15,798</b>



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