


# Tai Calon


Community Housing

*at the heart of your community*



When Tai Calon Community Housing was created in July, 2010, we made a number of promises to you.

So, what does that mean?  
Well... according to the dictionary, the word "promise" means that someone pledges that something will happen or be done.



So what have we done about the promises we made to you?  
Look inside and see...



Annual Report 2013/14

 [facebook.com/taicalon](https://www.facebook.com/taicalon)

 @taicalon

...ing a difference.

# Hello!

Over the following pages we will tell you what we have done to keep our promises to you.



We would also love to hear your views. There are lots of ways to get in touch with us – face-to-face, by letter, phone, email, Twitter and Facebook.



Tai Calon Community Housing  
Solis One  
Rising Sun Industrial Estate  
Blaina  
Blaenau Gwent  
NP13 3JW





Dr Norma Barry,  
Chair

We hope you enjoy reading about all the exciting things that have taken place during the past year.



Jen Barfoot,  
Chief Executive



1 in 3 of your homes now comply to Welsh Housing Quality Standard.

We replaced more than

**OVER  
500**

homes have been fitted with external wall insulation through our many different schemes. It should hopefully make them cheaper and easier to keep warm.

**1,100  
ROOFS**

However, if things have not gone to plan... we are putting them right to try and deliver what tenants want.

We will shortly offer same day appointments for repairs or within a 2-hour slot on another day to suit tenants.

We plan our programmes to replace roofs and central heating systems around you by only carrying out the work in the warmer months.

We have improved our "out of hours", emergency service so that it is more responsive to your needs.

The Tai Calon Board supports and directs the Chief Executive and Executive Team in driving forward the business.

None of what we do as a business could have been achieved without the help of involved tenants, our staff and partners. We would like to thank them for their continued support.

**By working together - we are making a difference.**

We have cut our spending by

**at least 20%**

by improving the way we manage our WHQS projects.

## What do you know about us?

Let's start by telling you a little about us.



Tai Calon Community Housing is a "not for profit" organisation. This means that any money we make or save is put back into the business. We are also a community mutual, so the views of tenants are at the heart of everything we do.

We have

# 6,165 HOMES

... and are the

# LARGEST

social landlord in  
Blaenau Gwent.



### WE HAVE:

- 1,001 Flats**
- 451 One bed homes**
- 1,297 Two bed homes**
- 3,057 Three bed homes**
- 57 Four bed homes**
- 302 Supported living homes**

Leaseholders

# 336

We also have 336 Leaseholders ... these are people who own flats in our buildings. And we rent out 550 garages and 26 commercial premises, including shops.

# 550

Garages



## Commercial Premises

# 26

# OUR MISSION

To deliver our promises,  
improving homes and lives.

# OUR VISION

We will deliver excellent homes and  
services to make our communities proud.

# OUR VALUES

We will:

- Be tenant focused
- Listen and learn
- Be excellent
- Show respect
- Be open.



## WE

- Produce the Heart of the Matter magazine for tenants as well as Neighbourhood Newsletters which have news local to your area
- Organise regular competitions. We have an annual garden contest as well as a photographic competition to find pictures for the Tai Calon-der (your calendar)
- Support local organisations and events.



So... what about those promises we made to you?

Are we keeping them?



## WE PROMISE...

To make sure your homes are in good repair, safe and secure, up-to-date, as well as adequately heated and insulated.

## WE ARE...

Modernising your homes to bring them up to Welsh Housing Quality Standard. This standard was set by the Welsh Government.

In many homes we are replacing kitchens and bathrooms, as well as renewing roofs, electrical and heating systems.

Our programme is costing **£111 million** and will be completed, as planned, by the end of 2015.

## SO FAR...

We have worked hard with our excellent contractors and have carried out about **£52 million** of improvements. The work is carried out by eight contractors, one large company, Keepmoat, and seven, smaller local firms, I J Caddick and Co, Glanmor Developments, P&P Building and Roofing Contractors, Seren Contractors, AP Waters Building Contractors, Mike Wilkes & Son Limited and R&M Williams.



We aim to use local suppliers and firms as far as possible.

This is what we have done and are doing to bring all your homes up to WHQS.

	2013/14	Total number so far	Next 12 months target
<b>Kitchens</b>	<b>1144</b>	<b>3762</b>	<b>1100</b>
<b>Bathrooms</b>	<b>938</b>	<b>2774</b>	<b>900</b>
<b>Rewires</b>	<b>867</b>	<b>3540</b>	<b>600</b>
<b>Roofs</b>	<b>1129</b>	<b>2642</b>	<b>750</b>
<b>Heating systems</b>	<b>954</b>	<b>3237</b>	<b>450</b>

In most areas we met or exceeded our own challenging targets for WHQS. You have also told us that you are happy with the work. In fact, 98% of tenants surveyed rated the completed job in their home as good or excellent.

Meanwhile, we have also worked closely with Blaenau Gwent County Borough Council to clear our backlog so we can carry out adaptations quickly. This includes replacing steps with ramps outside a property if the tenant has mobility issues, or fitting a walk-in shower/wet room.

We are also committed to reducing the number of empty homes waiting to be re-let.

Looking forward – we will be replacing more roofs than before with plans to renew 750 during 2014/15.

So are we keeping our promise... are you happy with the work we are doing?

Brian Williams has just had a new kitchen and bathroom installed in his flat. He designed the layout himself and chose the dark grey and white colour scheme for the kitchen, which was installed by Seren Contractors.



*"The original kitchen was rather basic, this one is more modern and high class. I used to describe it as... the kitchen... now it's my kitchen because it is just the way I want it. Absolutely smashing."*

**Some of our homes are built using non-traditional methods.**

## What are we doing about it?

We have fitted external wall insulation and renewed roofs to homes as part of different energy saving projects. However, we have obviously been affected by the UK Government's decision to reduce the amount of money that energy companies contribute to such schemes.

While we find new sources of funding, our Board has agreed to provide extra resources. As a result, a further 350 homes will be insulated during the coming year and another 150 in 2015.

We also have a programme to remove cavity wall insulation, where it is causing a problem, and to re-render the property.

We are looking at ways to make new technology work for us and tenants. One such scheme approved by Board is to install solar panels on the roof of Solis One. It will provide us with free electricity for the building and any surplus can be sold to the National Grid.



# REPAIRS

We promise to make sure that your homes are in a good state of repair.

Hayley Canif was devastated when a leaking roof damaged the bedroom of her autistic son.

*"I had repeatedly reported the problem, but nothing was done. Every time it rained I was so worried that water would get into my son's room.*

*He spends a lot of time in his bedroom so I paid for a mural to be painted, it took seven and a half months to complete. I also bought him special furniture and bedding.*

*When the ceiling collapsed I was so upset. Everything was ruined. It was an awful time for my son and me.*

*However with the help of staff in Customer Services and Insurance my repairs were sorted out and my son's bedroom restored to how it was. I can not thank them enough for everything they did."*

Our approach to ensuring gas safety was reviewed by Gas Safe - the industry's regulatory body. It said we were good at repairing and servicing gas appliances as well as ensuring our contractors did their work safely.



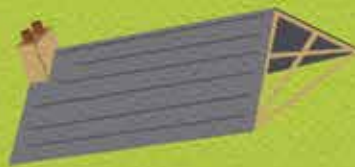
During the past **52** weeks, we carried out **29,209** repairs that's just over **80** every day of the year.

However, this winter has been very challenging for us and it's clear we haven't always got it right.

Our trade staff dealt with everything from falling trees, roofs being lifted by high winds and fallen cables.

In order to cope with the high level of calls, we temporarily suspended routine repairs. Please accept our apologies for the delay in completing work in your home.


However, we have set up a system so that a tenant identified as vulnerable, due to age, disability etc, would still get the help they need.



However, we do accept that we can do better.

## What are we doing about it?

We will improve our planning for bad weather.



Remove old chimneys, so they can't cause problems in the event of another bad winter.

Did you know that it costs us **£55,**  
**JUST** to send a member of our  
trade staff to your home?

This is why it is so important to let us know if you can't keep an appointment.

If you aren't in when we call **you could be charged £25** for a missed appointment. It could also mean your repair is delayed.

In return, we promise...  
if we fail to keep an appointment time  
**we will pay you £25.**

# HOUSING

**We promise to create neighbourhoods where people want to live, work and play.**

Our Neighbourhood Teams are our “eyes and ears” in your community offering “day-to-day” support to you. They deal with tenancy matters, offer advice on budgeting and benefits. They can also help with other problems as well.

They also produce your Neighbourhood Newsletters. The 12 editions are written by the Neighbourhood Managers and the front page has news local to their patch. On the reverse is information from right across Tai Calon. The newsletters are produced five times a year and are hand delivered by staff.



**We produce  
12 editions  
5 times a year**

Mr CP said:

*“It’s been, on the whole, a pretty horrendous year but I managed to secure work closer to home and then Tai Calon coming through with the flat has just made all the difference. I lived in the area as a child and still have a relative nearby so I couldn’t believe how lucky I was to be offered the tenancy.”*

We are constantly looking at ways of improving our service to you. We have awarded a two year contract to Wales & West Housing to operate our “out of hours” answering service. It also runs our community alarm monitoring used by nearly 600 tenants.

During the next 12 months we plan to create an online housing portal where you can check your statement and pay your rent. In the future, you will be able to report a repair and check on its progress, as well as securely access other services via the internet.

We promise to offer services for older people and Supported Living accommodation.



## We have 11 Supported Living schemes across the county and have:

Provided undercover storage for mobility scooters at Cwmrhydderch, Peacehaven and Grace Pope Court.

Installed electric Smart meters in most schemes.

Produced leaflets advertising the benefits of living in our schemes.

Set up a dedicated team to support the schemes and residents.

Upgraded the emergency alarm system.

## What will we be doing

We are working on a strategy for our Supported Living programme.

We are installing Wi-Fi in all our schemes.

We are setting up a mentoring project where residents from one of our schemes visit a local school.



We have also set up the Ffynnon Court Move On project in partnership with Blaenau Gwent County Borough Council and the homeless charity, The Wallich.

Welsh Housing Minister Carl Sargeant visited the project which will help people aged 18+ live more independently.

They will be housed at the Supported Living scheme in Brynmawr for 12 months while they develop the skills to live on their own.

The Minister met the first tenant, Gareth Higgins. He told us: "I was delighted to be returning to Brynmawr after being away for two years. It will be great having my own flat close to my family and friends."



Gareth Higgins, (left) Andrew Wall and Ryan Gore from Seren Contractors which renovated the flats, with Welsh Housing Minister, Carl Sargeant.



Ffynnon Court Move On project sponsored by:



Arthur J. Gallagher



ark housing consultancy

Our contractors and other business partners have paid for a bed and bedding for each of the flats.

Thank you to: Ark Consultancy, Arthur J Gallagher, Phoenix, Insight, Northgate, BRC, Carrick, JP Print, Publicity Centre, Keepmoat and Howards Furnishers.

# INCOME

We promise to keep any rent increases in line with Welsh Government guidelines.

We are doing just that and rents in Blaenau Gwent are still the lowest in Wales.

**1,072** have been affected by the bedroom tax which was introduced by the UK Government in April, 2013.  
**TENANTS**

Each one has been contacted by our Neighbourhood Teams offering budgeting advice and support in making an application for a Discretionary Housing Payment. This can help top-up their housing benefit if they are facing hardship.

The majority of tenants affected by the bedroom tax are managing to pay their rent in full, or have a payment plan.

In November, we appointed three temporary Rent and Income Advisors who can offer specialist advice. They can also help other tenants who have fallen into arrears.

**In five months their specialist support has resulted in the business being £162,485 better off.**

Your benefits are  
**Changing**

**A single mother, with two grown up children,** had not paid her rent in the three months the tenancy had been in existence. One child worked part-time, the other and Mum are on Job Seekers Allowance.

*"I was worried about the situation, but didn't know what to do."* said Ms S



Our Customer Services team has also been trained to take rent payments. This means we now have more staff available... it also cuts down the time tenants have to wait on the phone for their payments to be taken. Since August the team has collected more than **£200,000** and avoided transferring over **1,300 calls**.



We have also made it easier in other ways for you to pay your rent. It can be paid by:

**Direct Debit; in cash;  
Rent Collector; by phone  
or internet.**

During the past 12 months we have carried out **26** evictions for non payment of rent. We do offer tenant's advice and support to help them remain in their home. However, we will take court action if they refuse to co-operate with us or repeatedly fail to pay their rent.

Ms S was contacted by her Neighbourhood Manager before being put in touch with a Rent and Income Advisor. The Advisor helped Ms S make an application for Discretionary Housing Payment. She was awarded the maximum by Blaenau Gwent County Borough Council. This topped up her housing benefit to full rent for six months.

The Advisor helped the Mum to open a bank account and to make arrangements to pay off other debts, including her rent arrears.

She said:

*"You think it is only you going through it and then you find out that others are as well and that there is help available."*

# So how do we support tenants?

We promote Smartmoney credit union.

We tell you about local companies and social enterprises which offer affordable as well as good quality furniture and IT equipment.

If a tenant is having difficulty managing their money, we offer advice and help – as well as referrals to a number of independent and free organisations.

We carry out benefit checks to make sure tenants are claiming all their entitlements.

We are involved in the “Your Benefits are Changing Campaign” – a Wales wide initiative run by Community Housing Cymru (CHC). The campaign gives free advice about benefits. Visit [www.yourbenefitsarechanging.co.uk](http://www.yourbenefitsarechanging.co.uk) or text ‘change’ to 80018 and an advisor will call you back.


We have received training to be able to identify and report illegal money lending within the community.

We provide a training course on good budgeting and household management for tenants, residents, community organisations and staff.

We offer credEcard, an online bank account with an envelope facility which helps households to budget effectively. Tenants can have a credEcard regardless of their financial history.

In partnership with CHC, a Money Advisor held a clinic at Solis One and helped more than 158 people. They are now collectively over £98,900 better off having had assistance in obtaining extra income/benefits and debt management. One tenant now receives more than £5,000 a year in extra income.






Our Energy Advisors helped 312 households to reduce energy costs. They also assisted more than 95 tenants to apply to Welsh Water Assist and Warm Home Discount for help with their utility bills, saving them £16,000+.

We helped 362 tenants apply for Discretionary Housing Payments.

We fill out "income and expenditure" sheets with prospective tenants BEFORE signing them up for their new home.



We offer tenants the opportunity to compare fuel costs through Your Home Energy Switch - Telephone 0800 001 4706. It is a completely free and impartial comparison and switching service provided by the National Housing Federation.

During an appointment, one of our energy advisors realised the tenant was struggling to manage their money and couldn't afford to heat their home.

There was no credit on the gas meter and only a small amount on the one for electricity.

We gave the tenant a voucher for the Food Bank and loaned them an electric heater.

We also referred the tenant to the Citizen Advice Money Advice Service. During a follow up visit, the tenant had both gas and electricity.

They had also been able to decorate their new home after the CAB helped them apply for unclaimed benefits.





We have also made it as easy as possible for you to keep in contact with us. You can write or visit us, send a text or email. You can also keep in touch with us via our website or social media.

**In fact...**  
**900+**  
**of you follow us on Facebook.**

It is a great way to keep in touch with all our latest news, including job vacancies and events in your neighbourhood. You can also send us a private message if you have a query.



We are on Twitter, LinkedIn, Pinterest and Flickr. You can also find us on YouTube where you can see some of the things we have been doing.

This year we are planning to introduce a text and email service for tenants. We can let you know about events, news and job vacancies in your community.

You can opt out of this service at any time. If interested please email [press@taicalon.org](mailto:press@taicalon.org), text taicalon followed by your name and email address to 60030 or send us a private message on [Facebook.com/taicalon](https://www.facebook.com/taicalon).

# We promise to create pleasant and safer communities

## Your Neighbourhood Your Choice

Better car parking and play areas have been common themes.



We are spending £14 million transforming and regenerating the open spaces and public areas in your communities.

Since April we have carried out "Your Neighbourhood, Your Choice" roadshows in 14 communities, talking to tenants and residents about what improvements they would like in their area.

Work is due to get underway in Ashvale and Newtown this summer and we will be visiting a further 10 communities over the coming 12 months.

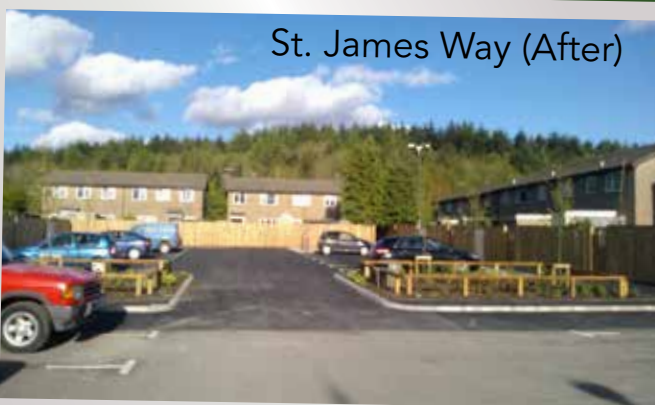
We have supported local groups and projects through our Environmental Improvement fund and Community Chest – awarding just over £32,000, nearly a third more than last year.

Twelve people have benefited from our new Tenant Bursary Fund which is open to tenants, their partners and children. They can apply for up to £250 to support them in starting or completing a certified training or learning scheme/course.

St. James Way (Before)



St. James Way (After)



St. James Way in Tredegar is the first scheme to be completed. We provided extra car parking spaces as well as landscaped the area in a much needed face-lift.

# So what else have we been up to?

Organised eight community cleans ups – around 40 tenants and residents helped us fill nine skips and clear about 120 bags of rubbish. Our Green Earth team also removed numerous items, from household furniture to dead plants in flower pots and broken rocking horses.

Set up our own employment and training service for tenants – one has already been helped into work.

Set up our Work Club every Thursday afternoon at Solis One.

Secured funding in partnership with UnLtd for a new project aimed at supporting young people who want to create social enterprises.

**Provided**  
**36**  
work placement opportunities.

**6** have gone onto obtain employment and **4** into education.

Arranged two OCN courses in Customer Care. All 14 students obtained the qualification. Also, as part of their training they spent time working in our Customer Services department.



Set up Clean and Green. It has created employment for four young people who are learning horticultural skills.



In partnership with Communities First, employed two youth workers for the Chill Zone project in Winchestown. Instead of returning to an empty home after school, young people have somewhere to go, get help with their homework and learn new skills.

Established the Rainbow Rangers in Newtown. A group of 20 youngsters, aged between 5 and 15 work with us on identifying and carrying out environmental improvements in their neighbourhood.

We sponsor your local community radio station, BRfm 97.3fm and host our own weekly programme. "Tai Calon on the Radio" is on air every Wednesday, between 10am and 11am.



Re-launched our time banking scheme as 2for1 – we have two new partners, The Market Hall Cinema and the Eden Centre.



We also sponsor the Market Hall Cinema in Brynmawr, which was saved from closure by a group of volunteers. Tickets on a Tai Calon Tuesday are £3.50 for every seat.

Set up a youth forum with ten young people – they have produced a short film about what it is like to live in their neighbourhood and what they would do to improve it.

We are developing the role of tenant forums, which we consult on key areas of our business including repairs and maintenance.

During National Apprenticeship Week, we asked our apprentices and those employed by our contractors, to join us for breakfast to celebrate.

We discovered that Seren Contractors was looking to recruit apprentices to work in carpentry and plastering. So we also invited a group of young people, who were looking for jobs in the housing sector.



One of the successful candidates is Ryan Gore, who had been on a work placement with our Clean and Green team.

Ryan Gore said:

*"I am over the moon to have been offered the job. I never thought I would get the chance of an apprenticeship as a plasterer. This really is a fantastic and unbelievable opportunity."*



Another of them, Chris Beynon, was so keen he turned up an hour early! However, his determination paid off and he was offered a job as a carpenter.



## Meanwhile, we have also helped tenants as well



Jo Jones, who attends our Work Club every Thursday, gained experience in our Customer Services department during an eight week voluntary job placement. She enjoyed it so much, Jo continued to help out while applying for work. Her dedication paid off because Jo has been given a six month contract with us as a Customer Services Advisor.



Sarah Bull attended one of our OCN courses in Customer Care and volunteered to carry out telephone satisfaction surveys with tenants. She then successfully applied for a post as a temporary Purchasing Clerk.

*"I heard about the job whilst volunteering and it gave me the opportunity to apply for it. It's great to feel independent and to also gain work experience as well as new skills.*

*I really feel like the job has finally opened up many opportunities for me to build and improve my career. It's a great achievement because I do feel like I worked hard for it,"* said Sarah Bull.

Looking forward ... we are introducing one grant scheme to support local projects, which will replace the existing Environmental Improvement Fund and Community Chest.

We believe the new fund will be able to support more local schemes.

We are also involved in a new project called Space Saviours. In partnership with other housing associations we are giving local people the skills to help them develop and find funding for schemes that will make a difference in their community.



# We promise that you will feel safer in your community

We will not tolerate anti social behaviour (ASB), whether it is towards tenants, staff or the wider community.

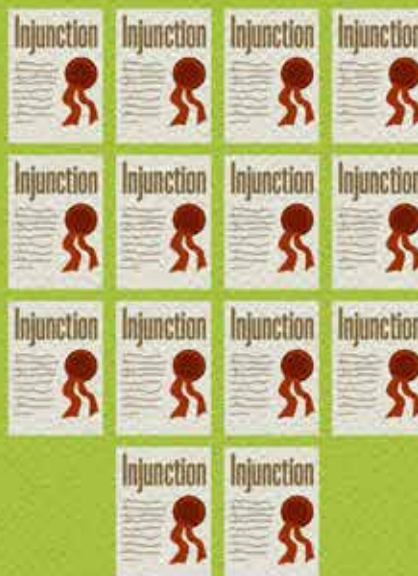
We take firm, but fair action and at the heart of everything we do is the tenant.

In fact our strategy for dealing with ASB has been recognised as being amongst the best in the Welsh housing sector. We have been awarded accreditation from the Wales Housing Management Standard as proof of our excellent work.

We aim to resolve a complaint without the need for formal action. If we proceed further, it is only with the support of the victim.

**We received  
497 ASB  
complaints  
most were resolved by  
early intervention.**

We took back seven homes after obtaining Possession Orders. We went to court for a number of reasons including, violence and threats of violence, the cultivation of drugs, the illegal bypassing of electricity meters, neighbour nuisance and noise complaints. Another seven tenants left before the outcome of legal action.



**We obtained  
14 court  
injunctions  
preventing ASB.**

We have daily conference calls with Gwent Police, Blaenau Gwent County Borough Council and Blaenau Gwent Domestic Abuse Service to combat domestic abuse. We support victims by taking action against their abuser. We can also install CCTV and alarms at victim's homes.





Mrs T came to us after she and her husband had been verbally abused. They also had their car vandalised, stones thrown at their windows and dog faeces left on their door step.

The tenant thought they recognised one of their tormentors. We warned the alleged abuser that we would take action against them if we obtained proof that they had been involved.

Due to the nature of the harassment we installed window and door alarms at the home of Mrs T. We also referred them to the Hate Crime Forum for support and assistance. Since our intervention, there have been no repeat of the incidents.

We had complaints about the poor state of the garden and property lived in by Ms W, the behaviour of her sons and friends as well as the noise they were generating.

We spoke to Ms W, but when the problems reoccurred, she was served with a Tenancy Caution. The Neighbourhood Manager and ASB Advisor continued to visit her on a weekly basis and initially she and her sons co-operated. However, the complaints continued so we, with the support of Gwent Police, asked the County Court to evict Ms W. The judge agreed to our request. Her sons were also served with notices banning them from returning to the property and surrounding area.



# We promise to listen and learn

## Compliments, Complaints and Comments

We carried out a survey to find out what you think of us and the service we give you.

Tenants, including members of the Communications Working Group, were involved in designing the STAR, Tenants and Residents Survey.

We asked you, as part of STAR, to let us know if you had any outstanding complaints about our service.

We had nearly 600 comments from people willing for us to contact them back about their queries.

The subjects ranged from complaints about repairs to neighbourhood issues. We were able to respond to 8 out of 10 of them.

## So how have we done?

Tenants were very/fairly happy with the overall service from us, which has improved from **76.5%** to **82%** in the last 12 months.

That means that more than  
**8 out of 10**  
of you are happy.

However, there is still room for improvement.



In our Christmas Edition of Heart of the Matter we also promised that anyone still unhappy should contact us again. Two tenants did and their complaints are being resolved.

Some tenants said staff answering calls "Out of Hours" were "rude" and "not nice". They also raised concerns that information was not passed on.

We have recently changed our "Out of Hours" provider and the successful company is receiving on-going training and monitoring by us.

# Thank you for the thank you!



We have received well over a hundred letters from tenants thanking us for the work we have done or services provided.

Nearly nine out of ten tenants who contacted our Customer Services department found staff to be helpful, according to the STAR survey. Just over eight out of ten of you were either very satisfied or satisfied with the ability of staff to deal quickly and efficiently with your call.

Overall, you expressed a high level of satisfaction with the repairs service, notably the quality of the work, the attitude of the workers and in their efforts to keep any mess to a minimum.

**Where we have got things wrong, we are working to put them right.**

Tenant Darran Thomas has recently had a new kitchen installed, he said:

*"I am now visually impaired and because my needs have changed my old kitchen just wasn't suitable. The new kitchen has all new light units, work tops and tiles, along with all of my black appliances, it makes them stand out more. It makes such a difference knowing where everything is now, I'm so happy with the work that was carried out."*

*"I haven't always been the biggest fan of Tai Calon, but the kitchen has made a huge difference. Along with complaining, I'm happy to tell Tai Calon when something has been done correctly and to compliment it."*



## YOU SAID...

Tenants who pay by Direct Debit were unhappy about the wording on their rent statements. They were angry that it showed them as owing money, simply because it was sent before their payment date.

## WE DID...

We apologised and worked with tenants on our Communications Working Group to reword the rent statement.



# Tai Fest

In July, more than 700 people were at our third tenant fun day breaking all previous attendance records.



Tai Fest is a free, family day out. Everything from the transport and tickets to the food and activities are provided at no cost to tenants.

They enjoyed everything from jewellery making to crazy golf. There was live entertainment and the day was compered by BRfm.



And we know tenants enjoyed it because of all the lovely compliments on the day and afterwards on our Facebook.

The event was paid for by Keepmoat, which is also sponsoring the 2014 tenant funday. A number of our other contractors kindly donated prizes as well.

# What else are we going to improve next year?

We are going to improve the way we communicate to you when things are delayed or haven't happened. In fact, we are already seeing improvements with a reduction in the number of complaints about repairs and maintenance.



## However, we realise that we still have work to do.

We are also going to review our records to make sure we have accurate and up to date information about you and your household. This means we can further improve our service to you.



We are also looking at new ways to persuade more of you to get involved with us. It could be anything from answering a short telephone survey every now and then, to attending the occasional meeting.

And where we haven't done what we promised to do ... we will listen and do better.

# Welsh Language

Tai Calon Community Housing is committed to promoting the Welsh Language

A copy of our annual Welsh Language report is on our website [www.taicalon.org](http://www.taicalon.org).

Please let us know if you would like us to speak or write to you in Welsh.

We celebrated St David's Day by holding a number of events. Members of staff attended a Welsh taster session during their lunch hour. They also produced a video of them practicing some Welsh phrases.



You can watch the video at [youtube.com/taicalonhousing](http://youtube.com/taicalonhousing)



Please tell us if you would like your Annual Report 2013/14 on audio CD, in Braille, by email, large print or another language.

# Board Members

**Our Board is made up of**

**5 independent members,**  
**5 tenants and**  
**5 council nominees.**

Board members at Tai Calon Community Housing share responsibility for:

- Setting objectives and agreeing the plans to achieve those objectives
- Approving our budget and accounts
- Monitoring our performance against agreed plans and budgets; and
- Making sure that the affairs of the organisation are conducted in a proper manner.

All of our Board Members are volunteers.

## PASS



We have yet again achieved the highest rating, a 'Pass', for our Financial Viability report from the Welsh Government. It involves a detailed review of our business plan and financial performance for which we can be graded as a Fail, Pass with further monitoring or a Pass.





**Dr Norma Barry**  
Chair



**Fred Davies**  
Vice Chair



**Elaine Townsend**  
Board Member



**Andrew Bateson**  
Board Member  
Resigned March, 2014



**Shirley Ford**  
Board Member



**Nigel Perring**  
Board Member



**Steve Porter**  
Co-optee July, 2013  
Resigned as Board Member  
July, 2013



**Margaret Retallick**  
Board Member



**Philip White**  
Board Member  
Resigned October, 2013



**Roy Jones**  
Board Member



**Keith Chaplin**  
Board Member



**Jim McIlwee**  
Board Member



**Keren Bender**  
Board Member



**Tim Sharrem**  
Board Member October, 2013  
Replaced Graham Bartlett,  
who resigned  
October, 2013



**Bernard Willis**  
Board Member



**Debbie Green**  
Board Member July, 2013  
Previously Co-optee



# Financial Stuff

## Reading the accounts

### How to find some of the key figures

**The figures quoted in this report are extracted from the Statutory Accounts for Tai Calon Community Housing Limited.**

Figures without brackets show money coming into Tai Calon; those within brackets indicate money going out.

The first key figure is that for “income” at the top of the Income and Expenditure Account. This shows that Tai Calon received just over £20.9million in 2013/14. More than £20.5million came from rents and service charges.

The “operating costs” figure shows that the services we provided to tenants cost a total of more than £21.7million. This figure includes items such as the cost of running our housing services, our repairs service, our office and the salaries of staff.

Tai Calon also receives £4.2million in grants from the Welsh Government. This was secured as part of the agreement to transfer homes to Tai Calon from Blaenau Gwent County Borough Council and with additional funding enabled us to bring all our homes up to WHQS. After taking other income and expenditure into

account, this left us with a ‘deficit for the year’ of £2.596million before taking into account our expenditure on Major Works (WHQS works), i.e. our expenditure was £2.596million more than our income.

The figure at the top of the Balance Sheet shows the value spent on refurbishment of homes through WHQS. Although much of our housing stock is old, their worth (shown under “tangible assets: Housing properties) has increased by £15.5million. This increase has been created by the work on tenants homes since transfer.

# Summary Financial Statements

## Income & Expenditure Account

	For the year ended 31 March 2014 £'000	For the year ended 31 March 2013 £'000
Turnover	20,952	19,684
Operating costs	(21,726)	(21,085)
<b>Operating Surplus/(Deficit)</b>	<b>(774)</b>	<b>(1,401)</b>
Surplus on sale of fixed assets	502	188
Interest receivable	4	4
Interest payable and similar charges	(2,328)	(1,458)
<b>Surplus/(deficit) on ordinary activities</b>	<b>(2,596)</b>	<b>(2,667)</b>

## Balance Sheet

	For the year ended 31 March 2014 £'000	For the year ended 31 March 2013 £'000
Housing assets	36,913	21,441
Other Fixed assets	2,469	2,792
Current assets	5,152	4,159
Current Liabilities	(16,892)	(13,456)
Long Term Liabilities	(30,000)	(15,000)
LGPS Pension Liability	(2,159)	(6,710)
	<b>(4,517)</b>	<b>(6,774)</b>
<b>Capital and reserves</b>	<b>(4,517)</b>	<b>(6,774)</b>

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## Visit our offices or write to us at:

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**Telephone us on:**

0300 303 1717

Text **taicalon** to 60030,  
followed by your message.

**Fax:**

01495 290 501

**Email us at:**

[info@taicalon.org](mailto:info@taicalon.org)

**Find us on the web at:**

[www.taicalon.org](http://www.taicalon.org)