



**Tai Calon**  
Community Housing

# Delivering Value for You



**2023-24**



## Welcome

This booklet gives a snapshot of what we've achieved, how we've spent every penny of your rent, the improvements we've made to your homes and the impact we've had in Blaenau Gwent. Beyond the numbers, it's about the lives we're improving and the communities we're strengthening together.

From building new homes to maintaining the ones you already love, we're focused on keeping your home safe, comfortable, and affordable. Alongside this, we're protecting the environment, supporting your well-being, and investing in the local economy.

We're proud to share our highlights from 2023 - 2024, including key milestones and the strides we've made thanks to your input and support. Together, we're not

just delivering homes, we're building trust, strengthening communities, and shaping a brighter future.

Want to see the highlights for yourself? Scan the QR code below to watch our short "Year in a Snapshot" video it's a celebration of everything we've accomplished together!



Thank you for your trust and support. Together, we're making every penny count.

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# Who We Are

Tai Calon is the largest provider of homes in Blaenau Gwent, managing over 6,000 properties since our founding in 2010. As a not-for-profit organisation and major local employer with more than 280 dedicated staff, we're committed to providing safe, affordable homes and making a positive impact in the community.

Over the years, we've invested over £243 million to ensure our homes meet the Welsh Housing Quality Standard (WHQS). We believe everyone deserves a comfortable place to live, and we're here to make that a reality.

We're more than just a housing provider, we're champions of sustainability and community growth. By embracing environmental, social, and governance (ESG) principles, we're reducing our carbon footprint, fighting climate change, and working toward a greener future.

Looking ahead, our commitment remains strong: to enhance quality of life, support the local economy, and create sustainable, thriving communities in Blaenau Gwent.



# Our Vision, Mission and Values

Everything we do is guided by our vision (why we exist), mission (what we aim to achieve), and values (how we'll get there).

## Our Vision

"To inspire our people to go beyond affordable housing and create vibrant communities across Blaenau Gwent."

## Our Mission

By 2025, over 90% of Tai Calon customers will be satisfied, or very satisfied, with the overall service that they receive.

## Our Values

These 5 Values drive our culture and support the achievement of the Mission. They are:



### Creative

We find innovative ways to serve you better.



### Ownership

We take responsibility for delivering great service.



### Authentic

We're honest and true to our commitments.



### Not on your own

We work together with you and the community.



### Learning

We're always striving to improve.



# Performance Highlights 2023-24

How Every Penny Makes a Difference:  
Discover Where Your Rent is Spent!

Here's how every penny is allocated:

**23.7%**

## Housing & Business Support Services

This portion funds essential services like customer support, administrative tasks, and other business functions that keep housing operations running smoothly.

**20.4%**

## Improvement of Homes

This covers upgrades and enhancements to existing homes, ensuring they remain safe, modern, and comfortable for customers.

**14.1%**

## Operational Spend

These funds are used for day-to-day operational costs, including staff salaries, utilities, and other essential expenses that keep housing services running.

**10.1%**

## Development of New Homes

This investment goes towards building new homes, helping to expand housing options and meet the needs of the community.

**20.3%**

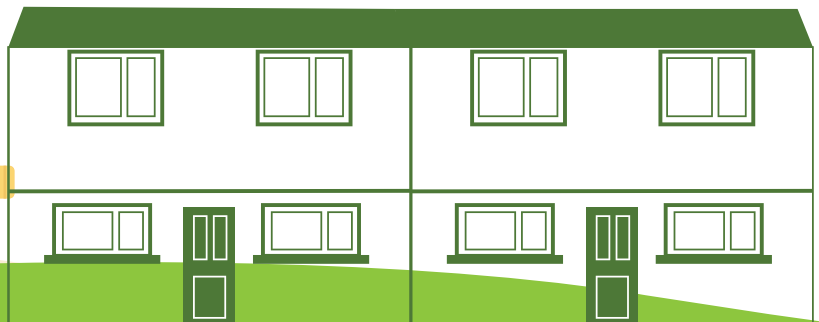
## Repairs & Maintenance:

A significant part of your rent is used for routine maintenance and necessary repairs to keep homes in good condition and address any issues promptly.

**11.4%**

## Non-Cash (Depreciation, etc.)

This represents non-cash accounting expenses like depreciation, which account for the wear and tear on buildings and assets over time.



# Overall Performance 2023 - 2024

## Achievements and Milestones

Received the

# TPAS CYMRU

Good Practice Award in  
the Tenant Voice category.



Great  
Place  
To  
Work®

All staff at Tai Calon  
participated in the  
**Great Place to Work**  
survey, with a very  
positive result of an

**80%**  
approval rating.



Welsh Government  
awarded us a **Bee  
Friendly Award** as  
recognition for the  
work we have done  
to protect the  
environment.

Caru Gwenyn  
Bee Friendly

Secured a

# £105 MILLION

deal with NatWest Group,  
to improve affordable  
housing in Blaenau Gwent.

## Community Impact



Support & advice given to

**1,877** customers  
with their rent.



Helped to support

**254** customers With **112**  
of them receiving dedicated  
help with their energy bills.



**279**  
**FOOD BANK VOUCHERS**

*given to those impacted by the rising cost of living.*

**Lifft.**

Our Team have helped

**162** people live independently and improve their lives.

**WE CONNECTED TENANTS WITH**



**WORK, PLACEMENTS, AND VOLUNTEERING OPPORTUNITIES.**



**HELPED**

**13**

**COMMUNITY GROUPS GROW.**

Christmas Appeal raised over

**£11,007**

for families in Blaenau Gwent.



**Dragon's Gateway Projects**

**14** Primary schools.



**420** on fitness and teamwork activities.

Resolved

**81 CASES**

of anti-social behaviour and helped victims of domestic abuse.

It took approximately



to prepare new homes for tenants.




**12,136 REPAIRS**  
**89% FINISHED**  
**ON TIME.**

**£2,900,103**

spent with local businesses helping the local economy.



# Customer Satisfaction



**88%**

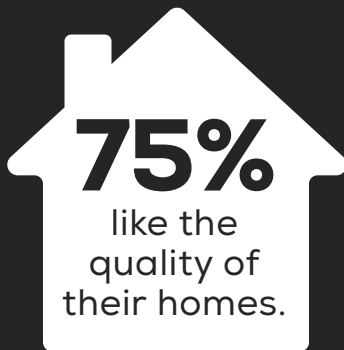
think their rent is good value for money.



**71%**  
*believe we listen to and act on their feedback.*



**80%**  
of customers think their neighbourhood is an excellent place to live.



**75%**  
like the quality of their homes.

**75%**  
*are happy with the service we provide.*

REPAIR satisfaction



**3.5 (OUT OF 5)**

We handled

**50,007**  
**Calls**

with an average wait time of

**54**  
seconds.




**84%**  
*trust our organisation*

**82%**


find it easy to access our services.

**3,446**  
compliments received.

**676**  
complaints addressed.



We're grateful for your feedback, which helps us improve and ensures we deliver the best possible service. Together, we're creating safe homes, vibrant communities, and a brighter future for Blaenau Gwent. Thank you for being part of this journey!

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FOLLOW US ON:



**DO YOU NEED A DIFFERENT FORMAT?**

If you would like this report in a different language please contact customer services.