

Great Homes & Places

2024 - 2025



Annual Report & Consolidated Financial Statements

For the year ended 31st March 2025

TAFF

Welcome from the Chair of Board and Chief Executive

We are pleased to present our report on the activities of Taff Housing Association for the year ended 31st March 2025.

It's been another positive year for us at Taff of building new homes, investing in our exiting homes, communities and colleagues. We've remained committed to our vision to provide great homes and services and support communities to thrive, despite challenges along the way.

The operating environment has remained difficult. Demand for affordable homes still outstrips supply significantly, and the needs of our tenants and service users have continued to change this year. We remain determined to rise to the challenges we face.

We launched a new Strategic Plan which has three key areas of focus;

- Homes
- Customers
- Performance & Resources

This sets our direction going forward making sure we are all focused on building on these strong foundations.

This year we've seen investment in technology to support our ambitions. With a new housing management system now in place, we continue to work on making sure we have the right information to make the best decisions.

We've broadened the opportunities for those we serve to feedback on the services we provide and are excited about how we can use this insight to improve further over the next few years.

We continue to see Artificial Intelligence evolve and develop around us and we have started our own ambitious plans to ensure we harness the positive impact new technology can make. We see it as a way of driving efficiency allowing us to free up our colleagues to spend more time with our tenants and services users on dealing with the issues that really matter to them.

We'd both like to say a very personal and heartfelt thank you to our tenants, customers, stakeholder and colleagues who make it possible to look back on the last 12 months with pride.



**Andrew
Knight
Chair of
Board**



**Helen
White
Chief
Executive**

During the year we launched our new Strategic Plan which focuses on:



Homes

Customers



Performance & Resources





Taff's
Summer
Fun Day
2024

Who we are

We believe it's a right, not a privilege, to have access to a safe, warm, and affordable home. We are a not-for profit organisation, and our mission is simple: to provide great homes and services to support communities to thrive.

We develop places with people, not profit, in mind, building homes and communities where people can thrive.

We are a trusted provider of social housing and housing-related support in Cardiff and across South East Wales. We are determined to deliver high-quality homes and services by being an excellent social landlord and one of the best providers of affordable housing and support services.

We own and manage over 1,600 homes across Cardiff, giving over 4,000 people somewhere to call home.

We also deliver a range of specialist support to over 1,000 people per year including young people and family supported accommodation, community based floating support, specialist community relocation schemes and 24hr support to people who are experiencing homelessness via our hostels.

Celebrating 50 Years of delivering Great Homes and Services

Taff was founded in 1975 making 2025 our 50th year! So much has been achieved in that time but the need for more homes and good quality support services are just as, if not more prevalent today.

From our first homes in Ethel Street, Canton to our most recent handover of homes on the site of the former Radiocraft store in Canton and Riva Bingo Hall in Adamsdown.

Celebrating 50 years
50
Dathlu 50 mlynedd

Our Values

Walking the talk

The way we do things is determined by our values: Trust, Ambition, Learning and Kindness. Our values inform every conversation we have, interaction we make, and decision we take.

We listen and respond to the views of our tenants and service users and work with other stakeholders who share our objectives to build strong partnerships in our communities.

Psychologically Informed Practice

We are committed to supporting communities to thrive by delivering our services with kindness and empathy and have adopted the principles of a Psychologically Informed Environment (PIE). We apply this approach across the whole organisation, and we won't shy away from helping people tackle tough issues like unemployment, poverty, domestic violence, poor mental health, and anti-social behaviour.



Creating a values led culture

We work collaboratively with colleagues to shape the culture we want at work and continue to embed this throughout the business. Our focus is on building a great place to work with a supportive and inclusive culture that reflects the diversity of our communities.



We walk the talk...





Great Homes

We recognise the difference a good home makes to health and wellbeing.

We believe everyone deserves a place where they feel safe, warm, and proud - a home that supports them at every stage of life.

This year, we have continued to improve our existing homes while building new, affordable housing in Cardiff, helping to address the city's chronic housing shortage. Our focus remains on creating high-quality, sustainable homes that meet the needs of the diverse communities we serve.



| Area | No. of Properties |
|----------------|-------------------|
| Adamsdown | 23 |
| Barry | 10 |
| Canton | 455 |
| Fairwater | 37 |
| Grangetown | 460 |
| Heath | 15 |
| Old St Mellons | 33 |
| Radyr | 36 |
| Riverside | 416 |
| Roath | 50 |
| Splott | 2 |



Investing in homes

Ensuring our tenants have access to safe and well-maintained housing is really important. Our repairs team aims to handle any maintenance or repairs promptly, helping to minimise disruption and stress for our tenants.

We have invested £2,415,743 in our existing homes to ensure they remain safe, comfortable, and energy-efficient for our customers. Optimised Retrofit Funding has enabled us to enhance energy performance, reducing carbon emissions, and help to lower household utility bills. In addition, our programme of planned component replacements and building safety improvements has not only raised the overall quality of our homes but also ensured compliance with all relevant legislation.



56% of our homes currently have an Energy Performance Certificate (EPC), with around 63% of those achieving a SAP rating above 75 aligning with the Welsh Housing Quality Standard (WHQS2023) 2030 target for all homes to meet or exceed SAP 75.

We've also continued to deliver high levels of compliance with our landlord health and safety obligations

This year we have completed



27
windows



10
roofs



37
bathrooms



16
boilers



31
doors



47
kitchens



Cabinet Secretary for Housing visits former Radiocraft site

This year, we welcomed Jayne Bryant MS, Cabinet Secretary for Housing and Local Government, and Sian Coggins, Head of Housing Funding at the Welsh Government, to our Cwrt Alaw development in Canton.

Cwrt Alaw, constructed using a 'fabric first' approach, provides ten new, high-quality, energy-efficient one- and two-bedroom flats, featuring innovative technologies.

The visit was an important moment for us, as they met with Taff colleagues from both our Development and Neighbourhood teams. Together, we discussed our shared commitment to tackling the housing crisis in Wales.

The visit provided a valuable platform to showcase the breadth of our housing and support services and we were able to share both our successes and the real-world challenges we continue to navigate as we work to create thriving communities.



Developing new homes

This year saw the completion of thirty nine high-quality, energy-efficient homes in Adamstown, Cardiff, transforming a disused brownfield site into a modern, sustainable place to live.

Built on the site of the former Riva Bingo Hall, which had stood empty since 2009, the new development provides a mix of one- and two-bedroom apartments designed to reduce fuel costs for residents and support our commitment to building low-carbon homes.

A key feature of the scheme is the use of innovative infrared heated wallpaper. A ceiling-mounted system that delivers heat more efficiently than traditional radiators, helping residents warm their homes more quickly and cost-effectively. This new technology has been closely monitored over the year to assess long-term impact on comfort, cost and carbon savings.

Alongside the wallpaper, the development includes solar PV panels, smart thermostats and heating controls, LED lighting, and a green sedum roof. All designed to improve energy performance and enhance sustainability.

The homes were delivered with support from the Welsh Government's Social Housing Grant and are part of our broader approach to tackling the cost-of-living crisis through smarter design, future-proofed construction, and a continued focus on affordable warmth.

Tenant Wayne talks about the benefits of his new home



One of the tenants benefiting from these new energy-efficient homes is long-time Cardiff resident Wayne. He's already seeing a clear difference compared to his previous home, particularly when it comes to energy costs.

"In my old flat, the bills were so high. I was always topping up the electricity meter. But this place is so economical. I can't fault it. I was told about the ventilation and the solar panels that heat the hot water and power the light. Ever since I moved in, I've had hot water and power without any issues".

He encourages others to take the opportunity to move into an energy-efficient home if it becomes available. "If you get the chance, take it. It works, it's reliable, and I'm happy here."





Welcoming the First Minister of Wales to Ty Seren

We were proud to host Eluned Morgan MS, the First Minister for Wales, to Ty Seren this year. Her visit marked a significant moment for our team, residents, and partners as we were able to showcase the impactful work happening every day within our service.

During her time with us, we talked about key areas of our work such as Child Sexual exploitation (CSE), safeguarding practices and the Housing Support Grant (HSG) funding. These conversations highlighted a valuable opportunity to highlight the essential the support we offer and the ongoing challenges we face in delivering critical trauma-informed care to vulnerable individuals.

The First Minister also spent time meeting colleagues, taking a of the Ty Seren site, and speaking directly to some of our residents.

Listening to residents share their personal experiences of living in a hostel environment. Their perspectives highlighted not only the challenges they've faced but also the vital role our service plays in providing stability, safety, and hope during some of the most difficult times in their lives.



We are incredibly grateful to the First Minister for taking the time to engage with our work. Her visit reaffirmed the importance of continued investment and partnership in safeguarding and housing support across Wales.



Great Communities

We know a thriving community makes a difference and creates opportunities to support and connect people

Customer Experience

Engagement with our tenants is a key priority. Our Together at Taff Strategy concluded this year, and we will be publishing its final annual report reflecting on its impact and achievements. Looking ahead, we are developing a new 5-year Customer Experience Strategy, which will be shaped through consultation and in partnership with our tenants to ensure we continue to reflect their needs and priorities.

Estates

A well-maintained home is key to creating a comfortable and welcoming living environment. Our estates team work to maintain high standards of cleanliness, safety and upkeep across all our properties.



Neighbourhoods

Ensuring our communities are safe and great places to live is a top priority. The neighbourhood team works closely with tenants to respond to concerns, maintain communal spaces, and address issues that impact the daily lives of tenants.

Community Inclusion

Our community inclusion team continues to provide comprehensive targeted support to those experiencing financial hardship, offering money advice, tenancy support and signposting tenants to local employment, education, and training opportunities as well as providing access to our emergency hardship fund. This year;

Our money advisor has supported **154** tenants, resulting in tenants getting nearly 200k back in their pockets

Our Community Inclusion Coaches have supported **130** tenants experiencing hardship due to the ongoing cost of living

The team issued **147** emergency fuel vouchers and **175** foodbank vouchers and successfully applied for over 60 DAF for white goods

Supported **9** tenants in significant energy bill debt, receiving over **£6k** from HACT's Fuel fund.





Thriving communities

Bringing people together

We welcomed over 400 tenants, residents, and people from across the community to our annual summer event, bringing together families, neighbours, and local groups for a day filled with activities, entertainment, and access to local services.

Our Tenant & Resident Association were supported to host a children's Eid celebration and a Christmas event, helping to mark key moments in the year for families in the community.

Even leaving Wales for the day, organising a summer trip to Noah's Ark Zoo Farm in Bristol, giving families a fun and memorable day out together.



Local support that matters

Across Grangetown and Riverside, we continued to support events and activities that matter to local families. We sponsored children's activities at the Grangetown Hub and supported both the Grangetown and Riverside community festivals.

We also sponsored the Riverside Warehouse summer camp and a range of local sports sessions, creating safe, active spaces for young people during the school break. At our reception, we provided 450 healthy snacks to children and helped distribute 400 children's books and magazines.



Winter Wellbeing Club

We launched our Winter Wellbeing Club for the fourth year

This year, we celebrated our fourth successful year of the Winter Wellbeing Club, continuing to provide support and connect the community.

Over the course of eight sessions, we served 250 healthy meals, funded by our generous contractors, and welcomed over 150 tenants.

We hosted 10 guest speakers who provided valuable advice and support on a variety of topics including health, finances and personal development.

Tenants enjoyed a range of workshops, such as yoga and first aid. We were also excited to welcome back local beauty students from ACT, who provided hair and nail treatments.

Throughout the club, we distributed 250 fresh fruit bags and held a raffle at each session. A highlight of the year was our Valentine's special, where we saw a record 54 tenants in attendance. We also continued to offer emergency support to an average of 4 tenants per session.

As a results of our guest speakers, 15 tenants have achieved qualifications, 17 have reduced their water bills, and several have signed up for various community projects.

Thank you / Diolch

We would like to extend a thank you to all our sponsors whose support made this all possible - Travis Perkins, Gibsons, No.1 Scaffolding, Aderyn, CEF, Asda and Greenlands



Tenant Voice

We were thrilled to be recognised in TPAS Cymru's Good Practice Awards

We were honoured to be finalists in two categories at this year's TPAS Cymru Good Practice Awards. A celebration of the achievements and efforts of the community, tenants and work across the housing sector

Winter Wellbeing Club

Have Your Say Group



The 'Winter Wellbeing Club' has been a beacon of support, providing a warm and welcoming space during the colder months. Meanwhile, the 'Have Your Say' group has empowered tenants to share their thoughts and influence decisions that affect the services we deliver.

This recognition is a testament to the dedication and hard work of our tenants working together with our colleagues. A big thank you to everyone who is involved.





Making a difference

This year marked our fourth year of delivering the Little Wish Project

Since 2020 Taff colleagues have organised the Little Wish project to support families struggling with the cost of celebrations. The initiative provides free gifts to children and young people living in Taff properties, ensuring they can experience a positive Christmas and Eid.

Now in its fourth year, Little Wish continues to flourish, thanks to the generous contributions from local businesses, contractors, the local community and even Taff colleagues. Their support helps us reach more families each year,

The donations from this year's appeal have provided a total of

43

families over both Christmas and Eid

58

children with a gift for Christmas

60

children with a gift for Eid



Thank you! / Diolch!

Hugh James
Austin Partnership
No 1 Scaffolding
Loft Pro Cardiff
Travis Perkins
St David's Dewi Sant
Principality Building Society



Great People

This year, 44 new starters joined the organisation, bringing valuable skills and perspectives. Our annual colleague turnover rate was 18.4%, and we remain focused on improving colleague retention through support, development opportunities, and a strong culture

Training



We continued to deliver core mandatory training across the organisation, including Health and Safety, Safeguarding, GDPR and Cyber Security, and Sexual Harassment. In addition, this year we introduced more in-person training events including on Psychologically Informed Environments, helping colleagues understand and respond to the psychological needs of the people we support and of each other.

Remembering our colleagues

This year, we take a moment to pause and reflect on the sad loss of two cherished colleagues, Mark Orpin and Michelle Rowlands. Their contributions to Taff and to the communities we serve were immeasurable, and their absence is deeply felt across the organisation.

Michelle was a valued and well-respected member of the Neighbourhood Team for over 12 years and Mark played an integral part in both our Customer Repairs and Support services teams

Both made a lasting impression on everyone who had the privilege of working alongside them. Together, they embodied our values showing compassion, dedication, and a genuine commitment to making a difference in people's lives.

Both will be remembered with great respect and affection by all of us at Taff.



Creating Opportunities

We are proud to be a founding member of the Get Into Housing and Pathway to Board Programmes.

Get Into Housing

Through Get Into Housing, we hosted four placements this year across our Governance, Support, and Community Inclusion teams. The programme provides practical hands-on experience, mentoring and supports skill development to individuals looking to begin their careers in the housing sector.

Pathway to Board

As part of Pathway to Board, we supported two participants in gaining direct experience of board-level leadership and decision-making. The programme aims to increase governance and board roles more accessible, particularly for people from underrepresented backgrounds.

We've seen first-hand how these programs help people build new skills, grow in confidence and take the next steps in their career. We know that housing should reflect the people and communities it serves at every level. These programmes are an important part of that commitment, and we're proud to be supporting the next generation of housing professionals and leaders.



“

The experience has been an exciting opportunity to gain a wonderful insight into the housing sector. I worked with very helpful and supportive colleagues both at Taff and CCHA in a welcoming and open work environment. I appreciate GIH team for working on the project which is so meaningful for people in our communities and across Cardiff.

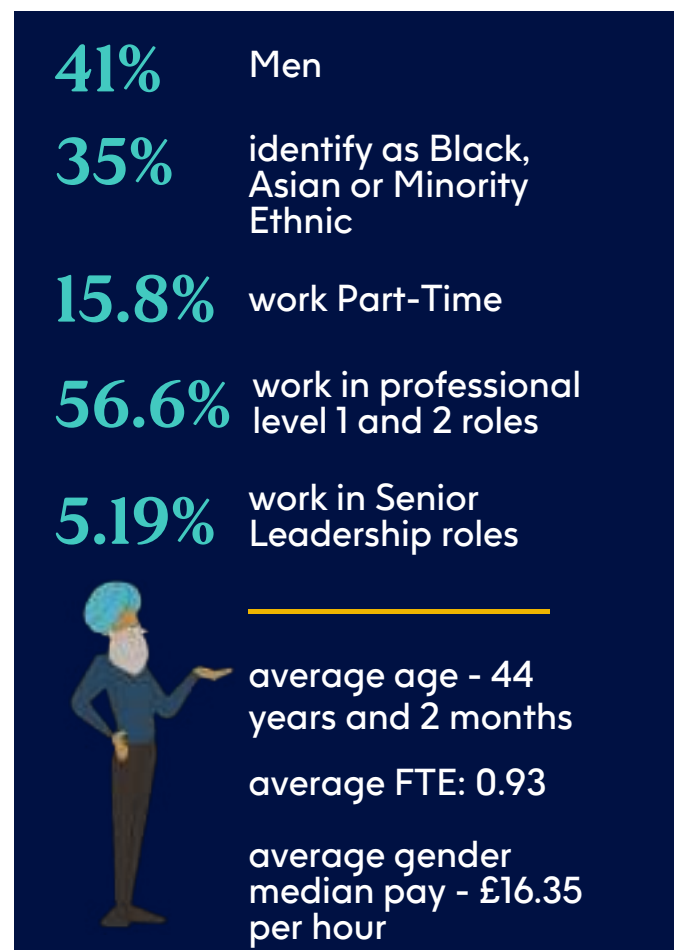
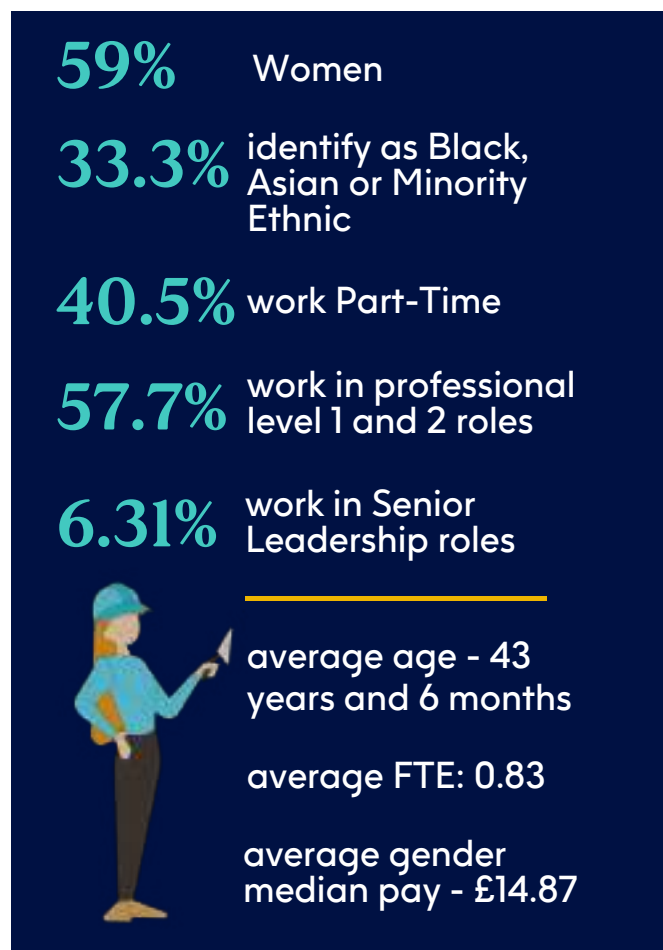
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Reflecting the communities we serve

At Taff, we want to create an environment where people feel they truly belong, are valued, and have the right skills, attitudes, and behaviours to deliver outstanding housing and support services to our diverse communities; an environment where opportunity exists for all.

We aim to be sector leaders in our approach to diversity and wellbeing; being more reflective of the communities we serve and adopting a zero-tolerance approach to discrimination of any kind. In October 2020, we adopted an ambitious plan 'Deeds Not Words' to address race inequality and take an actively anti-racist approach with everything we do. At the end of 2024, we replaced our Deeds Not Words plan with our Equity, Diversity and Inclusion Strategy 2025-2029

In 2024, we embarked on a Cultural Competency Scheme working with Diverse Cymru Wales, aimed at bringing all our colleagues together to embed our commitments. To date the leadership team and operational managers have participated in the scheme and in 2025, the scheme is being rolled out to include all colleagues. We will also commence work to achieve Tai Pawb's QED Accreditation in 2025 to support and further develop our EDI ambitions.



Average ethnicity median pay 2024 -
White
£16.06 per hour

Average ethnicity median pay 2024 -
Black Asian or Minority Ethnic
£13.52 per hour

● The full colleague diversity report will be made available on our website



Supporting Wellbeing

We want our colleagues to thrive

We know that the work that our colleagues do can make a real difference in people's lives, but we also know that it can be challenging. That's why we want to support colleague wellbeing, ensuring they have the space and resources to look after themselves too.

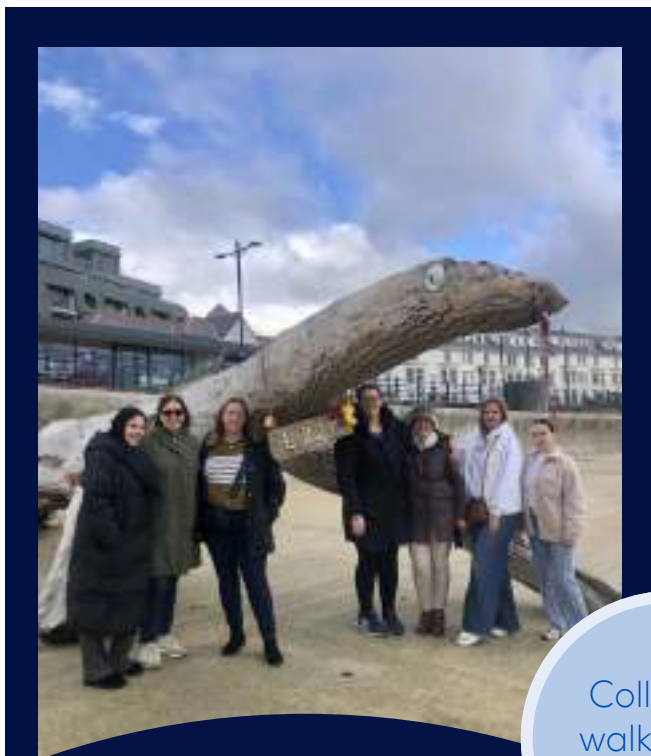
This year, our Wellbeing Group continued to look at ways to support colleague wellbeing and organise activities. We also saw great initiatives launched by colleagues themselves.

One of these was Lunch Crunch, this offers quick, 15-minute light activity sessions. These sessions, with the option to attend in person or online, help colleagues get moving, reset their focus and stay energised during the day.

In addition, for those looking to push themselves further, we launched Sweat-aThon sessions after work hours.

Colleagues across sites took part in a lunch time wellbeing walks. This included from our head office to Llandaff Cathedral and our Bridgend team took to the Porthcawl coast.

To celebrate the end of the 2024 Olympic Games, the wellbeing group also brought the spirit of the game to our office with our very own Taff Olympics



Colleague walk during lunch





A great place to work

Supporting our colleagues to be their best

We know our greatest asset is our colleagues. That's why we're committed to creating a workplace where everyone feels supported, inspired, and empowered to thrive. Whether someone is just starting out or already an experienced professional, we want every colleague to have the opportunity to grow, achieve their goals and feel proud of part they play in delivering our services.

Growing our people

We love to see our colleagues grow and develop - to not only meet but exceed their potential. We actively support professional development through job-related study, access to training opportunities and covering a role-related membership to a professional body.

A culture that reflects our communities

We continue to create an environment that promotes inclusion, respect, and a strong sense of belonging. Our colleagues come from all walks of life, and we want our culture to reflect the diverse communities we serve.

This year, we welcomed the arrival of our branded prayer mats and introduced a dedicated prayer room in our office to support our colleagues' faith and wellbeing





Using our voice for change

We believe in the power of lived experience and the strength of collective voices to drive meaningful change. Our people; colleagues, tenants, and those we support are not just part of the housing and support system, but key to shaping it. Through our political engagement and advocacy work, we ensure our experiences are heard at the highest levels of decision-making. By working with partners we're using our voice to push for a more fairer, more effective response to homelessness and housing insecurity.

Senedd Y Farchnad

We attended Y Farchnad at the Senedd, a space for open conversation with key Welsh leaders. With homelessness services stretched to the limit, we used the opportunity to raise concerns and press for greater government action. It was another important step in ensuring those affected by homelessness are central to shaping the solutions.



grasshopper

Homelessness Roundtable

We used our voice to help shape the homelessness agenda which brought colleagues and key partners together at the Senedd for a roundtable on homelessness, hosted by Jenny Rathbone MS. Organisations, including The Salvation Army, The Wallich, The Bevan Foundation, Community Housing Cymru, Cymorth Cymru, and Llamau shared insight on responding to growing pressure on services

Political Engagement

We welcomed Alex Barros-Curtis, MP for Cardiff West, to our head office for in-depth talks with our leadership team to highlight the lived realities of those facing housing challenges





Housing Team of the year

Supporting residents when it matters most

If there's ever been a moment that defines what it means to step up when it really counts, it was the response of our Critical Incident Team in September 2023. Faced with an unexpected and urgent situation, colleagues from across Taff came together with a shared goal: to keep residents safe, supported, and informed through a time of great uncertainty.

When a serious structural issue was discovered, more than 20 households had to be evacuated at very short notice. It was a frightening and deeply unsettling experience, and we want to start by recognising the incredible patience, understanding and resilience shown by the tenants affected. Their strength has been at the heart of everything we've done.

Our Critical Incident Team formed quickly, bringing together staff from across departments. With no vacant homes available, the team worked around the clock to find temporary accommodation, book transport, and make sure tenants had access to essentials like clothing, food, and support.

While we had recently refreshed our Critical Incident Management Plan, it was the dedication and compassion of the team that made the real difference. From the outset, communication with residents was open and transparent. Tenants were understandably anxious, but colleagues made themselves available around the clock to offer reassurance, updates, and a listening ear.

As the situation stabilised, efforts turned toward long-term solutions. With colleagues working closely with contractors, stakeholders, and residents to get homes back to a safe, liveable condition, all while staying true to Taff's values

We're proud that this team has been recognised as Housing Team of the Year—not because of the crisis itself, but because of the way colleagues pulled together to support each other and, most importantly, the people at the heart of it: our tenants.

This recognition is something we share with them. We know how tough this experience has been, and we remain grateful for their patience, understanding and strength shown by everyone affected. We're also pleased that remedial works are underway, and for those who have chosen to return, we're committed to making that transition back home as smooth and safe as possible.



Great Services

We believe in people and are committed to empowering them to reach their full potential.

Support services at Taff continue to grow, building our successes and expanding our reach to those who need it most, with a remarkable £76,872 in financial gains for the individuals we support

Our floating tenancy support services, offer a range of specialised assistance including refugee services and hospital discharge support, and much more. We are dedicated to enabling people to maintain their independence, guiding them through the process of setting up tenancies, accessing essential community services, and pursuing education, training, and employment. We also support individuals in accessing physical and mental health services, all aimed at preventing homelessness before it becomes a threat.

Our supported housing is available in our current hostels, offering 24 hours a day, seven days a week support to residents as they transition into independent living. Our work at Ty Seren forms part of the Young Persons Contract with the Local Authority, where we help young people to re-write their life script where their past does not dictate their future.

As part of our work through the family contract Ty Enfys provides accommodation and support to young mothers and their babies - a place where the next generation can begin to make memories.

We were pleased to have the official opening of Ty Catwg during the year which provides a place of hope where individuals aged 18 and over can find the inspiration and encouragement they need to move forward from the homelessness system.

Red Sea House offers a dementia-friendly, sheltered housing scheme, providing good quality affordable housing and housing related support for elders from the BAME community

This year we have supported

**273
people**

through floating support (average)

**89
people**

through supported accommodation (average)

**23
people**

through outreach (average)



Eid Mubarak

This year, we had a fantastic time celebrating Eid with the residents and colleagues at Red Sea House

Eid is a special time to come together, and this celebration provided the perfect opportunity to engage with the residents.

The celebration began with a thoughtful speech from the manager at Red Sea House, who took a moment to reflect on the true meaning of Eid and why we celebrate it. They spoke about the values of joy, unity, and gratitude that Eid represents. It's a time to come together, appreciate the blessings in our lives, and show kindness and generosity to those around us.



After the speech, the residents enjoyed a variety of traditional dishes. Each resident also received a thoughtful gift bag, a small token to make the day even more enjoyable.

One of the highlights of the day was the armchair yoga session. It was a big hit with the residents, and it was great to see so many of them getting involved and staying active.



Ty Catwg welcomes residents

This year marked the official opening of a new supported accommodation project - Ty Catwg. Based in the heart of Barry, Ty Catwg offers a place of hope and progress for individuals aged 18 and over who are moving forward from the homeless system.

The project comprises 10 self-contained flats, designed within a psychologically informed environment where residents are supported not only with housing, but with encouragement, opportunity, and the tools needed to make positive change. Helping them build confidence, develop new skills, and take steps toward greater independence.

Before officially opening its doors in October, the team worked closely with residents. This early support helped ensure a smooth transition once the project was ready to welcome people into their new homes. Since opening, residents have settled in well, accessing resources and opportunities, working towards personal goals in a safe and welcoming space.

Since moving in, residents have taken part in a number of community activities, including a group trip to the Barry Christmas Light Switch-On, where they were featured in the Barry and District Newspaper. Residents also participated in our Winter Wellbeing sessions. The project has already had a meaningful impact in the last year and becoming a place where people can rebuild and look forward to the future.



Transforming our systems

This year, we took a major step in modernising our operations with the implementation of our new Housing Management System, Rubixx. This transformation marks a significant milestone in improving how we deliver services, enhancing operational efficiency and creating a better experience for both customers and colleagues.

Our teams have worked diligently to ensure a smooth transition. Feedback has been very positive highlighting greater accessibility and a more seamless user experience.

Looking ahead, we're committed to continuing the development of Rubixx and other digital systems as part of our drive to continuously improve our operations.

Better support for repairs

With around 75% of the calls, we receive relating to repairs or maintenance, we made changes to better support this area.

As part of a wider restructuring of our Customer Service operations, we launched a dedicated Customer Repairs Team to handle all repairs and maintenance enquires. This change has made it easier for customers to speak directly to someone who can help, and allowed us to respond more quickly and effectively.





Have Your Say
Group session
informing our
Asset
Management
Strategy

Customer experience & complaints

We are keen to drive a culture that is receptive to feedback from our tenants and service users about their customer experience.

Tenant Satisfaction

Tenant Satisfaction surveys provides us with valuable feedback on our services and performance. Ensuring we listen to the voices of our tenants, allowing us to identify areas for improvement and learn from their experiences. By gathering this data, we drive continuous improvement, ensuring that the needs of our tenants and communities are met. We are committed to making sure all voices are heard, with tenants playing a central role in shaping the services we deliver.

| Customer satisfaction levels | Satisfied | Neither | Dissatisfied |
|---|-----------|---------|--------------|
| With the service provided overall | 79% | 9% | 14% |
| Overall quality of your home. | 73% | 10% | 17% |
| The way we deal with repairs and maintenance | 75% | 8% | 17% |
| With their neighbourhood as safe place to live | 78% | 9% | 14% |
| Rent provides value for money | 76% | 13% | 11% |
| Service charges provide value for money | 63% | 17% | 19% |
| We listen to their views and act upon them | 71% | 12% | 17% |
| Provides a home which is safe and secure | 84% | 7% | 9% |
| The way we deal with anti-social behaviour | 63% | 20% | 17% |
| Opportunities given to participate in decision-making processes | 69% | 22% | 9% |
| Given a say in how services are managed | 63% | 23% | 10% |
| Trust Taff | 75% | 13% | 12% |

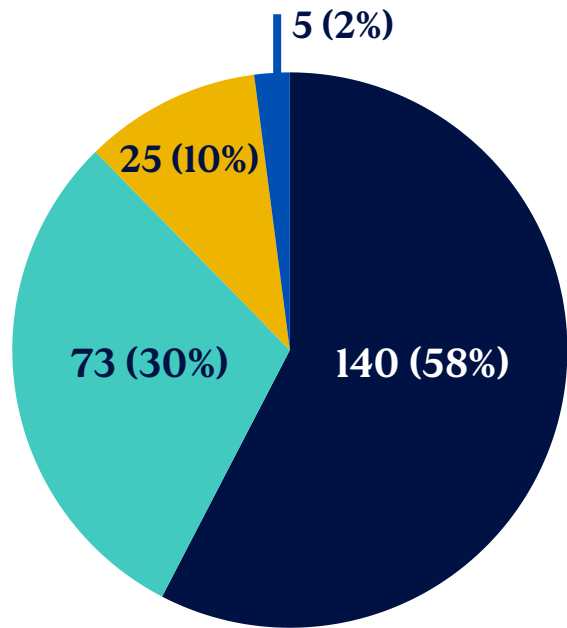


Complaints

We value complaints as an opportunity to learn, improve, and deliver better services. Our colleagues receive training from the Public Services Ombudsman Wales to equip them to handle complaints in a manner that best serves our tenant and service users.

During the year we received **243** complaints from **190** complainants, **44** of which complained more than once

207 of these were a stage 1, informal complaint and 31 of progressed into a stage 2, formal complaint.



99%

of complaints were resolved within the timescale

2023/2024: 82%

Overall, 140 complaints (58%) were upheld, 73 (30%) were not upheld, and 25 (10%) were discontinued. 5 (2%) complaints were referred to the Public Services Ombudsman for Wales. One complaint was settled without an investigation, and in four cases the Ombudsman decided that an investigation was not warranted.

Upheld - Agree with

Not Upheld - Disagree with

Discontinued

Ombudsman - Investigation



Year in Review

As we close this year's report, we want to acknowledge the people at the heart of our work; the individuals and families we support, our dedicated colleagues, and the partners and funders who help make it possible.

The past year has brought challenges, with growing pressures on housing and support services, but also one where we've made real progress. Providing safe homes and vital support to those who need it most.

We're proud of what's been achieved and remain focused on the work ahead.

The following section contains our financial statements, offering a detailed look at how we've used our resources to deliver on our mission.

Taff