

# Tenant Engagement at Taff



Annual  
*Report*  
2024/2025

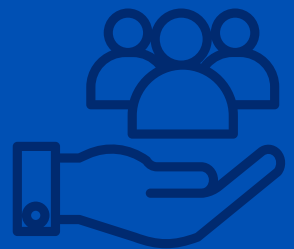
**Taff**





# This report will focus on the following areas of tenant and community engagement

## 1. Formal Engagement Groups



## 2. Tenant Satisfaction and Complaints



## 3. Community Engagement and Activities



## 4. Tenant Consultations



# Formal Engagement Groups

Our Have Your Say Tenant Group meet every month at our Taff offices and online. Our Leadership Team, together with other colleagues present information to the group for consideration, challenge and comment.

The group is able to raise issues, suggest improvements and talk through concerns.



**TAFF**  
**Have Your Say**  
*Join in and be heard!*

- A chance to review our services and tell us how we could improve!
- In person meetings held at our Head Offices
- Taff Housing 307-315 Cowbridge Road East, Cardiff CF5 1JD

20th November 2023	@	10.30am - 12.00pm
18th March 2024	@	10.30am - 12.00pm

[taffhousing.co.uk](http://taffhousing.co.uk)  
/Taffhousing  
@Taffhousing

**Contact us**  
together@taffhousing.co.uk  
0800 123 6064  
and ask to speak to our Tenant Engagement Team

**Can't attend in person?**  
Register to become part of the online group give your views in your own time

SCAN ME 



During 2024/25 the group have co-produced the following:

Maintenance Service Delivery,  
Policy and Procedure

Maintenance Wrap around  
contractor appointment

Corporate Plan

Asset Management Strategy

Reception Service

Governance review

# Formal Engagement Groups

The groups recommendations are fed back to the organisation to drive continuous improvement and ensure we are improving services for our tenants.

## Maintenance Service

They said:	Have a trained customer team that can handle our repair requests well and that focus on the customer experience regarding repairs.	
We did:	We created a specialist Customer Repairs Team that handle our all our repair requests. We have implemented a new Maintenance Policy & Procedure, including a quality assurance model that has transformed how we handle, managed and complete customer repairs.	

## Reception Service

They said:	The group told us they value a personal approach with a consistent presence on reception.	
We did:	We have moved away from servicing reception on a rota and have employed a Receptionist to manage the service.	

## Asset Management Strategy

They said:	Place tenants at the centre of your approach to asset management and decarbonisation, and focus on delivering a quality service.	
We did:	Introduced a new Asset Management Strategy for Taff, focusing on ensuring the customer is at the centre of our planned programme and allowing us to increase our investments.	

# Formal Tenant Engagement

Our Tenant Scrutiny Panel acts as a 'critical friend' to assess the performance of our services and reports directly to our Board.

This means that our tenants will measure, test and monitor the services they receive and suggest recommendation to improve an area of service.



**What have they done this year?**



**Reviewed and reported on our Estate Service**

**Reviewed and reported upon our Customer Services**

**Developed training for our customer facing teams**

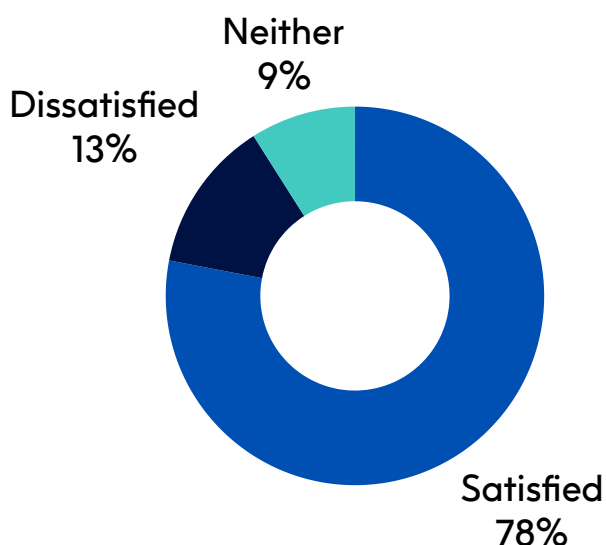


**The Scrutiny Panel have made 16 separate recommendations, with 13 fully accepted and 3 partially accepted. Their recommendations form part of our audit plan and are tracked to completion**

# Tenant Satisfaction and Complaints

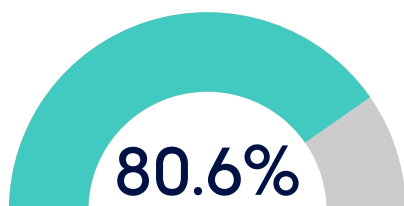
In 2023 we completed our last full survey about our services. We are due to carry out another survey in the summer of 2025. The data below is from our 2023 survey.

## Overall service satisfaction

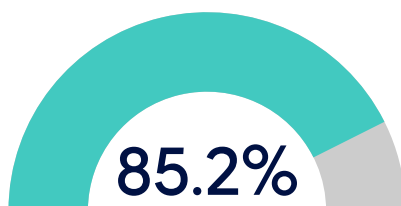


## Repairs Satisfaction

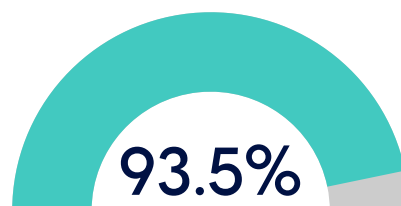
Following the introduction of our Customer Repairs Team we have tracked satisfaction using an automated text service following every repair. We have a 20% response rate with the following scores.



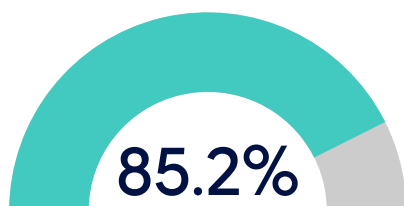
Repair Timing Satisfaction



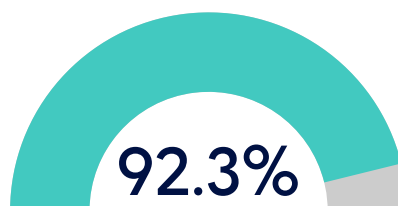
Quality of Work



Polite and Professionalism



Overall Repairs Service



Easy to Report

# Tenant Satisfaction and Complaints

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As part of our automated surveying platform, tenants are able to leave us feedback. We log, categorise and respond to all feedback we receive.

**74**

**Tenants left comments regarding Taff's services**



I'm very happy with Taff housing and they fixed the repairs quickly and always do a good job I'm very satisfied thank you very much..10/10

Taff are an amazing housing association, very supportive, always kind and polite. Taff have done so much for myself and my daughter. We're very grateful for Taff

Very approachable and easy to communicate with the staff made me feel very welcoming and trusted.

However, we recognise that we don't always get it right.

The most important thing for Taff is that we understand feedback when we get things wrong for us to learn.

The waiting time is too long after reporting a repair.

I would never want that contractor to come to my home again. Taff staff are superb but the contractor did not clean up after they finished. They used MY mop bucket for something, soaked the mop that was in it and didn't say a word.



# Tenant Satisfaction and Complaints

We use AI to summarise our satisfaction responses to provide broad themes for action

## General Feedback

Overall, customers appreciate the politeness and professionalism of the staff at Taff. Some respondents mentioned specific issues such as unfinished work causing difficulties and communication gaps that need improvement. Fast response times and gratitude for completed repairs were also highlighted

## Themes

**TAFF**  
Operational change

## Thematic Feedback:

- Polite and professional staff
- Unfinished work causing difficulties
- Communication gaps to be addressed
- Fast response times appreciated
- Gratitude expressed for completed repairs
- Request for regular visits from Housing officer
- Importance of listening to tenants and addressing safety concerns
- Need for better communication on repair timelines





# Tenant Satisfaction and Complaints

We consider any expression of dissatisfaction as a complaint, and welcome them as an opportunity to learn.

## Complaints 24/25

We had 243 complaints

31

Formal Complaints

212

Informal Complaints

5

Ombudsman

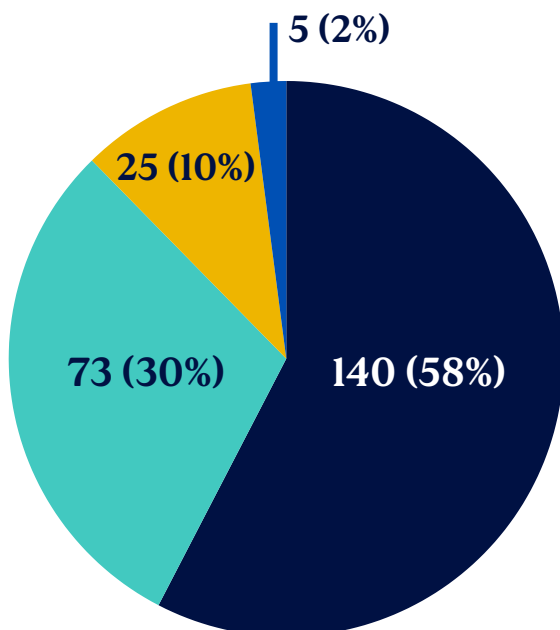
140 - Upheld (agreed with complainant)

73 - Not Upheld (disagreed with complainant)

25 - Discontinued

4 - Ombudsman (investigation wasn't merited by ombudsman)

1 - Ombudsman (settled complaint before investigation)



99%


of complaints were resolved within the timescale

2023/2024: 82%



# Tenant Satisfaction and Complaints

We use AI to summarise our complaint data to highlight key themes and areas for improvement.

General Feedback	Customers highlighted the need to improve communication, especially around repairs times. They also raised concerns over the handling of some ASB cases, and the professionalism/quality of some contractors we use.
Thematic Feedback:	<ul style="list-style-type: none"><li>• Improve general communication to customers</li><li>• Deliver a more consistent service from your contractors regarding repairs</li><li>• Improve wait times for repairs</li><li>• Act swiftly to resolve matters of safety, in particular damp and mould.</li></ul>
Actions	<ul style="list-style-type: none"><li>• Develop customer service training led by tenants</li><li>• Reduced the amount of contractors we use and hold them to higher standards</li><li>• Develop more robust second of defence quality assurance on service delivery</li><li>• Ensure we meet our management plans</li></ul> 



# Community Engagement

Our Community Pop up events are a critical part of our strategy. It ensures we are providing inclusive opportunities reaching a wider audience by offering additional opportunities to engage.

Community issues and tenants' priorities constantly change so our pop ups allow us to involve tenants to understand and resolve community based issues.

We ask tenants:

How satisfied are they with Taff services?

Are there any improvements to Taff services you would like to see?

Are there any issues with the property or area you would like to make us aware of?

During 2024/25

We have delivered **10** pop ups

We spoke to **76** tenants

We addressed **40** issues

Top themes from pop up feedback

Damp & mould  Parking issues 



New Repair issues



Ventilation concerns

Anti-social behaviour



Estate Management and Cleaning





# Tenant Consultations

We consult with tenants annually around rent affordability and service charge setting.

## 136 Tenants responded to our consultation

**65%** Of tenants felt that their rent levels were 'affordable'

**61%** felt like rent provides value for money

Increases in the cost of living was the biggest issue facing tenants

Tenants value Taff's hardship fund and money advice service



As a result of our survey we decided to maintain or increase the following services to tenants.



Money advice  
/ budgeting  
for tenants



Wellbeing &  
Food poverty  
Winter Wellbeing



Taff  
Community  
Allotment



Energy Saving -  
Keep warm and  
save money



Gifts for  
children  
Christmas/Eid



Hardship Fund  
- Financial  
Support



Ethical savings  
and loans -  
Cardiff & Vale

# TAFF

[www.taffhousing.co.uk](http://www.taffhousing.co.uk)

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