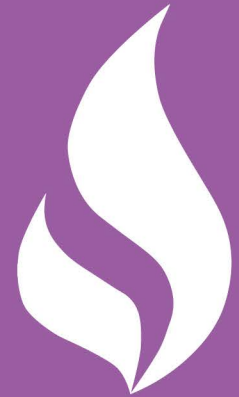




166 Complaints
RECEIVED



229
Cases

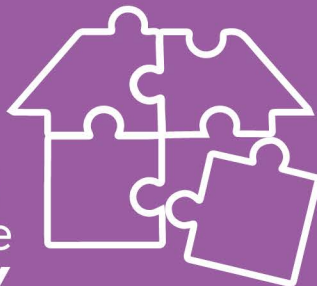


2581
Gas Services
COMPLETED
This Quarter



18

People Helped
through the
GET READY
AND MOVE ON programme



— Number of
— **Homes**
— Delivered



£269,537

Additional income gained **for tenants**
through **money advice team**





289

CASES SUCCESSFULLY
SUPPORTED AND CLOSED

(Tenancy Support + GRAMO)

Number of **NO ACCESSES** 1514We **HELPED**

336

Tenants

**SAVE
MONEY**

438

**TENANTS
SUPPORTED**

to stay in their

HOMES94%
CALLS
Answered

SPOTLIGHT



Annie started work with us the day before the business went into locked down but had come from Rhondda Housing's HIP team. Annie has been supporting new tenants following sign-up so a short-term intervention to set up their home. It could be helping them to sort out utilities or white goods, benefits, changing surgeries etc. We have received some lovely comments below from service users following closure of Annie's cases:

"Thanks very much for all the help and getting the cooker."

"Everyone that I've dealt with have been lovely and so helpful. Everyone has informed me correctly and I have been well looked after."

"Things I liked about the service: friendliness"

Annie has been working with new tenants following sign-up; and although the length of support is extremely short (maximum 1 month), she has clearly left a positive impression.