

# Trivallis.

## Q3 – Performance Report (Oct-Dec 2020)

### INVESTING IN YOUR HOME

We completed 2547 gas services and boiler checks during the quarter ensuring your safety. However, there were 894 instances where we had difficulty in gaining access. If you have an appointment booked for a boiler check, please make sure you are in. It is important for your health and safety that you keep your appointment.

We completed 13458 repairs between October and December which is an increase from the previous quarter and an increase of 2442 repairs from the same period last year.

### CUSTOMER SERVICE

During the quarter we received 21691 calls and we answered 94.57% – this is up slightly from last quarter. The number of complaints we received dropped slightly this quarter compared to last quarter.

### PROVIDING HOMES

We let out a total of 287 homes during the quarter and we lost 251 tenants who moved out of their property. The main reasons for leaving were 22% Deceased, 20% to move closer to receive or provide support, 10% because the property was too small and 7% the property was unsuitable for their needs.

We delivered a total of 36 units in Q3 (including a staff bedroom in Crown Avenue). This is based on the following mix, 14 units at Appletree Avenue - Dinas, Rhondda, 8 units at Forge Lane - Pentre, Rhondda, 12 units at Crown Avenue, Ynyswen, Rhondda and 2 buy backs.

### COMMUNITY PROJECTS

We donated £277.68 for 302 selection boxes, which were distributed to Penrhys Primary School and in the community by our STEPS team.

We have been awarded £750 from Western Power Distribution, which was allocated to the STEPS team who purchased Christmas goods for our most vulnerable tenants. We have also been awarded £10,000 from Communities Foundation Wales, which we will be working with RCTCBC to provide a food fund to people in our communities.

2.65 hours volunteered by members of the STEPS team, supporting vulnerable RCT residents in partnership with RCTCBC. A further 5.41 hours was volunteered by 3 members of the STEPS team who have been contacting vulnerable individuals, referred by the Local Authority and providing friendly calls to support them in isolation.

Charitable Fundraising raised a total of £86 through a Halloween raffle for staff and tenants.



**2547**  
Gas Services  
**COMPLETED**

This ensures that your gas boiler is safe and compliant. This quarter is slightly lower than last quarter.



**2.87%**

**RENT ARREARS** as % of rent charged for the year

This is the amount of arrears as a percentage of what is due by tenants.



This is all the things we must do to ensure your homes are safe. It includes maintaining lifts and hoists.

 **Number of NO ACCESSES 894**

This refers to when we turn up to check your boiler and we cannot get access. The main reasons for this, is due to the tenant not being home. If you can't make your appointment, please contact us as soon as you can to rearrange. The number is lower this quarter compared to last quarter.



**£467,501.29**

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

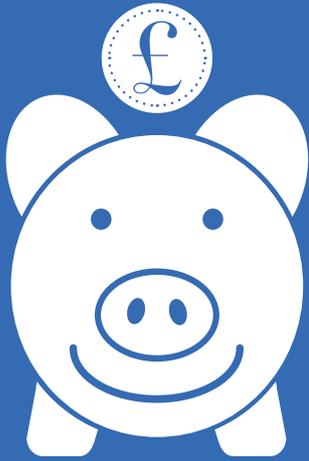
Our Money Advice Team help hundreds of tenants through various schemes to get additional income and help tenants with all money related matters such as utility bills, paying their rent, accessing specialist support and benefit advice. If you would like more information or to check if you or a family member may be entitled, phone us on 03000 030 88 and ask to speak to the Money Advice Team.

**19**  
People Helped through the  
**GET READY AND MOVE ON** programme



Number of people helped through Get Ready and Move on Programme – 19 Our 'Get Ready and Move On', (GRAMO) Programme has helped 19 people during the quarter. GET READY MOVE ON is an informal training program aimed at preparing people to rent a home. The training covers all aspects of tenancy management from home searching, dealing with landlord, neighbours, anti-social behaviour and how to access help if needed.

We **HELPED**



**416**

Tenants  
**SAVE MONEY**

This is the number of tenants that we have helped to save money throughout the quarter. It has risen from the previous quarter.



**21691**

**CALLS RECEIVED**

This is the number of telephone calls we received during the quarter. These include calls to report repairs or for money advice.

**94.57%**

**CALLS Answered**



This has improved since last quarter and also the same period last year.



**36**

**NEW HOMES built**

This included - 14 units at Appletree Avenue, 8 units at Forge Lane, 12 units at Crown Avenue and 2 buy backs.

**287**

**HOMES LET**

**Last Quarter**

This is the number of new tenants that have moved into our homes this quarter, which is up from last quarter and also up on the same period last year.

**251**

Tenants

**MOVED OUT**  
of their homes



The main reasons for leaving are deceased, move closer to receive support, property too small and move in with partner or family.