

Trivallis.

Q4 – Performance Report (Jan-Mar 2021)

KEEPING YOU SAFE

We completed 2770 gas services and boiler checks during the quarter ensuring your safety. We did have difficulty in gaining access to 807 properties, where we attended an appointment, but we had no answer. If you have an appointment booked for a boiler check, and you cannot make it please contact us, so we can re-arrange.

CUSTOMER SERVICE

During the quarter we received 21879 calls and we answered 90.83%, resolving 72.16% at first contact. The number of complaints we received dropped this quarter compared to last quarter.

PROVIDING HOMES

We let out a total of 271 homes during the quarter and we lost 227 tenants who moved out of their property. The main reasons for leaving were deceased, to move closer to receive or provide support, to move in with a partner or because the property was too small or unsuitable for their needs. We delivered two buy backs at Abercynon and Aberaman during the quarter.

COMMUNITY PROJECTS

During quarter 4 there were 22 bedding sets donated by Business in the Community at a total cost of £550. The bedding sets have been given to the STEPS team, to donate to our most vulnerable tenants. We also raised £43 for Alzheimer's Society via a 'Valentines Day' raffle. Working in partnership with the Local Authority, volunteers in the STEPS team have given a total of 46 mins to the 7 Community Resilience Hubs, to support vulnerable residents of RCT through the shielding period. We had £200 worth of Easter Eggs which were donated to Penrhys Primary School by Nautilus. A team of staff and tenants were challenged to walk 870 miles, the equivalent to the Coastal Path of Wales and £60 was donated to our charity partner via the Trek with Trivallis challenge.



2770
GAS
Services
COMPLETED

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



2.63%
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 a convenient and easy way to pay for your tenancy. Give us a call if you would like to set up a direct debit.



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

Number of NO ACCESSES 807

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. This quarter is lower compared to last quarter.

Telephone: **03000 030 888**

Email: **customerservices@trivallis.co.uk**



£497,911.26

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 030 888 and ask to speak to the Money Advice Team.

25
People Helped through the **GET READY AND MOVE ON** programme



Our 'Get Ready and Move On', (GRAMO) Programme has helped 25 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**



374

Tenants
SAVE MONEY

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



182 Cases Reported

If you are experiencing any issues which you think are affecting you, please get in touch with your Neighbourhood manager.

These are ASB cases that have been raised and dealt with.

316 Anti-Social Behaviour
CASES RESOLVED

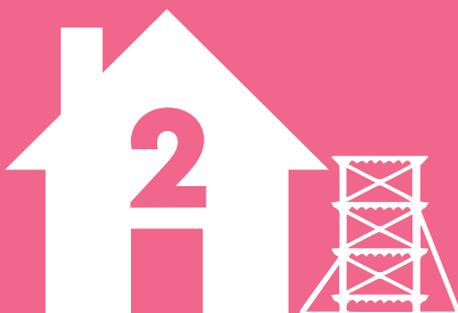


90.83%
CALLS
Answered



This has decreased since last quarter and is lower than the same period last year.

271
HOMES LET
Last Quarter



HOMES DELIVERED

2 buy backs in Abercynon and Aberaman. A buyback is a property we have previously sold, normally through Right to Buy, that we are purchasing back.



21879
CALLS
RECEIVED

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

This is the number of new tenants that have moved into our homes this quarter, this is down compared to last quarter but higher than the same period last year.

The main reasons for leaving are deceased, move closer to receive support, move in with partner or family or due to the property being too small or not suitable.



227
Tenants
MOVED OUT
of their homes

