

# Trivallis.

## Q1 – Performance Report (Apr-Jun 2021)

### KEEPING YOU SAFE

We completed 2376 gas services and boiler checks during the quarter to help keep tenants' homes safe and warm. Our engineers had difficulty in gaining access to 845 properties, where appointments had been made, but the tenant was not home. We understand things may come up at short notice. Please try to be available if you have an appointment booked, but if you cannot make your appointment for whatever reason please contact us, so we can re-arrange.

### CUSTOMER SERVICE

During the quarter we received 21056 calls and we answered 86.87%, resolving 63.50% at first contact. Last year as we came out of the first lockdown, we surveyed over a thousand tenants to see which services they wanted us to prioritise. The responses we received helped us plan and implement our services based on these responses. This year we are reintroducing our customer satisfaction surveys which will help us improve our services. If we contact you please help us to help you by taking a few minutes to complete the survey.

### PROVIDING HOMES

We allocated 276 homes through RCT'S Common Housing Register during the quarter. 222 tenants moved out of their property. The main reasons for leaving were to move closer to friends or family 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 11 new homes at Ty Caradog, the former the Black Lion building in Aberdare during the quarter.

### COMMUNITY PROJECTS

During quarter one we received a donation of £105 to our charity partner, Alzheimer's Society Cymru, via the Trek with Trivallis challenge – a team of staff and tenants were challenged to walk 870 miles, the equivalent to the Coastal Path of Wales.



**2376**  
**GAS**  
Services  
**COMPLETED**

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



**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 ACCESSSES** **845**

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. Telephone: **03000 030 888** Email: **customerservices@trivallis.co.uk**



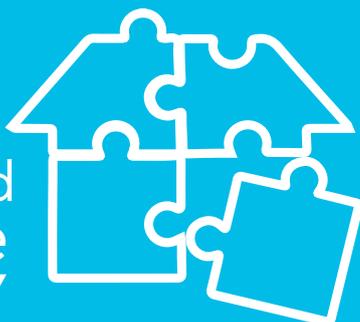
**£383,908.95**

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

Our Money Advice Team helps hundreds of tenants through various schemes to get additional income and help with all money related matters such as utility bills, paying their rent, accessing specialist support and benefit advice. If you would like more information phone us on 03000 030 888 and ask to speak to the Money Advice Team.

**27**

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



Our 'Get Ready and Move On', (GRAMO) Programme has helped 27 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.



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



**161** Cases Reported

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

We always hope to complete a repair on the first visit but sometimes we have to come back with more materials or parts.



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

**136** Anti-Social Behaviour **CASES RESOLVED**



**86.87%**  
**CALLS**  
Answered



This is the number calls we answer. This has reduced compared to last quarter.

**276**  
**HOMES LET**  
Last Quarter



11 new properties at Ty Caradog in Aberdare.



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

This is the number of new tenants that have moved into our homes this quarter, this has increased compared with last quarter.

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



**222**  
Tenants  
**MOVED OUT**  
of their homes

