

Trivallis.

Q2 – Performance Report (Jul-Sep 2021)

KEEPING YOU SAFE

During the last quarter we completed 2912 gas services and boiler checks to help keep homes safe and warm. This is more than last quarter, but we did still have some issues gaining access to properties to carry out these important services. Let us know if you can't make an appointment and we can rearrange.

Gas safety forms part of our overall compliance and includes electrical, fire risk assessments, asbestos, legionella, and lifts. Our compliance over the last three months has remained high at 99.32% for all these areas.

INVESTING IN YOUR HOME

We completed 10,184 repairs from July to September and followed up on these repairs to understand how satisfied you were with our work. 81.6% of tenants were satisfied with a further 5.3% being neutral. We are reviewing all responses to see how we can improve this service.

We carried out 2067 planned improvements this year and are looking at our data to ensure that our contractors complete jobs on the first visit, whenever possible.

CUSTOMER SERVICE

From July to September, we received 25,293 calls and we answered 78.79%, resolving 67.61% at first contact. We have recently implemented a new telephony system, which will help us improve our response to contact you make with us.

PROVIDING HOMES

We let out a total of 208 homes during the quarter with 61.95% being let on first offer. 178 tenants moved out of their property, with the main reasons for this being to either 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 2 new homes in Rhydyfelin during the quarter, as part of our Loc Dyffryn development.

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PROVIDING SUPPORT

Our 'Get Ready and Move On', (GRAMO) programme has helped 31 people during the quarter. GET READY & MOVE ON is an informal pre tenancy training programme aimed at preparing people to rent a home. The training covers aspects of preparing for a tenancy, rights and responsibilities of being a tenant and managing a home. These interactive sessions cover topics such as applying and searching for a home, working with your landlord, financing your home and paying for bills, anti-social behaviour and how to access help, support and advice.

STEPS our in-house support service has fully supported 47 households with all needs addressed during this quarter. STEPS provide support to Trivallis tenants at various points during their tenancy. From new tenants at Trivallis to people experiencing anti-social behaviour or having planned home improvements that means they may need some support to manage a changeable or challenging time.

Our floating support service SAFE is a free support service delivered by Trivallis on behalf of RCTCBC for anyone living within the Taff area regardless of tenure. This quarter SAFE supported 136 people to successfully meet their support needs. SAFE can provide support to help you to maintain your tenancy, access benefits, apply for housing or voluntary work and build confidence. The key aim is early intervention and prevention to resolve issues at an early stage, prioritising those at risk of homelessness.

Trivallis received 89 referrals relating to suspected Safeguarding or Domestic Abuse. Safeguarding means protecting a person's health, wellbeing, and human rights, enabling them to live free from harm, abuse and neglect. Trivallis is committed to supporting tenants who may be experiencing abuse. To date we have trained 252 staff members to understand and report safeguarding concerns.



2912
GAS
Services
COMPLETED

31

People Helped
through the
GET READY
AND MOVE ON programme



This ensures that your gas boiler is safe and compliant. This quarter we completed more than last quarter.

Our 'Get Ready and Move On', (GRAMO) Programme has helped 31 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.



£613,826.5

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

Our Money Advice Team helps hundreds of tenants to get additional income. Through various schemes, they 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 to additional income, phone us on **03000 030 888** and ask to speak to the Money Advice Team.



RENT ARREARS as % of
rent charged for the year

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

4804
TENANTS
Paying by
DIRECT
Debit

Direct debit is a convenient and easy way to pay your rent. Give us a call if you would like to set up a direct debit.

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

147 Anti-Social Behaviour **CASES RESOLVED**



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.



156 Cases Reported

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



25293
CALLS RECEIVED

78.79%
CALLS Answered



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

This is the number calls we answer. This is slightly lower than last quarter.



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



CUSTOMER
SATISFACTION
with repairs
81.66%

This is the data we collect from the satisfaction surveys completed after a repair. If you get contacted by us to complete a survey, please help us by taking a few moments to let us know how we did. Your feedback will help us do more of what works and improve what doesn't.

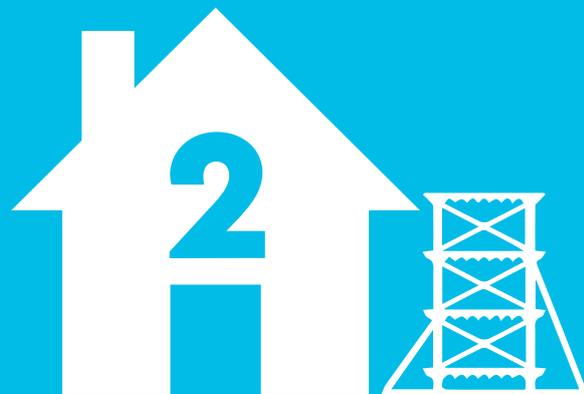


61.95%
of **HOMES**
LET on
FIRST
OFFER

This is how many properties we let out after the first offer.



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



HOMES DELIVERED

2 new properties in Rhydyfelin.



The number tenants supported to stay in their homes this quarter was 47.



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

 **Number of NO ACCESSES 975**

'No Access' refers to when we turn up to check a boiler and we cannot get access, usually because the tenant is not home. This quarter is slightly higher compared to last. If you can't make your appointment, please contact us as soon as you can to rearrange. Telephone **03000 030 888** or Email: **customerservices@trivallis.co.uk**

This is down compared with last quarter. The main reasons for tenants leaving are to move closer to receive support, move in with partner or family or due to the property being too small or not suitable. Unfortunately, some tenants also pass away.

