

# Trivallis.

## Q3 – Performance Report (Oct-Dec 2021)

### KEEPING YOU SAFE

During the last quarter we completed 1,849 [gas services and boiler checks](#) to help keep your home safe and warm. This is more than last quarter, but we did still have some issues gaining access to 865 properties to carry out these important services.

If you are unable to keep to your appointment, please let us so we can rearrange. Our Gas Safety checks forms part of our overall compliance, and it is a way that we can ensure your home is safe for you and your family. Our compliance over the last three months has remained high at 99.32% for all these areas.

### INVESTING IN YOUR HOME

We completed 11,923 [repairs](#) from October to December and completed 95.33% of these repairs at first visit. We are continuing to improve our service by looking at the feedback shared with us by tenants. During the quarter, 78% of customers were satisfied with the repair service.

We have carried out 4,195 [planned improvements](#) this year and are looking at our data to ensure that our contractor's complete jobs on the first visit, whenever possible.

### CUSTOMER SERVICE

During the quarter, we received 23,678 calls and we answered 81.63%, resolving 78.70% at first contact.

We have recently implemented a new [customer satisfaction process](#) to survey tenants after they have received any service from us, as well as a general survey about what you think of us. This will help us understand the areas where things are going well and where we need to be better.

### PROVIDING HOMES

[We let out](#) a total of 193 homes during the quarter, with 67.93% being let on first offer. 173 tenancies ended, with the main reasons for this being due to death or to move closer to receive or provide support, to move in with a partner or family.

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### PROVIDING SUPPORT

Our Money Advice Team helped 354 tenants save money, with over £300,000 of additional income gained for tenants. If you are experiencing any financial issues, please contact [the Money Advice Team](#), who will be happy to help.

Our '[Get Ready and Move On](#)', (GRAMO) programme has helped 36 people during the quarter. This is an informal pre tenancy training programme aimed at preparing people to rent a home and shows how to access help, support and advice.

[STEPS our in-house support service](#) has fully supported 61 households with all needs addressed during this quarter. STEPS provides 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.

[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 133 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 95 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 260 staff members have been trained face to face, and a further 131 staff members have had a Toolbox Talk leaflet explaining how to report safeguarding concerns.

### COMMUNITY PROJECTS

During the quarter our construction partners donated £356 for selection boxes that were given to local schools and community groups. We also allocated £11,494 to community groups, Artis Community, Autism Life Centres and Lee Gardens Pool, Abercynon Cricket Club and Tylorstown Rugby Club. Trivallis employees have volunteered their time to fit defibrillators in the community at Perthcelyn and Llwydcoed. £98 was raised for our charity partner, Alzheimer's Society, through a Christmas quiz and a raffle.

We have been awarded £10,000 in grant funding from Communities for Wales to continue our partnership with RCTCBC Food fund.

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### OUR STAFF

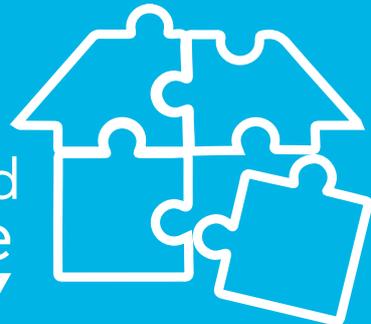
10 people joined Trivallis during October to December. Four of these were with our repairs teams; two joined our neighbourhood teams helping with our schemes and the customer services telephone and online support services. One new member of staff joined our support area within communities, and three new starters joined our people & innovation teams, who support all Trivallis staff day-to-day. We are continuing to [build our teams](#) to ensure we have the right people there to help tenants across all areas of Rhondda, Cynon and Taff.



**1849**  
**GAS**  
Services  
COMPLETED

**36**

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 36 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.



**£398,364.51**

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.

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

**149** 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 slightly higher than last quarter.



**111** Cases Reported

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



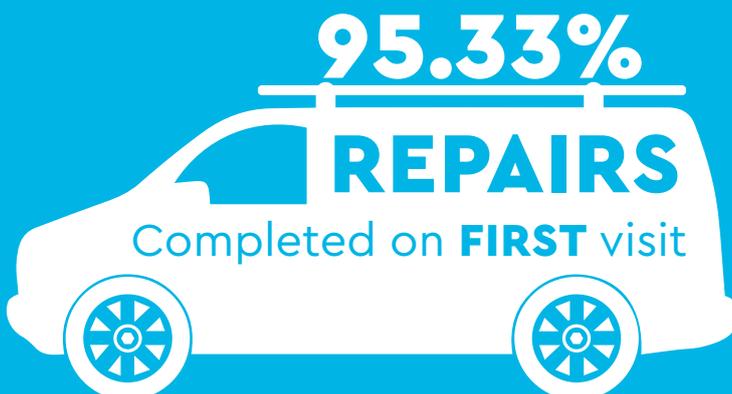
**23678**  
**CALLS RECEIVED**

**81.63%**  
**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 lower compared with last quarter.

This is the number calls we answer. This is higher 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  
**78%**

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.



**67.93%**  
of **HOMES**  
**LET** on  
**FIRST**  
**OFFER**

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

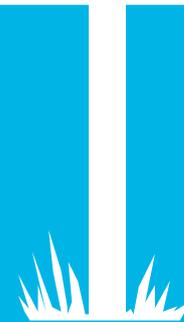


**2.9%**

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

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

**193**  
**HOMES LET**  
Last Quarter



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**

Homes delivered this quarter - 0



The number tenants supported to stay in their homes this quarter was 117.



This is the number of tenants we have helped to save money throughout the quarter. It has increased when compared to the previous quarter.

## Number of **NO ACCESSSES** **865**

'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 lower compared to the last quarter. 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.

