

# Trivallis.

## Q4 – Performance Report (Jan-Mar 2022)

### KEEPING YOU SAFE

During the last quarter we completed 2715 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 1031 properties to carry out these important services. Let us know if you can't make an appointment so that 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 during quarter 4 has remained high at 98.86%, which is slightly lower than last quarter.

### INVESTING IN YOUR HOME

We completed 48362 repairs last year and completed 95% of these repairs in Q4 at the first visit. We are continuing to improve our service by looking at the satisfaction information. During the quarter 78% of customers were satisfied with the repair service. We will be looking at the satisfaction data to see how we can improve this service.

We have completed 5217 planned improvements this year to ensure our properties are up to standard.

### CUSTOMER SERVICE

During the quarter, we received 25140 calls and we answered 85.33%, resolving 68.13% at first contact. We received 36 complaints and responded to 68% of these within the target timescale.

### PROVIDING HOMES

We let out a total of 178 homes during the quarter with 60.45% being let on first offer. 134 tenants moved out of their property, 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 / family.

### PROVIDING SUPPORT

We helped 405 tenants to save money through our money advice team and £530,641.26 in additional income to tenants. If you are experiencing any financial issues, please contact the Money Advice Team who will be happy to help – Tel no 01443 494560.

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Our 'Get Ready and Move On', (GRAMO) programme has helped 42 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. We received some great feedback from the last course including, "I just wanted to drop you a quick email just to thank you for the past 2 days. Honestly have had such a blast and it has been absolutely amazing", from one participant. Another participant said that it had inspired her to engage in more training.

STEPS our in-house support service have fully supported 63 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. In the quarter the team worked with one individual who has serious mental ill health conditions and has previously used substances to self-manage. This individual received an intense package of support to meet their needs, including support to address their substance addiction and manage their tenancy. As a result of this support the property is in excellent condition and the tenant is taking a lot of pride in their home.

SAFE is a free support service delivered by Trivallis on behalf of RCTCBC for anyone living within the Taff area regardless of tenure. 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.

During the quarter SAFE supported 198 people a range of people to successfully fully meet their needs. The team are also able to help with financial support and maximised one tenant's financial support gaining additional monthly benefits and a one-off backdated PIP payment of £3413. In Quarter 4, in total, SAFE support generated £597,495.13 in additional income for service users.

MAGPIE is a free support service delivered by Trivallis on behalf of RCTCBC for anyone living in a social housing tenancy in RCT. The service supports people to declutter and prevent hoarding which reduces trips and falls and also fire risks. Magpie support has provided tenants with motivation, structure, and guidance on what to address first and better ways of storing belongings. Tenants have been supported to tackle their hoarding behaviour and donate or dispose of unwanted or broken items. If you need to support in a sensitive and caring way, then please get in touch.

Trivallis received 122 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 307 staff members have been trained Face to Face, and a further 83 staff members that previously had a Toolbox Talk leaflet explaining how to report concerns, have been invited to Face to Face Training taking place in May 2022.

Sheltered - [Silver Celebrations at Swn Yr Afon - Trivallis](#)

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### COMMUNITY PROJECTS

The Partnership team worked with Ton Pentre Infants and Junior Schools, supporting them with the development of their community gardens through a community benefit pot which was a monetary donation from the Crown Avenue development. A donation was made to the school for the sum of £600.



#### [Lee Gardens Pool - Trivallis](#)

In December 2021, Lee Gardens Pool applied for a fast-track grant of £1000 from Trivallis' Community Investment Fund, to allow them to organise a Christmas meal for the local community. They were successful in their application, with Diane saying: "We were very lucky to have it!"

"In previous years, we have been able to fit all the people into the Old Age Centre or held it in the marquee at the pool, but we couldn't do that this year due to COVID-19, so we did four sessions over four days, with 30 people at each meal."

"It was really lovely seeing people get back together again. Taffy's Cafe at the Feel Good Factory, supplied the food and it was very much enjoyed by the elderly in our community."

#### [Chat Cymraeg Welsh Speaking Group - Trivallis](#)

The Chat Cymraeg group would not have been possible without the help of Menter Iaith, an organisation that promotes and co-ordinates maintaining Welsh language services in RCT, reaching out to Trivallis in 2021, to apply for the Trivallis Community Investment Fund.

Lolfa Goffi was approved for a £1,000 fast track grant to aid in the advertising of Welsh speaking group Chat Cymraeg and the funding of the group session leader, Gari Bevan who won Welsh Learner of the Year at the 2015 Eisteddfod. Teleri added the funding from Trivallis had helped "get it off the ground because without that it wouldn't have been possible".

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### TENANT INVOLVEMENT

During Quarter 4 we engaged with 10 tenants who were involved with a range of consultations and awareness sessions. These tenants were also involved in helping us shape new services which will help Trivallis. Additionally, 10 new tenants joined our three new levels of Tenant Engagement.

### OUR STAFF

Fourteen people joined Trivallis during January to March 2022, continuing to support our work across all areas of Rhondda, Cynon and Taff. Four skilled staff joined our trades and voids teams, continuing the essential work to homes and properties. We recruited a new Neighbourhood Manager and welcomed two additional staff members to our essential Customer Services Team. Within our specialist areas, three people started work within our Sheltered Housing and SAFE communities. And to support our staff, we welcomed three members across the Communications & Media Team and People & Innovation Team. We want to send a big thank you to all our staff, and know that together we will continue to make a difference within our communities.

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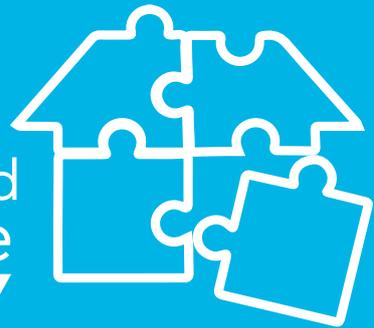


**2715**  
**GAS**  
Services  
COMPLETED

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

**42**

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



Our 'Get Ready and Move On', (GRAMO) Programme has helped 42 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.



**£530,641.26**

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.

# 215 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.



## 192 Cases Reported

The number of ASB cases is lower this quarter compared to last quarter.

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



# 25140

## CALLS RECEIVED

# 87.70% 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 higher compared with last quarter.

This is the number of 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.



**60.45%**  
of **HOMES**  
**LET** on  
**FIRST**  
**OFFER**

This is how many properties we let out after the first offer. This has increased compared to last quarter.



**2.7%**

**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 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



198

**TENANTS  
SUPPORTED**  
to stay in their  
**HOMES**

The number of tenants supported to stay in their homes this quarter was 198.

We **HELPED**



**405**

Tenants  
**SAVE  
MONEY**

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  
**hours**  
**volunteered**

This is the number of hours that staff at Trivallis have given back to our communities.

**36**



Number of **NO ACCESSES** **1031**

'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 higher 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.



**134**

Tenants  
**MOVED OUT**  
of their homes