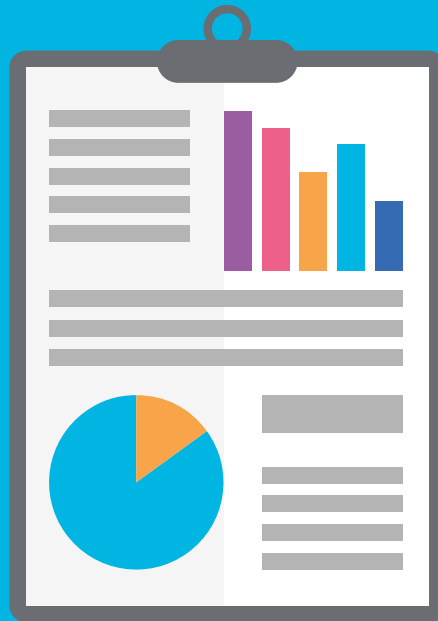


# Performance Summary Report

2022/2023



PROUD TO BE HERE. **Trivallis.**



**Keiron Montague**

Executive Director of Communities

It's been a busy year at Trivallis but we are incredibly proud to have made some great improvements through some very challenging times, not just for the sector but for the communities we serve.

And that is exactly what the numbers in this summary report are about; the difference we are making for our Trivallis community and the life changing impacts that are built upon the foundations they create.

This summary report does what it says on the tin, it's a summary of the key numbers that explain how we are performing as your landlord. But we also want to go beyond that.

Beyond this report we will be sharing your stories that sit behind some of the great results highlighted in these pages and I would encourage anyone that feels they have a story to share to come forward.

I am really looking forward to seeing how we build on these results over the coming year and how we also deliver on the key performance measures chosen by our Tenant Action Panel.

I want to thank all of the teams and collaborators who have made these results possible and thank you, our tenants, for your continued engagement and cooperation.

# CUSTOMER SERVICE

We've seen some great improvements to our customer service this year thanks to our helpful, friendly and dedicated staff.

This year:

- We answered more than 4000 extra calls this year compared to 2021/22.
- We saw a 17% increase in the number of calls answered compared to the previous year.
- We also saw a small increase in the numbers of calls resolved at first contact.

**PERCENTAGE OF CALLS ANSWERED**  
**89.28%**



**CALLS RESOLVED AT FIRST CONTACT**  
**72.99%**

**72759**  
**CALLS ANSWERED**



# REPAIRS

Our teams have been working extremely hard to keep your homes in good repair.

This year:

- We completed an extra 12,121 additional repairs compared to last year.
- We saw an increase in the number of emergency repairs completed on time.
- We also saw an improvement in tenant satisfaction with the repair work undertaken.

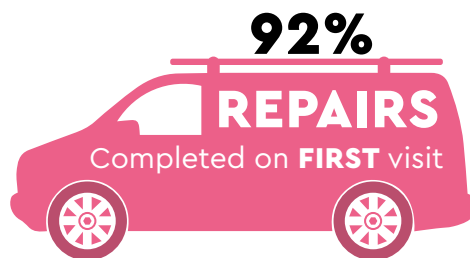
A review of repairs priorities is underway, along with an evaluation of resources so that we can further improve our performance in this area.

**NUMBER OF REPAIRS COMPLETED**  
**49878**



**CUSTOMER SATISFACTION with repairs**  
**81%**

**EMERGENCY REPAIRS COMPLETED ON TIME**  
**93.27%**



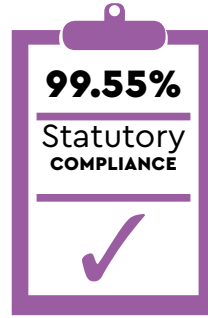
# COMPLIANCE

Compliance has remained high through the year.

Electricity safety checks are above the average of other housing associations.

Asbestos compliance has been below 100% and above the Welsh Government average throughout the year.

Gas compliance had 1 property non-compliant in February but our result of 99.99% was above the Sector average of 99.97%.



**FIRE SAFETY  
COMPLIANCE  
100%**

**NON STATUTORY  
COMPLIANCE  
99.30%**



**WATER  
COMPLIANCE  
100%**



**10034  
GAS  
Services  
COMPLETED**

# LETTINGS AND VOIDS

We have seen some great improvements in our void figures.

This year:

- Void turnaround times in February fell to the lowest level all year.
- We achieved a lower number of new voids.
- We also ended the year with less voids than the previous year.
- We also saw fewer tenants move out of their homes this year.



**NEW VOIDS  
625**

**NUMBER  
OF VOIDS  
AT YEAR  
END  
120**



# COMMUNITY

We've been working hard to support our communities.

This year:

- We saw an increase in the number of ASB cases reported but we also resolved more ASB cases than in the previous year.
- We doubled the number of homes we have built compared to the previous year.
- We have seen a drop in neighbourhood satisfaction, but work is already well underway to improve in this area.

We're proud to have saved even more money for our tenants this year and helped many of them gain additional income through our money advice team.

This has ensured ZERO of our tenants have been evicted due to arrears in the past year.



**691** Cases Reported

**712** Anti-Social Behaviour  
**CASES RESOLVED**



**NUMBER OF NEW  
HOMES BUILT**

**26**



We **HELPED**

**1436**

Tenants

**SAVE  
MONEY**



**£1,926,038.51**

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

# Future Makers

Many of the changes that have seen us improve over the last year are result of the feedback, guidance and challenges brought to us by our Tenant groups.

Being an involved tenant, or future maker as we like to call it, can make a real difference to your lived experience as a tenant and the lived experiences of other tenants across our communities.

It involves as little or as much time commitment as you are able to give but could make a huge difference the quality of service we deliver across our communities.

Being a future maker gives you an opportunity to help shape our services, hold us to account on the promises we've made and make sure we are heading in the right direction so that when we make big decisions that affect you, you have your say.

**Want to know more?**

[Get in touch](#)

