

# Impact Report

## 2024-2025



**Trivallis.**

# Performance highlights in 2024/25

2023/2024 2024/2025

77% 77%



Satisfaction with Trivallis

2023/2024 2024/2025

20.2 14.9



Average days to complete a repair

2023/2024 2024/2025

93% 99.5%



Statutory compliance

2023/2024 2024/2025

76.2% 86%



Repairs completed on time (all repairs)

2023/2024 2024/2025

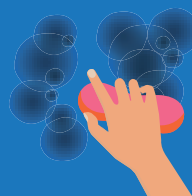
84% 84%



Repairs satisfaction

2023/2024 2024/2025

281 76



Live damp and mould cases

2023/2024 2024/2025

£3.6 MILLION £5.3 MILLION



Additional income and savings secured for tenants through Money Advice service

2023/2024 2024/2025

3.3% 2.8%



Tenant arrears

2023/2024 2024/2025

76% 91%



Contact Centre calls resolved at first contact

2023/2024 2024/2025

35.5 MILLION £37.8 MILLION



Total investment made into our existing homes

2023/2024 2024/2025

92% 95%



ASB cases resolved over the year

2023/2024 2024/2025

1,654 1,487



People supported through our wellbeing support programmes



**Delivering homes  
and investing in  
our communities**

We believe housing is a key driver of economic growth, generating jobs, training opportunities, and supply chain benefits that can be directed toward communities most in need of investment. In 2024/25, we increased our focus on regeneration, making significant additional investments in our communities that have delivered new homes, jobs, and opportunities for people living locally.

# Impact



**New homes delivered**



**Homes let during the year**



**Satisfaction with homes newly let**



**Homes adapted to improve accessibility**



**Homes improved through Thermal Improvement Programme**



**Total investment made into our existing homes**



**Homes benefitting from new doors and windows**

## Providing more new homes

In 2024/25, we made significant progress in expanding access to quality housing, delivering 62 new homes across six developments, including renovated schools, new builds, and repurchased private properties. With 10 more schemes underway to provide 139 additional homes and the redevelopment of Mitchell Court paving the way for 50 energy-efficient units, our efforts are transforming communities. Backed by £17.3 million in Welsh Government funding and £12.3 million in loans, these achievements reflect our commitment to creating safe, warm, and affordable homes where people can thrive.

# Case study

## Affordable homes delivered at former Miskin School

Trivallis, in partnership with Cartrefi Limited, transformed the former Miskin School into 11 high-quality affordable homes, blending heritage preservation with modern housing needs. Supported by the Welsh Government and Rhondda Cynon Taf Council, the development delivered much-needed smaller homes while retaining the building's historic

vcharacter. Completed in December 2024, the project reflects Trivallis' commitment to community regeneration and making a lasting difference where it matters most.



## Bringing empty homes back into use

Empty homes are not just a blight on communities, they are also a resource that, if targeted, can drive economic growth. We are committed to maximising our ability to bring these homes back into use, not only to provide much-needed housing but also to stimulate local employment and economic activity.

Despite facing challenges with returning empty homes to use, many requiring major repairs and upgrades, we made strong progress this year. We reduced the average turnaround time to just 47 days, a notable achievement given the complexity of the work. Our commitment to quality remains clear, with 96% of new tenants satisfied with the condition of their homes, reflecting our dedication to providing safe, clean, and ready-to-live-in spaces.



# Improving and maintaining existing homes

We invested £37.8 million in improving the quality, energy efficiency, and overall comfort of existing homes — with a strong focus on enhancing the lived experience for our tenants. Crucially, 79% of this investment was retained within the South Wales economy, thanks to our commitment to working with local contractors and suppliers.



**Achieved Silver SHIFT rating, recognising strong sustainability performance in the housing sector.**



**Upgraded 270 properties through the Thermal Improvement Programme with insulation, windows, doors, and roofs.**



**Reduced emissions per home year-on-year under previous measurement methods.**



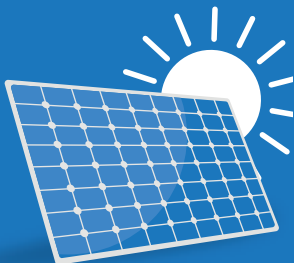
**Improved energy efficiency in over 1,600 homes, with 80% now rated EPC C or above.**



**Llanharan bungalow transformation led to warmer homes, lower bills, and a 26% reduction in heating energy use.**



**Partnered with the Welsh School of Architecture on innovative decarbonisation research.**



**Installed solar panels in 119 homes, supporting lower emissions and energy costs.**



**Collected four years of carbon data and completed a full environmental assessment to guide future action.**



**Ongoing commitment to climate resilience, energy-efficient homes, and protecting the environment..**

# Regenerating Penrhys

Over the past year, we've made strong progress on the Penrhys redevelopment, with phase one set to deliver 123 new homes as part of a long-term plan for around 1000 across the estate.

This project is a strategic priority for us, bringing housing and regeneration opportunities to the heart of the northern Valleys region. We are actively working with teams not only to deliver a new community, but also to ensure that job creation and economic growth are central to this exciting regeneration initiative.

Residents have played a key role in shaping the future of their community, working closely with architects and planners. Guided by site investigations, detailed plans are now in development, with a planning application for phase one expected in 2025.





**Transforming  
tenant  
experience**

Last year we made significant changes to service delivery, launching Team Around the Tenant, our innovative approach to delivering personalised support that helps tenants manage their homes, well-being, and community connections.

## Impact



**83,129**

Contact centre  
calls received



**93%**

Contact centre  
calls answered



**91%**

Calls resolved  
at first contact



**77%**

Customer  
satisfaction



**99.5%**

Statutory  
compliance



**84%**

Satisfaction  
with repairs



**91%**

Satisfaction  
with internal  
trades team



**99.1%**

Repairs  
completed  
at first visit



**45,134**

Number of  
repairs  
completed



**2.8%**

Tenant  
arrears %



**95%**

ASB cases  
resolved over  
the year %



**40%**

Satisfaction  
with the  
Neighbourhood  
Management  
service



**£5.3m  
Million**

Additional income  
and savings secured  
for tenants through  
Money Advice  
service



**1,487**

People supported  
through our  
wellbeing support  
programmes

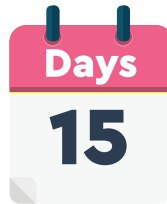
# Customer satisfaction

Our annual STAR survey showed encouraging improvements: satisfaction with repairs and maintenance rose from 63% to 66%, trust in the organisation increased from 74% to 76%, and perceptions of rent value and home safety both reached 81%. Handling of anti-social behaviour improved from 53% to 57%, while overall service satisfaction remained strong at 77%. This figure marks a significant and sustained improvement from three years ago.

## Enhancing repairs and voids services



**86% of repairs completed on time**, a record achievement driven by team dedication and smarter working.



**Average repair time reduced to under 15 days**, a 23% improvement from last year.

**TOP 10%**

**Top 10% of most improved landlords for repairs** in the UK, according to Housemark.

 **8.5%**

**Out-of-date repairs cut to just 8.5%**, the lowest level ever recorded.



**96% of tenants satisfied** with the condition of their homes at move-in.

 **91%**

**91% satisfaction with tradespeople** on site.



**Void turnaround time reduced to 47 days**, despite complex works.



**84% customer satisfaction** with the repairs service.

# Keeping homes safe



Remained in the **top quartile** for landlord health and safety compliance.



Completed **over 1,000** person-centred fire risk assessments this year.



Continued commitment to ensuring every Trivallis home is **safe, comfortable, and well maintained.**



Strengthened fire safety with **new roles and training**, reducing repeat visits and increasing tenant confidence.



Uploaded **11,000 asbestos reports** into a central system, improving safety and access to information.





**Driving change  
through the power  
of communities**

# Impact

Creating thriving communities and improving the wellbeing of tenants and residents is one of our core aims. We know that creating connections and empowering communities to take the lead on local issues has a positive impact on health, community safety, independent living, and overall cohesion.

In 2024/25 we adopted an exciting Asset-Based Community Development (ABCD) approach which created a catalyst for community development, involvement and regeneration. By focusing on what's strong, not what's wrong, we're connecting, supporting and standing alongside people as they make change happen.



**£32,903**

Grants awarded to tenant-led initiatives



**43**

Tenant-led initiatives supported



**8**

Great Estate Days organised



**593**

People involved in Rise Strong project

## Smaller patches, stronger connections

We reorganised our neighbourhood service patches by doubling the number of Community Housing Officers, reducing their coverage from around 700 homes to 350–400. This allows officers to spend more time in communities, build trust, and offer early support—leading to safer, stronger neighbourhoods. As a result, satisfaction with neighbourhood services rose from 36% to 40%.

## Local teams, tailored support

Six new area-based teams were created, combining housing and tenancy sustainability staff to focus on specific communities. This approach has improved response times, strengthened collaboration, and enabled more personalised support—so effective that other teams are now adopting the model.



## Empowered officers, healthier communities

Community Housing Officers now act as community partners, working alongside tenants to find lasting solutions and support well-being. With more time for meaningful conversations, they're helping to create more sustainable tenancies and empowered residents.

## One-team culture, better outcomes

We strengthened our 'Team Around the Tenant' approach, encouraging collaboration across teams to deliver the right support quickly. A new internal portal has equipped staff with better tools, enabling faster issue resolution and improving the overall tenant experience.

## Case study

### Person-centred support in action

When Sarah Evans and Lee Dando visited an elderly couple struggling with damp and mould, their compassionate and personalised approach transformed a stressful situation into a positive experience.

Lee's calm manner and thoughtful inspection led to a revised, less disruptive repair plan, while Sarah's warmth and shared interests helped build trust. They

went beyond expectations by addressing additional concerns, like garden access, demonstrating the strength of the Team Around the Tenant approach. Their visit showcased the power of empathy, responsiveness, and joined-up working in delivering meaningful support.



### Stronger partnerships, safer communities

We deepened collaboration with local agencies, police, and services to improve safety and trust, such as in Cae Fadre where joint efforts helped reduce anti-social behaviour. Officers spent more time in their communities, building relationships and driving shared solutions through strategic health partnerships.

# Case study

## Community-led transformation through partnership and design

Cae Fardre has been transformed through the leadership of tenants, collaborative partnerships, and thoughtful design. As part of the Clear, Hold, Build initiative, residents worked alongside Trivallis, South Wales Police, and Rhondda Cynon Taff County Borough Council to remove derelict garages, improve visibility, and install CCTV—making the area safer and more welcoming. A tenant-led group, supported by Trivallis, took ownership of local improvements and played a central role in creating a vibrant community hub. Their vision and commitment have been key to driving change.

This year has shown the power of tenants to shape their communities and influence services.

By placing residents at the heart of decision-making, we've seen trust rebuilt, talents uncovered, and a shared sense of purpose emerge—proving that when tenants lead, transformation follows.



## Early intervention, better results

With stronger local knowledge, officers identified issues earlier and connected tenants to the right support. This preventative approach led to a drop in anti-social behaviour reports from 576 to 522 and improved resolution rates from 92% to 95%, boosting community resilience.

## Supporting new tenants

New tenant satisfaction rose from 89% to 96%, thanks to practical support like pre-fitted flooring, budgeting advice, and access to affordable furniture. For those needing extra help, the GRAMO project provided intensive pre-tenancy guidance, helping tenants build the skills to sustain their homes.



# Managing complex issues with structured support

Through our Team Around the Tenant model, we provided structured and tailored support for tenants facing complex challenges. This included in-house and external services, depending on what was needed.

In 2024/25, our Housing Support Grant-funded support services helped hundreds of people across Rhondda Cynon Taf to stay in their homes, live more independently, and build the skills needed to manage a tenancy.

- SAFE supported **365** people with housing needs, including those with mental health or complex challenges.
  - 89%** maintained stable housing
  - 81%** of support ended positively
  - Service re-tendered in May 2024 for up to 7 more years
- MAGPIE hoarding support service:
  - 81%** of support ended positively
  - 100%** client satisfaction
  - Winner** of a Welsh Housing Award
- GRAMO pre-tenancy training:
  - Delivered to **531** people over three years



## Sheltered housing

- Supported wellbeing and reduced loneliness across 23 sheltered schemes through social activities and partnerships, and helped 24 tenants relocate smoothly from Fanheulog.

## Evolving our approach to community wellbeing

This year, we shifted to a transformational community development approach, empowering residents to lead local change. In Maes y Deri, outdoor spaces were reclaimed; in Cae Fardre, a resident-run hub now offers food, mental health support, and family activities; and in Penrhys, locals helped shape redevelopment plans and revived a nature space. The Welsh Government-funded Rise Strong Project supported over 597 people, strengthening community groups and improving mental health, relationships, and belonging across three communities.



**Listening, learning,  
and acting with  
tenants**

At the core of everything we do is a simple belief: the people who live in our homes should have a real say in how they're run. This year we saw the difference it makes when tenants are not just consulted, but actively involved, in shaping services, influencing decisions, and driving change.

## Enabling tenant and shareholder influence

Tenant involvement drove real change this year. The Tenant Action Panel launched a new brand, **Tenants Together – Making a Difference**. T-Fest celebrated 120 tenants, and Trivallis tenants gained national recognition at the TPAS Awards, including a powerful story of personal transformation and community impact.

### Working Group achievements



**Complaints:** Increased satisfaction from **54%** to **70%**; improved appointment reliability by 3%.



**Neighbourhoods & Estates:** Inspired 8 Great Estate Days, bringing residents and staff together to improve local areas.



**Assets Group:** Piloted tenant-led contractor selection and performance reviews.



**Recharges Task Group:** Created fairer charging policies.



**Repairs:** Helped cut the backlog; advocated for increasing missed appointment compensation from **£5** to **£15**.



**Community Grants Panel:** Awarded **£32,903** to **43** tenant-led initiatives.



**Sheltered Housing Group:** Ensured that older residents' voices are heard and acted on.

## Advocating for community-centred policies

- Tenant-led groups and TAP influenced key decisions, including smaller housing officer patches, improved repairs, and better customer service.
- Strong partnerships with schools, councils, and voluntary groups supported community projects like Rise Strong, showing long-term impact from short-term, lived-experience-led interventions.
- All community development staff trained in Asset-Based Community Development (ABCD).

The background of the slide features two large, overlapping circles. The larger circle on the left is a vibrant blue, and the smaller circle on the right is a deep purple. These circles overlap in the center-right area, creating a darker purple hue. The word 'Trivallis.' is written in a large, white, sans-serif font across the middle of the blue circle.

# Trivallis.

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