



**Tenantiaid Unedig.
Tenants Together.**

Gwneud gwahaniaeth | Making a difference

TENANT POWER IN ACTION

2025-2026:

Shaping, leading & creating change



Trivallis.

vallis.
gwneud eich
yn arbennig?



Tenantaid Unedig.
Tenants Together.

Gwneud gw...

Tenantaid Unedig.
Tenants Together.

Making a difference

This year has been about turning involvement into action.

As tenants, we've continued to move beyond simply being consulted.

We've worked alongside Trivallis staff and our local communities to influence decisions, improve services and create positive change where we live.

Together we have helped shape policies, influence investment decisions and support community-led activity across 26 communities. We have also contributed to discussions about service performance, risk management, investment priorities, rents and service charges, helping ensure decisions are informed by tenant experience.

More importantly, we've shown that when tenants are trusted, listened to and supported, we can improve services, strengthen accountability and help deliver better outcomes for tenants and communities.

This year:

981

residents

took part in conversations influencing services and communities



1,261

volunteer hours

were contributed by tenants acting as advisors, advocates and community leaders



239

meetings and events

gave tenants opportunities to influence decisions and co-produce solutions



23

policies and service approaches

were directly influenced by tenants



51

tenant-led events and community improvements

were delivered through local collaboration



£81,920.74

was invested into communities through grants and community benefits



◆ Tenant influence on decisions

One of our biggest achievements this year has been ensuring tenant voices continue to influence decisions that affect our homes and communities.

Through the Tenant Action Panel (TAP), working groups and involvement opportunities, we have challenged, questioned and influenced how Trivallis operates to support effective leadership and governance. By attending Board meetings, holding regular meetings with the Chief Executive, and hosting Board members and Executive Directors at TAP meetings, we helped shape conversations and decisions at the highest level of Trivallis. This has supported effective leadership, strong governance and better decision-making across the organisation.

We have also contributed tenant insight to discussions about service performance, strategic priorities, risks and investment decisions, helping provide assurance that decisions reflect tenant needs and experiences.

● You said – together we did

You said

- Rent policies should be fair and supportive
- Service charges need greater transparency
- Solar panel arrangements need greater clarity
- Community funding should reflect local priorities
- Tenancy processes should be easier to understand

Together we did

Reviewed rent arrears approaches and influenced policy development to support fair and sustainable rent collection.

Improved tenant scrutiny and understanding of rents and service charges, helping strengthen transparency and accountability.

Worked with Trivallis to explore ownership, investment and long-term asset management options.

Increased community influence over investment decisions and the use of resources.

Reviewed allocations and tenancy information



As involved tenants, we know that decisions are better when they include lived experience.



You've listened to what we actually need, not just what's easy to deliver.

– Tenant



● The difference we made

- Greater transparency and accountability
- Stronger trust between tenants and Trivallis
- Better-informed decisions about services, investment and resources
- Increased confidence that resources are being invested where they matter most and are delivering value for money

▲ Co-production and service design

This year, tenants have played an active role in designing and improving high-quality services. Working alongside Trivallis teams, we have:

Repairs

- Co-designed elements of the tenant portal
- Helped design the process for dealing with damp, mould and condensation, supporting risk management, tenant safety and service assurance.
- Influenced contractor standards and expectations

Asset management

- Contributed to discussions on investment priorities and long-term asset management
- Influenced sustainability and environmental improvement priorities
- Shared tenant views on maintaining safe, high-quality homes and neighbourhoods

High quality accommodation

- Through involvement activities, we have continued to influence decisions about investment in homes, environmental improvements and services that support safe, well-maintained and high-quality accommodation.

Anti-social behaviour

- Helped shape preventative approaches
- Shared local knowledge about community safety concerns

Sheltered housing

- Led wellbeing activities
- Supported peer-led engagement and inclusion

Good Beginnings

Tenants worked with frontline teams to redesign how new residents are welcomed into their homes and communities.

This has helped strengthen community connections from the very start of a tenancy and improve the likelihood of long-term success.



Great Community Days

Across our communities, tenants have worked alongside housing teams, repairs teams and contractors to tackle issues that matter locally.

At Pant y Cerdin, residents came together to improve their neighbourhood environment. The result has been more than physical improvements. We've seen increased pride, confidence and ownership within our communities.



I can't believe we have made this happen.

– Tenant

Case study

Tenants leading change in repairs

We know it can be hard to sort out repairs when life is busy. Many of us work, care for others or manage health needs. The old way of reporting repairs didn't always fit around this.

By talking at events and in our communities, we realised this was a common problem. So we decided to help fix it. As part of the Repairs Working Group, we worked with Trivallis staff to create a digital repairs app, Report It, on the tenant portal. From the start, we were treated as equal partners, not just people giving feedback.

We helped design the app to work in real life. You can upload photos or videos instead of trying to explain a problem. We asked for flexible appointment times and clear, simple language. We also tested the system ourselves, using our own phones and devices, to make sure it was easy for everyone to use.

Things have improved. Report It makes it easier to book repairs, there are fewer missed appointments, and more jobs are fixed first time. This experience shows what can happen when tenants lead. We didn't just help improve a service. We helped design it in a way that works for real people.

Our work on the Report It app won the 2026 TPAS Cymru Good Practice award for 'Involving tenants in designing or reviewing services'



● Impact on service quality and performance

Tenant involvement continues to improve the services people receive. Through feedback, challenge and co-production, we have helped shape:

- More responsive repairs services
- Stronger preventative approaches to tenancy support and ASB
- Better communication with tenants
- More visible neighbourhood services
- Community investment that better reflects local needs and achieves value for money
- Improved understanding of tenant priorities when planning investment programmes
- Greater tenant assurance around safety, compliance and service performance



Many tenants tell us they feel more confident in services and have stronger relationships with staff because they can see their views leading to change.

◆ Tenant scrutiny, challenge and accountability

Good involvement isn't always about agreement. Sometimes it's about asking difficult questions. Through TAP and other involvement groups, we have:

- Reviewed policies and procedures
- Contributed to the self-assessment on regulatory standards
- Challenged service performance
- Influenced strategic priorities
- Contributed to governance discussions
- Reviewed information relating to rents, service charges and investment priorities
- Contributed tenant perspectives to discussions about risk, assurance and compliance
- Held Trivallis accountable for commitments made



By providing constructive challenge, we've helped ensure decisions are subject to greater scrutiny, risks are better understood, and tenant perspectives remain central to organisational decision-making.



**We know you've got our back...
we're one team, Trivallis and the
community together**

– Tenant

◆ Inclusion and representation

Tenants get involved in many different ways. Opportunities this year included:

- Tenant Action Panel
- Working groups
- Recruitment panels
- Service redesign workshops
- Surveys and consultations
- Online engagement
- Door-to-door conversations
- Community events
- Community leader gatherings involving over 100 local leaders



We're not just being asked what we think, we're part of making it happen.

– Tenant



This variety helps ensure that involvement is accessible to more people and reflects a wider range of tenant experiences.

● Community impact and tenant-led change

Across Trivallis communities, we've seen residents stepping forward to lead activity, support neighbours and improve local places. Tenant-led activity has included:

- Running community hubs
- Supporting families through food and wellbeing initiatives
- Improving local environments
- Influencing regeneration projects
- Creating opportunities for volunteering, training and employment



Across 26 communities, residents are demonstrating what can happen when local people are trusted to lead.

As one resident reflected:



Without this place [the community hub] I don't know where I would be... I look after it as my own home... seeing the children come together after school is amazing.

– Tenant

◆ The difference we're seeing

- Stronger social connections
- Reduced isolation
- Increased confidence and leadership
- Better access to support and opportunities
- Greater neighbourhood pride
- Stronger community resilience



With a little support, we can do so much more than people think.

– Tenant

▲ Tenant experience of involvement

The strongest message we've heard this year is that people increasingly feel their involvement matters. Tenants tell us they feel:

- Heard and respected
- More confident in influencing decisions
- Better connected to their communities
- Proud to contribute to local change
- More able to shape services



These experiences demonstrate a shift from being consulted to becoming genuine partners in making change happen.

Case study

Pen Dinas residents improve fire safety

At Pen Dinas, we worked together to make our homes safer in a way that reflects real life.

During fire safety checks, we were told that items like bikes in communal areas could be a risk. Instead of just being told to remove them, we were asked why they were there. We explained that many of us simply don't have enough storage at home.

By listening to us, staff helped shift the focus from enforcement to finding a practical solution. Together, we looked at what space was available on the estate. We identified seven empty garages that could be brought back into use.

These garages were then allocated based on need. Six were given to households for extra storage, and one was turned into a shared bike store for everyone. We were involved throughout, helping shape the solution so it worked for us.

The results have been really positive. Communal areas are now clear and safer, and we have secure places to store our belongings. It's made a big difference to daily life and reduced stress for many of us.

This is a good example of how tenant involvement can improve safety, make better use of existing assets and deliver practical solutions that provide value for money. Most importantly, we felt listened to. By working together, we found a solution that benefits everyone.

The Pen Dinas Fire Safety Project was runner up for the 2026 TPAS Cymru Good Practice award for 'Resident engagement in safe and healthy homes'.

Feedback and closing the loop

A key part of meaningful involvement is knowing what happened as a result. Throughout the year, feedback has been shared through:

- Tenant Action Panel meetings
- Working groups
- Community events
- Great Community Days
- Direct conversations
- Service improvement updates



We can clearly see how our views have influenced decisions and improvements.

Learning and continuous improvement

This year has reinforced several important lessons:

- Early intervention works
- Community-led solutions are often the most sustainable
- Strong relationships create better outcomes
- Local leadership strengthens communities
- Listening to lived experience improves decision-making
- Strong tenant scrutiny helps improve accountability, assurance and service quality



These lessons continue to shape how we work with Trivallis and how involvement develops in the future.

Looking ahead

As Tenants Together, we want to continue building on the progress made this year. Our priorities for the coming year include:

- Growing opportunities for community-led decision-making
- Increasing tenant influence over investment decisions and asset management priorities
- Supporting more tenant leaders and volunteers
- Strengthening tenant scrutiny of service performance, rents and service charges
- Expanding inclusive involvement opportunities
- Supporting better risk management, assurance and accountability through tenant challenge
- Ensuring tenant insight continues to drive service improvement and high-quality homes



Our ambition is simple: to ensure that we, as tenants, are not only listened to, but remain active partners in creating stronger communities, better services and brighter futures for everyone.

