



Trivallis.

Measuring our impact

2025/2026 Impact Report

Introduction from the Chief Executive

At Trivallis, we believe that a safe, secure home is the foundation for a good life. Every day, our work supports the wellbeing of thousands of people across South-East Wales, helping individuals, families and communities to thrive.

As a community mutual, our impact goes far beyond providing homes. We create local jobs, invest in Welsh businesses and help residents increase their household income, supporting a stronger local economy. We improve health and wellbeing by providing comfortable, safe homes, tackling issues such as damp and mould, and helping people access the support they need to live independently. We also work alongside communities to regenerate neighbourhoods, creating places where people feel safe, connected and proud to live.

Underlying all our work is a strengths-based ethos, focusing on what people and communities can do, rather on what they can't. Our way of working highlights people's abilities, potential and what is working well, helping them build on their strengths to achieve positive outcomes.

This report highlights how our work contributes to the wellbeing of our communities and demonstrates the value that we deliver for people, communities and public services. It shows that social housing is not only about homes, but economic prosperity, better health and stronger communities for current and future generations.

Duncan Forbes

Chief Executive, Trivallis



Trivallis.

We are Trivallis.

As a Community Mutual managing over 10,000 properties, Trivallis is more than a landlord; we are an anchor institution in South-East Wales with homes in Rhondda Cynon Taff, Cardiff Bay, and Bridgend. In RCT, 1 in 10 households live in a Trivallis home. Our work is intrinsically linked to the wellbeing of communities in Wales, delivering outcomes that enable people to thrive.



1. Improving local prosperity

We drive economic growth by keeping money in local pockets and supporting the local supply chain.

Providing quality employment:

We directly employ 475 people, 75% of whom live within our communities. As a living wage employer, our people receive fair pay which enables them to contribute to the local economy.

Increasing disposable income:

We secured **£5.7 million in additional income and savings** for our tenants through our Money Advice service this year. For a family struggling with the cost-of-living crisis, this means the difference between surviving and thriving.

Social value:

We spent **£75 million with contractors**. **£63 million (84%)** stayed in South Wales.

Community benefits:

£82,000 was invested into communities through grants and community benefits. Participatory budgeting meant tenants decided how this money was spent.

475

employees

75%

live within our communities

£5.7m

in savings and income for tenants

£75m

Spent with contractors

£82k

invested into communities



Trivallis.

2. Adapting to climate change

We are future-proofing our homes to protect the local environment and reducing our climate impact by transforming existing homes into energy-efficient spaces.

Upgrading homes:

Our **Thermal Improvement Programme** upgraded 198 homes with solar panels and external wall insulation this year. This isn't just about carbon; it's about ensuring someone's home stays comfortable while their energy bills drop.

New homes:

Our new homes utilised energy efficient technology as standard, with super-insulation, airtightness, and heat-recovery ventilation alongside solar PV panels.

Environmental progress:

We maintained a **SHIFT Silver rating** for sustainability, and 80% of our homes now meet or exceed EPC C standards.

80%

of our homes now meet or exceed EPC C standards.

198

homes upgraded with solar panels and insulation this year.



Trivallis.

3. Maximising physical and mental wellbeing

Safe housing is the foundation of public health. We work hard to prevent health issues before they require NHS intervention.

Wellbeing programmes:

Taking a strengths-based approach, we supported **1,422 people** through our wellbeing programmes, helping them build confidence, develop their independence and make the most of their skills and strengths.

Adapted homes:

We adapted **191 homes** to allow residents with disabilities to live independently and safely.

Healthier homes:

By installing **175 environmental sensors**, we gave residents real-time data on air quality and humidity. This allows us to intervene early to prevent damp and mould, directly supporting respiratory health.

1,422

People supported

191

Homes adapted

175

Environmental sensors



4. Enabling people to fulfil their potential

We believe everyone deserves a say in the decisions that affect their lives.

Tenants Together:

Tenants are now **equal partners in service design**. Residents co-designed our new award-winning "Report It" repairs app, ensuring it works for real people with busy lives.

Tenant involvement:

981 tenants helped shape services and communities, influencing **23 policies and service approaches**, and leading **51 community improvements**.

Accreditations:

We are a **Disability Confident Leader** and hold the **Diverse Cymru Silver award**, reflecting our commitment to an inclusive workforce that mirrors the diversity of Wales.

981

tenants helped shape services & communities

23

Policies & service approaches influenced

51

Community improvements



5. Building viable, safe and well-connected communities

Our "team around the tenant" approach builds pride and safety in neighbourhoods.

Community-led solutions:

When fire safety rules required items to be cleared from communal areas in Pendinas, we didn't just remove bikes. We listened to residents who had no storage. Together, we identified six empty garages to give households extra storage, and created a shared bike store for everyone., improving safety while solving a practical community problem.

Participation and influence:

Tenants contributed **1,261 volunteer hours** as advocates and leaders this year.

1,261
volunteer
hours



6. Protecting local culture and heritage

We protect the unique identity of the valleys and urban communities we serve.

Protecting community identity

In the major **regeneration of Penrhys**, we are working with residents to ensure the new 900-home development protects community identity and nurtures long-term trust rather than just replacing buildings.

Strength and participation

Using a strengths-based approach, we supported **26 communities** where residents lead their own community hubs and food initiatives.



7. Proudly supporting global responsibilities

We are using innovation and ethical technology to improve services for the next generation.

Innovation for future generations:

We are exploring the **ethical use of AI** to simplify processes and ensure our staff can spend more face-to-face time with residents who need it most.

Progress towards net zero:

Our housing accounts for 95% of our carbon footprint; we have secured **£4 million in external funding** to accelerate our transition to net zero.

Value for Money:

By maintaining a **2.74% arrears rate** (well below sector averages) and ensuring **95.9% of repairs are fixed on the first visit**, we ensured that every pound was reinvested into building and maintaining the safe, comfortable homes our communities need.





Find out more about our impact at
<https://trivallis.co.uk/our-impact/reports-corporate-documents/>.

Trivallis
Tŷ Pennant
Mill Street
Pontypridd
CF37 3SW

Tel: 03000 030 888

Web: <https://trivallis.co.uk>

This document is also available in Welsh.



Trivallis.