

Performance Report

Quarter 1 2023/2024



We are regulated by the Welsh Government and are continually reviewed to make sure we are delivering services to our customers in line with what the Welsh Government expects. The Welsh Government provides an annual regulatory opinion on how well we are delivering services and running a business. Our most recent opinion was published in January 2023 and can be found on our website.

Tenant Engagement & Feedback



Insight Cloud

helpful housing officer
polite
efficient
friendly doors & windows
understanding issue

pleasant knowledge
professional call
efficient punctuality

100%
of negative feedback responses contact attempts

Repairs & Maintenance



96%
satisfied with Responsive Repairs

61% of tenants are happy with planned monthly maintenance, we are tackling this actively by working on improving the service we deliver with the most recent work being on reviewing van stock and sourcing suitable local suppliers to help improve our first time fix rates.

89%
of repairs completed on first visit

Grounds maintenance service

Our current tenant satisfaction recording system is undergoing review, with the intention of implementing the updated version in the upcoming quarter. This presents a valuable chance for us to collect your feedback, which will significantly enhance our service delivery. Over the past quarter, we've been focused on landscaping efforts at Maes Creuddyn, resulting in the establishment of a new park and benches. The introduction of these amenities at Parc Clarence has been met with a positive response. Notably, we've also introduced a wildflower planting initiative on the embankment at Bryn Gynog, and we eagerly anticipate the feedback we'll receive on its visual impact and appeal throughout the next quarter.



Money Advice and Financial Inclusion services

All of our Income officers are trained to deliver money advice to our residents. We also have expanded the team to also include two specialist Money Advice and Income Officers who will deal with the more complex cases and manage our Hardship Fund. These services are delivered to all tenure types and are often our residents who are in the most need. The work done here by the team is steered through our Anti-Poverty and Financial Inclusion Strategy that was approved during the year. The results of this service for 2022/23 were as follows:



Environmental



100%
of our homes had an in-date accredited gas safety check and Fire Risk Assessment in place.

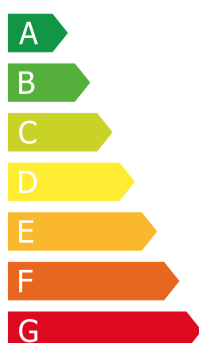
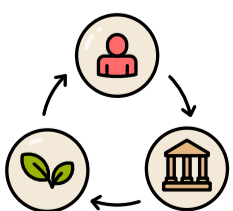


We have always recognised our environmental, social and governance responsibilities and that they have always been at the heart of everything we do, so we have adopted The Sustainability Reporting Standard (SRS) and this is the first year that we will report on our performance against each of the 48 criteria in the standards that has been summarised into 12 themes under the 3 ESG areas -Social, Environmental and Governance.

100%
of our homes meet the Welsh Housing Quality Standard (WHQS).



Governance



85%
EPC rating C and above on all of our existing homes

100%
EPC rating B and above on new homes as at last financial year



Contact



01492 572727

customerservice.mailbox@nwha.org.uk

www.nwha.org.uk

