

## How are we doing?

### Delivering an excellent quality of service to all our customers

Arrears (%) of rent debit	0.5
Av no. of days to let an empty home	6
Av no. of days to complete a repair	6
% of tenants happy with our repairs service	97%
% of homes with a landlord safety certificate	100%
% of repairs carried out by in-house team	75%
% of rent lost due to voids	0.2%
No of homes that received adaptations	45
% of lettings to homeless applicants	7%
% of lettings to local worker scheme	1%
% of lettings to BME applicants	2%
% of lettings to Choice Based Lettings Scheme	88%
% of lettings to applicants moving on from supported housing	2%
We have introduced a new scheme to provide up to 5 homes a year to returning armed forces personnel	

### All Wales Survey

The % of customers who were very satisfied or fairly satisfied included:

- ✓ **94%** the services we provided
- ✓ **91%** the way we deal with repairs and maintenance
- ✓ **89%** with the overall quality of their home
- ✓ **89%** with their neighbourhood as a place to live
- ✓ **89%** that the rent provided value for money

### Partnership working

- ✓ We have 18 supported housing projects that deliver enhanced services in partnership with local support providers and the local authority
- ✓ We have 7 move-on properties to support our supported housing tenants to progress towards independent living
- ✓ We are partner of 'Cyfle', providing 11 apprenticeship and training opportunities totalling over 474 training days during 2014-2015
- ✓ We invest in our young local people, employing 3 apprentices and providing 2 Job Growth Wales and 5 work experience opportunities

### Our partners said:

- “What they achieve and deliver is absolutely fantastic”
- “it's a very productive partnership”
- “I'd like more clients like PHA”
- “if they say they'll develop 60 homes, they do... and sometimes more”
- “they're very well run and efficient”
- “a sound, solid, good traditional social landlord”

### Our financial position is strong

- £4.01m of SHG received to help us build 117 new properties
- £1.79m awarded under the innovative housing finance grant initiative
- Strong performance returning a surplus of £2.77m and a 22% increase in reserves
- Our Financial viability judgement demonstrates that we have adequate resources to meet our current and forecasted future business and financial commitments
- We have a risk panel to identify risks, and to monitor and control activity
- Procurement efficiency savings of £107k were recorded in 14/15. A good example of community benefits includes our grounds maintenance contract with Arcswood CIC which has delivered 2 disadvantaged persons supported into employment, 42 training weeks and 100% of the expenditure invested in Wales
- Our money advice team was able to assist 83 customers to obtain £40k of financial support towards their housing costs



## How are we doing?

### We make the most effective use of our property and assets

**117** new properties were provided to meet the long-term needs of the area using our 'more for less' agreement with WG and PCC

Our planned replacement of kitchens and boilers achieved 100% satisfaction and we are fully compliant with WHQS, investing over £2m a year on planned maintenance

Our programme delivered:



### Our governance structure is efficient, effective and accountable

We have a retirement plan in place for long-standing board members and a recruitment plan to attract new members. 2 new members were co-opted to strengthen financial and business development skills to the board. Phase 1 of our renewal and succession programme was implemented in 2014-15

Governance Assessment Process (GAP) undertaken in July 2014 with external consultancy and workshops facilitated to review:

- GAP report
- New Draft Code of Governance from CHC Consultation document
- Governance Improvement Plan adopted

Following our independent stakeholder survey, a marketing and Communications Strategy is being developed.



### Our Tenants at the heart of our work

Our tenant involvement structure provides many ways for tenants to get involved in shaping our services, reviewing our performance and developing plans for the future.

In 14/15, the tenants' panel reviewed 31 policies, scrutinised our performance on a quarterly basis, completed several study visits and training and applied for and secured grant funding for specific projects.

- ✓ the quality assurance assessors (QAA) completed a review of our reception and improvements are now going ahead. 2 further audits are now underway.
- ✓ Our tenants' design team visit new developments and make suggestions for how we could improve in future
- ✓ Our annual joint 'Big Day Out' with Pembrokeshire County Council attracts around 300 tenants and provides advice and services from a range of providers.
- ✓ Our Tenant Disability group shares information, provides support to other disabled tenants and a clear pathway on how to access services.
- ✓ We donated £4000 to support our tenant and resident associations to deliver community projects