



OUR PERFORMANCE 2025/2026

› SUPPORT SERVICES



240

People supported by our Wellbeing Coordinator



625

People supported by our Floating Support Teams



544

Anti-Social Behaviour cases investigated



180

Tenant Management issues investigated



100

Residents receiving continued support in Supported Living

› RENT & LETTINGS

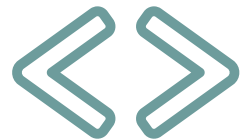
Rent Arrears – 2.81%

Rent Loss through empty homes 2.61%

307 homes re-let

Average time to let a home 64.93 days

92% Satisfaction with the overall quality of their home



› TENANT VOICE



93 tenant and community events reaching over 1,180 tenants and residents

280 tenant interactions through digital platforms including on policy consultations



The Tenant Hub launched the new Service Standards



➤ PROJECT AND INITIATIVES

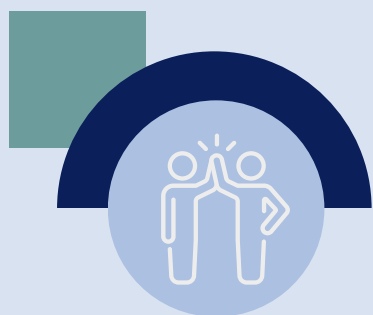


Supported 59 tenants to access and benefit from the Caredig funded hardship fund, a total of £20,000 was used to tackle food poverty, fuel poverty, buy items for cooking.



Supported:

- 47 tenants to access Discretionary Assistance Funds (DAFS) for items such as white goods and furniture
- 63 tenants to access Cwtch Mawr and receive packages to help with essential household items
- 100 Households benefited from supermarket vouchers to help tackle food poverty



26 households benefited from our Homes not Houses initiative; the initiative specifically tackles issues such as flooring and furniture poverty and a total of £8,000 was invested into making properties homes.

➤ CUSTOMER SERVICE



Received over 28,400 phone calls, equivalent to more than 2,300 calls each month



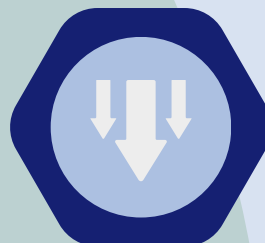
Responded to over 7,150 emails



Answered 83% of received calls, compared with 81% in 2024/25



Reduced average call waiting times to 2 minutes 34 seconds



Reduced tenant call-back times from 53 minutes to 17 minutes

► INVESTING IN OUR HOMES



54

New
kitchens



45

New
bathrooms/
wet rooms



74

New boilers



124

New windows
installed



108

Doors were
installed



112

Fire doors
were
installed



8

Homes were
rewired



47

Homes
received
replacemnet
fencing



11

Roofs were
replaced



2

Properties and 1
three storey
communal block
had Electric
heating installed



We also spent a total of **£317k on adapting homes** to meet tenants' personal needs.



We secured £2.3m of Welsh Government Optimised Retrofit Programme funding and installed Solar PV, Solar Hot water and Heat metering to 74 homes, Solar PV to 98 homes and Solar material purchase for 165 homes to be installed during 2026/27.

► KEEPING OUR HOMES SAFE



99.90%

Gas
servicing
completed
to time



99.86%

Homes with a
valid
electrical
certificate



100%

Properties
comply with
Control of
Asbestos
Regulations



100%

Planned Fire
Risk
Assessments
had been
completed



97%

Repairs
completed at
First Visit Fix



98%

Emergency
Repairs
completed
on time

► DEVELOPMENT PROGRAMME

We delivered 75
new homes across
Swansea, Neath
Port Talbot and
carmarthenshire

