



Monmouthshire Housing
Tai Sir Fynwy



Monmouthshire Housing Association

A Year In Review

2022/23



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Welcome & Introduction

In a year where Monmouthshire Housing has celebrated its 15th birthday, my term as MHA Chair is coming to an end and I can look back with real pride at what MHA is achieving and its continued passion for improving services and creating many more homes.

Whilst a lot has changed since the stock transfer from Monmouthshire County Council in 2008, our enduring social purpose remains as strong as ever and really is embedded in everything we do and every decision we take at MHA.

The ongoing impact of the Coronavirus pandemic, removal of the Universal Credit uplift, alongside rising inflation, energy and fuel costs has continued to present challenges for many businesses including MHA, and especially for our residents and staff.

We have seen a sharp increase in demand for our services as well as a responsibility to ensure the homes we offer are truly affordable and as energy efficient as possible; a responsibility that is shared across both the building of our new homes and our existing housing stock.

In response to these challenges, we established COLIN a 'cost of living increase' consortium comprising staff across the Group, who regularly come together to brainstorm ideas for new ways of supporting residents; we have already successfully started actioning some of the suggestions.

This year MHA launched several transformational projects such as iConnect; supporting people to get online and from feeling digitally excluded and Working

Wardrobe; providing high quality workwear for people reluctant to apply for their dream job, as they don't have suitable interview attire.

We remain committed to building more homes and this year received planning permission for our largest development to date, bringing over 140 new homes for social rent and to buy to Undy.

We are delighted to recently recruit more members to our resident group Community Voice; over a year since its inception, and it's going from strength to strength; influencing and contributing on issues that matter most to residents.

It has been a real privilege being involved with MHA and to have the opportunity to meet many of its lovely residents over the years.

We hope you enjoy reading this year's annual review and would be delighted to receive any feedback that you may have.



John Keegan
Chief Executive



Andy Jones
Chair of MHA Group





Just moved in

Usk Food Kitchen receiving funding



About Us

Welcome to our review of 2022/23.

This is an opportunity to celebrate achievements and, through working with you, highlight the differences being made to lives of those living in Monmouthshire.

It's important to us that the very best services are accessible and available to all, and we can only do that by listening and taking the right action. You will see lots of examples throughout the publication of where this has been achieved but there is always plenty to do!

2023/24 promises to be another exciting and challenging year for MHA. Look out for the

Striving for Excellence

mark throughout this document to learn more about our future plans.

We proudly celebrate being one of the top 8 housing associations across Wales with the highest customer satisfaction levels, but we are not content with this, and will constantly strive to hit the coveted number one spot!

Welsh Government ran a sector-wide survey in May of last year with customers of the 46 housing associations. Look out for a breakdown of MHA's results dotted throughout this magazine.

Services provided by your social landlord

91% satisfaction

6th position

Our vision

MHA provides **high quality homes and services** that meet stakeholders' expectations. Daily, we seek to transform lives by enabling communities to realise their ambitions. We have created an environment where people can have a brilliant quality of life, in areas where they aspire to live and work.

Our values



Open

We will act honestly and with integrity and our decisions will be made inclusively and transparently.



Flexible

We will be innovative and proactive and view change as opportunity.



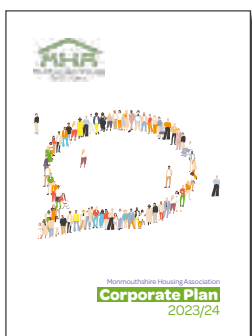
Fair

We are committed to delivering services with an even-hand and ensuring equality of opportunity for everyone.



Achieving

We will set and reach ambitious goals and targets.



Visit www.monmouthshirehousing.co.uk/about-us/objectives-and-performance for more info on our 5 year plan.



MCC Councillors visit our new homes in Devauden
Pembroke Road with newly renovated scout hut (left)



Our Homes

Take a look at the map below to see the location of the **4,098** properties we manage (including our leasehold homes).





The Welsh Housing Minister and MHA's Director of Housing and Communities meet new tenants at Pembroke Road, Bulwark

External works to new driveways and boundary walls



Before
After



Before
After



Great Homes

Creating places where people want to live today and tomorrow with a focus on design, quality and sustainability.

100% of our homes have received a gas safety check

3,214 Emergency Repairs completed

134 properties benefitted from our External Works Programme

Installed **63** new roofs

93.3% tenants satisfied with the way their repair was dealt with

Legionella Water Risk Assessments – **100%**

100% Fires Risk Assessments were completed

Passengers lift servicing – **100%** compliant

Stair lift servicing – **97.06%**

New bathrooms – **53**

New Kitchens – **101**

Windows & Doors – **375**
This includes properties with flat entrance, communal and storage doors

Boilers – **145**

A snapshot of what we have achieved...

Increased the supply of homes available by **44**

Maintained customer satisfaction at **90%+**

Maintained **'gold standard'** in our empty homes

Satisfaction...

- ✓ **87.5%** of tenants satisfied with quality of their home
- ✓ **92.1%** confirmed MHA provides a home that is safe and secure
- ✓ **89.8%** satisfied with repairs and maintenance service
- ✓ **87.5%** of you were happy with your neighbourhoods



New windows installation (bottom) at Cwrt Severn, Caldicot



Fun and games at an Engagement event



New kitchen at Pembroke Road, Bulwark

A lack of affordable housing throughout the County continues to be a major problem, worsened by a lack of available developable land, and river pollution. However, MHA continue to work tirelessly with the Council and partners to increase the supply of housing; both for social rent and people wishing to take their first steps onto the property ladder, in what is one of the most expensive Counties in Wales for house prices.

The way your social landlord deals with repairs & maintenance

86% satisfaction

6th position

How satisfied you are with the overall quality of your home

88% satisfaction

8th position

How satisfied you are with your neighbourhood as a place to live

89% satisfaction

8th position



Striving for EXCELLENCE

Our focus is to build and maintain our homes to high safety and quality standards.

Future Plans...

Building homes where people aspire to live and work...

- Increase the supply of homes available by 100 through new development, regeneration and acquisitions
- Secure a supply of land both within and outside of Monmouthshire

Improve the energy efficiency of new and existing homes and set our pathway to net zero carbon...

- Develop a funding strategy to deliver Welsh Government decarbonisation targets



'Games & Grub' afternoon in Caldicot

The iConnect Team



Donation to Monmouthshire Foodbanks



Great Services

We are more than just a landlord, we provide services to help people to thrive and build resilience, creating vibrant, sustainable communities is what we are about at MHA.



Your Feedback

Customer First Programme

As part of MHA's Customer First Programme we want to ensure our services are customer focussed, easy to access and give you the best experience. We want to fully understand what you want from us, the services you value and the way you would like them delivered and for our tenants to be heard and help MHA shape our decisions and services.

MHA currently collects your view through surveys complaints and conversations and we share what we are doing with this information regularly through our website and on social media.

Our biggest survey (tenant satisfaction) is undertaken every two years, the last conducted in February 2022, with our highest response rate to date.

90.7% of you were satisfied with the overall services provided by MHA

77.2% said we listen to your views and act upon them

69.6% felt there are opportunities to get involved in decision making and how services are managed

87.3% trust MHA

A snapshot of what we have achieved...

Our dedicated Work & Skills Team have supported **42** tenants into work

48 Volunteering & Work Placements started

Supported **12** apprentices across the business, from electricians to neighbourhood officers

Our in-house Moneysaver experts have supported **442** tenants with money, benefit and debt advice and helped maximise their income, totalling a whopping **£673,411.70**

We work closely with Foodbanks across Monmouthshire and regularly make donations. Our Senior Management Team donated **£500** each, totalling **£2,000** to the Foodbanks to be spent on 'surprise Christmas parcels'

Let **244** homes and helped **42** families move to new homes through our Mutual Exchange programme

In January 2023 we partnered with Warm Wales to provide tenants with specialist energy advice to support residents with issues they were facing in light of rising energy costs. In just three months, our energy advisor supported **156** households helping them save **£9,691**



Christmas tea at Plas Mawr

Baby Bank launch



Pitch For Your Project at MHA



Continued...

In year 1 The iConnect team helped **170** people to build confidence and improve digital skills. Throughout the digital drop-in sessions...

48 people received 1-2-1 digital support

12 referred for additional support

7 received refurbished laptops

4 refurbished phones provided

14 preloaded SIM cards provided with unlimited minutes/text and 20GB data

Tenancy Coaches were on hand to **assist tenants with rent arrears** and other issues at home, as part of their everyday support offer

Our Community Living Officers who work within our older persons schemes have helped focus on the needs and wellbeing of the tenants and are their first point of contact for communication and engagement events which are tenants really value.

How satisfied you are with the services provided by your social landlord

90% satisfaction

6th position



Giving Something Back

Our Community Sponsorship scheme has supported a number of groups across the county:

Under 8's Rugby Club – (team hoodies/waterproof team jackets for the winter season, contact equipment gum shields, head guards etc.)

Jubilee Big Lunch Celebrations at St Arvans (party bunting, tablecloths, sweets and ice cream)

Older Person Scheme Christmas events

The Baby Bank and Musical Theatre – Caldicot (Musical Theatre – rehearsal venue, advertising and printing for production of Sister Act @ Caldicot School)

Raglan Scouts Group – supporting events within local community and contribution towards a field trip.



Pitch For Your Project awarded a share of £25k to 15 Community Groups

We were delighted to be able to support a wide variety of community projects providing vital activities and facilities within the communities such as ...

Overmonnow Primary School – A project to improve child and adult life skills by introducing healthy cooking classes

Benthyg Library of Things Monmouth – an opportunity for MHA tenants to save money by borrowing equipment at a low cost. You can also donate items you no longer need contributing to waste reduction targets

The Usk Food Kitchen – A volunteer run project creating a space to improve mental health and wellbeing, as well as those that feel isolated, lonely and in poverty. The project was awarded to receive kitchen upgrades

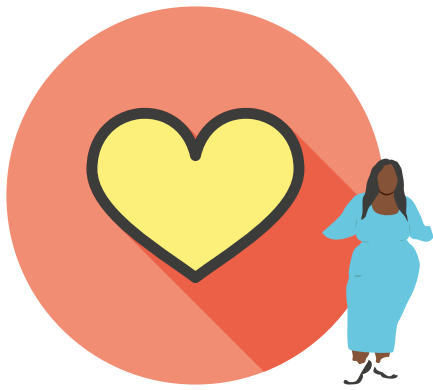
Wyesham Community Hub – supports the community with outreach, craft, social coffee mornings and afternoon tea for the elderly and isolated. The project was awarded to receive Kitchen upgrades



First Bulwark Scout Group receiving a cheque
Giant Tablet to help tackle Isolation in Schemes



Working Wardrobe at MHA



Inclusive Communities

Our Engagement team have been partnering with other organisations around the county, providing training and organising events:

752 people attended **60** events, projects and activities within the communities

97 tenants attended 11 focus groups to share their views on MHA Services

48 families attended the pre-loved school uniform event

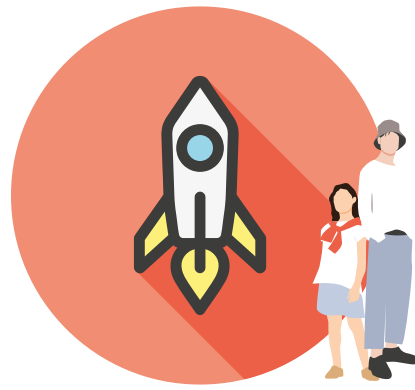
20 young people regularly attend sustainable fashion workshops

Supported our tenants to complete **1,253** volunteering hours within their community

Supported **32** tenants to complete training courses

2022/23's community work focussed mainly on the Monmouth and Caldicot areas of the County, and colleagues worked alongside 18 tenant volunteers to deliver projects and activities on the following priorities:

- Mental and physical health
- Maximising their income
- Projects for young people



Leading the Way

As part of a new approach we are working with 8 of our Tenant-Led Community Hubs providing money-saving and environmentally-friendly initiatives, whilst understanding the needs of the local communities.

Community partnership working

The 'Together Works' hub in Caldicot now has access to a giant tablet which is available to a variety of groups and community members using this space. The hub is a hive of activity, more so during our iConnect drop-in sessions. MHA colleagues supporting the iConnect initiative have also run Games 'n' Grub events encouraging parents to learn more about internet safety, and also suitable learn/play apps for their children. The Hub is also the perfect location to team up with the Library, promoting access to digital equipment through the 'Lending Library' project.

What else has been going on?

Outside of older person schemes, we have held a number of other community activities supporting health and wellbeing which is great for the communities as it makes people feel more engaged, happy, healthy and resilient!! Examples are the ever popular 'Masterchef' and the comeback of the Gardening competitions, previously put on hold for 2 years due to the Covid.

Another 'comeback' is our fantastic Making A Difference Awards, showcasing the wonderful work underway across the County and celebrating the people who make them happen.



Out in the local community with the police
Working hard, helping people





Contacting us

96.07% calls answered / average time taken **24** seconds

31% made contact through Live Chats & email and were dealt with by our dedicated Customer Services Team

84% of your calls were resolved at first point of contact

99.3% of you were satisfied with the services provided by the Customer Services team



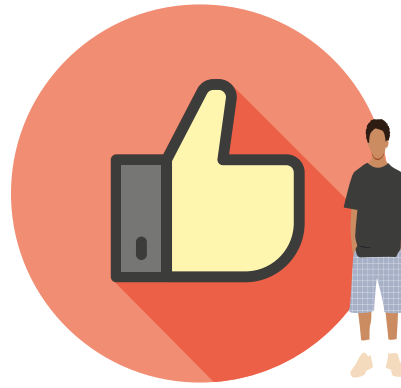
Handling Complaints

26 formal complaints received

15 Compensation Claims received

74.19% responded within target

Average response time **19** days



Keeping People Safe

It is important to us that you feel proud of your home and your neighbourhood. We always want you to feel safe and secure where you live.

The Community Safety Team have been working very hard this last year to address issues without having to resort to serious enforcement through legal actions. This is in line with The Welsh Government's aim for 'no evictions into homeless' and having more focus on positive interventions and working with support partners. We have only needed to take 3 cases to court over the last year and amazingly only 1 eviction, which was, ultimately, the last resort for a very serious case.

We have just completed 17 recommendations that came from the Anti-Social Behaviour (ASB) service review approved end of 2021, with the four main themes of systems efficiency, team structure, triage and cases review, and early intervention.

Our next steps going forward is looking at better use of the data available to us in developing focused prevention initiatives.

VoiceScape is a system that assists us in capturing satisfaction with the way ASB cases are handled and we have used this information to improve customer satisfaction levels, currently around 65%.

We have big plans for 2023/24 where we will be exploring the use of more 'restorative' type practices, looking closer at behaviours, interactions and approaches which help to build and maintain positive and healthy relationships, resolve difficulties and repair harm where there has been issues or conflict between neighbours.

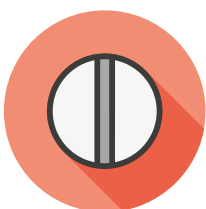
On average the team deal with 102 cases per month, ranging from criminal and threatening behaviour to vandalism...

...Most reported are:



1st

Noise Nuisance



2nd

Drugs and substance misuse



3rd

Domestic Abuse

49 support referrals

9 counselling referrals

56 domestic abuse victims supported

94 Homes have had Improved security

117 cases requiring intervention to access for gas safety service



Working With You

Your wonderful Community Voice Group have had a busy year!

As part of their recent Fuel Poverty project, they have listened to those attending local events, carried out research and recommended some really important changes. Here are some examples:

To introduce a suite of 'how to' videos focussing on efficient use of heating systems

Promotion of smaller energy efficient appliances around the home, which resulted in energy light bulbs being sent to tenants

Raise awareness of support available including location of food banks and community fridges. The 'In It Together' magazine hit doorsteps December 2022.

One of our members also volunteered to help with iConnect sessions

The Group are currently helping to review Customer Care standards which looks at how we engage with people in a variety of ways to meet needs, understanding customer expectations and guaranteeing that services are accessible for all.

For information about your representatives see page 31 Why not follow their progress on social media and regular updates on our website?



Have your say

Visit our website and select 'Get Involved' where you will find a suite of different options.

Our Tenant Voice Audit (Aug '22) achieved a 'substantial' rating.

We love feedback too! Not happy with a service or want to pass on thanks to specific members of staff, get in touch!

Community Voice member, Tony, at the Tai Pawb Conference



Members of the Community Voice Group



Striving for EXCELLENCE Future Plans...

In partnership with our tenants deliver services that enhance our current offering and secure value for money

- Maintain overall tenant satisfaction at 90%+
- Identify potential rebranding opportunities for MHA
- Develop a digital offer for tenants, giving 24 hour access to services through the introduction of a new Tenant App
- Work with sector representatives to develop a new rent setting methodology
- Explore further avenues to alleviate fuel poverty for tenants

Transforming lives and enabling communities

- Enhance our digital offer to our tenants and introduce training, access to Wi-Fi, resources and support
- Implement the Renting Homes Act legislation and Fitness for Human Habitation (FFHH)



Digital tablet competition winner
New tenants in Chepstow



Great Landlord

Providing great services to our residents and customers is important to us, investing in communities to support people and communities be the best they can be.

A snapshot of what we have achieved...

Developed a Stakeholder Engagement Strategy

Undertaken a full review of our Equality, Diversity and Inclusion Policy and practices

Developed wider strategic partner relationships to help deliver better services and explore new builds.
Implemented the new Renting Homes legislation

Supported Monmouthshire Council Council with the delivery of its Homelessness & Housing Support Strategy



Striving for **EXCELLENCE**

- Further develop a digital offer for tenants, giving 24-hour access to services through the introduction of a new Tenant App
- Work with Community Housing Cymru and other social landlords to develop a new Rent Setting methodology
- Explore avenues to further alleviate fuel poverty for our residents and evaluate how effective the 'Warm Wales' project has been
- Continue to deliver Year 2 of the iConnect project reducing the number of people who feel digitally excluded



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government

How we are regulated

In addition to our own continuous improvement plans Welsh Government also set and monitor our performance against a number of standards...

Regulatory Standards

The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives

Robust risk management and assurance arrangements are in place

High quality services are delivered to tenants

Tenants are empowered and supported to influence the design and delivery of services

Rents and service charges are affordable to current and future tenants

The organisation has a strategic approach to value for money which informs all its plans and activities

Financial planning and management is robust and effective

Assets and liabilities are well managed



At MHA we are proud to be an equal opportunity employer and landlord

Great ideas and the best solutions come from gathering a wide range of perspectives, diverse viewpoints and talent so we can do more for our customers. This mindset has taken centre-stage throughout a review of our Equality Diversity & Inclusion performance in the last 12 months. As a result, we have developed a new strategy, taking stock of where we are now and where we want to be within the next 3 years.

The two strands we are concentrating on are:

EDI Strategy

Tenants & Communities

We would like to have a better understanding of the additional challenges our customers and families are facing and to make our society a better place for everyone.

Colleagues

We value and embrace the talents of people who think differently and support a culture where dignity and rights of all are respected and protected. Equipping colleagues with the right tools to support those in need is also important to us.

So far, we have:

- ✓ Set up a dedicated Steering Group to take our plans forward.
- ✓ Introduced a new section on MHA's website with useful resources and more information about our plans.
- ✓ Created a new central directory, listing support services available in Monmouthshire, so staff can easily access whilst out in the communities.
- ✓ Rolled out Hate Crime training to all front-line staff.
- ✓ Improved the data we collect on our tenants so we can better target support.
- ✓ Completed more actions from our 'Deeds Not Words' racism pledge which aims to eliminate racial inequality in housing.

Included in our future plans, we will also:

Review our offer to meet the requirements of the Welsh Language Scheme

Support national campaigns and further encourage those in minority groups to voice opinions, by attending consultative groups

Improve resources on our website, including the introduction of the Language Line facility

We pledged that we will:

Publicise your support for racial equality.

Publish your commitment to take specific actions to tackle the challenges you identified. Report on progress annually.

Disaggregate ethnicity data in your tenant/service user satisfaction surveys and other tenant/service user surveys. Use other channels to learn about the experiences of BAME tenants/service users. Act on findings.

Build links with and support BAME community groups in the area and beyond, invest in building their capacity to support local communities and bring in community knowledge and challenge to the organisation.

What we have been doing:

Our website and social media includes our commitment to this pledge and to national campaigns. We are looking into identifying challenges that are faced by MHA and our tenants.

We have created an Equality, Diversity and Inclusion Strategy which is available on our website. We regularly report on the progress of the EDI strategy and the Deeds not Words Pledge to our Board.

We include diversity data when undertaking consultation and when analysing performance data.

Our engagement are exploring what community groups are already established. We are encouraging applications from BAME individuals in our Community Voice committee recruitment.



MHA staff with the Health and Wellbeing Standard Award

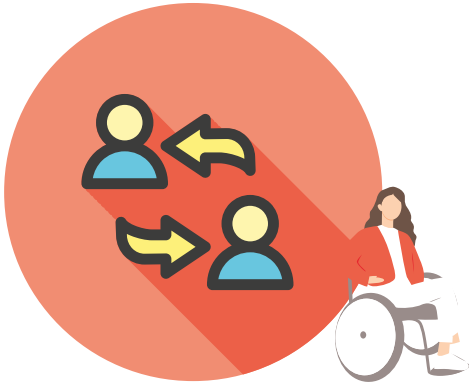
Survey competition winner



The Making a Difference Awards night

Great People

This year our staff were able to finally shake off the Covid shackles, and get back out and about in our communities, doing what we love the best – supporting our tenants and wider communities.



Giving something back

Giving something back is important to us, which is why staff are credited 3 volunteering days a year to spend in the communities we operate. Over 60 days this year were spent painting community centres, supporting fun activities, planting up communal gardens and more. We look forward to giving even more back in staff-time next year.

Ensuring staff are happy and engaged is key to delivering top-notch service delivery, so we are delighted to share with you some of the comments staff fed back to us about how they feel about MHA, and we hope you share their same sentiments.

“I feel like I am a professional friend for tenants”

“We are down to earth”

“We care about people”

“I like that tenants display a high level of trust in staff”



Members of MHA's Development Team

MHA staff at the CIPD Awards



One of MHA's Customer Service Advisors



Great **Business**

The knock-on impact of rising costs has generated many challenges for tenants and staff alike. It has also put significant pressures on our business budgets. For example, as the cost of building materials increase, it has become more expensive to maintain homes and provide the same quality services while keeping rents affordable.

Despite these challenges, we have prioritised support, worked hard with customers to keep rent arrears low, and made savings across the business to remain financially strong.

A snapshot of what we have achieved...

Maintained overall rent arrears at under **3%**

Maintained UC arrears at under **5%**

Increased our Annual Turnover

Award Winning Income Team



MHA are the first Welsh organisation to be awarded the Housing Quality Network accreditation for its income service.

The accreditation is awarded to organisations who meet or exceed good practice standards and reflects the best-in class service to its customers.



MHA's Chair with a few colleagues, including Emma Brute (right) who works with the Community Voice

How we are **Managed**

Our Group Board are the driving force, responsible for setting and approving policies, plans and budgets to achieve our ambitions. They are also ultimately responsible for making sure we are financially strong, risks are managed well and performance is of a high standard.

Group Board Members

- Andy Jones MHA Group Chair (retiring Sept 2023)
- Tony Deakin MHA Group Vice Chair, Chair of Finance, Governance & Remuneration Committee & Group Board Member
- Dimitri Batrouni Interim Chair of Development Committee & Group Board Member
- Emma Brute Chair of Community Voice & Group Board Member
- Colin Lewis Chair of Operations Committee, Group Board Member & Capsel Member
- Alan Soper Chair of Audit & Risk Committee, Group Board Member & Capsel Board Member
- John Miller Group Board Member & Capsel Vice Chair
- Cael Sendell-Price Group Board Member
- Reg Kilpatrick Group Board Member
- Mat Cooling Independent Audit Committee Member
- Hannah Vickers Independent Development Committee Member

For more information about the Members' backgrounds and skills please visit our website

We have two vacancies arising on our Board and will be looking for HR and Construction specialists to join the team over the coming months. Its so important that we have a diverse membership, reflective of our communities so will be taking positive action to recruit more females to join us!

Community Voice



Mary
Morgan



Alistair
Clarke



Tony
Crowhurst



Neville
Goward



Andrew
McNair



Colin
Marsh



The Group have also recently recruited three new members, please visit our website where you can find out more. They will all be

attending our events over the coming months so please pop along and have a chat.

Senior Management Team

Our Senior Management Team work in partnership with the Board and are also responsible for the operational side of the business.



John **Keegan**
Chief Executive



Karen **Tarbox**
Director of Property Services



Gwyndaf **Tobias**
Director of Resources & Deputy Chief Executive



Michele **Morgan**
Director of Housing & Communities

A snapshot of what we have achieved...

Developed **4** Future Leaders

Started the retraining programme to **support the new digital environment**

Achieved re-accreditation for **Corporate Health Gold & Platinum Standards**



Striving for EXCELLENCE Future Plans...

Wellbeing & Development

- Equip colleagues with the information, skills and capacity to embed change in line with MHA's digital strategy
- Maximise apprenticeship opportunities (up to 5% of workforce)
- Appoint a further 3 future leaders

Engagement & Culture

- Commission a new staff survey

Money

As rent payers it is so important that our customers feel they are getting good value for every pound spent, now more than ever. We are committed to driving down costs whilst maintaining quality and taking action to maintain this balance. Don't just take our word for it, here is what you have said...

Satisfaction that your rent provides value for money

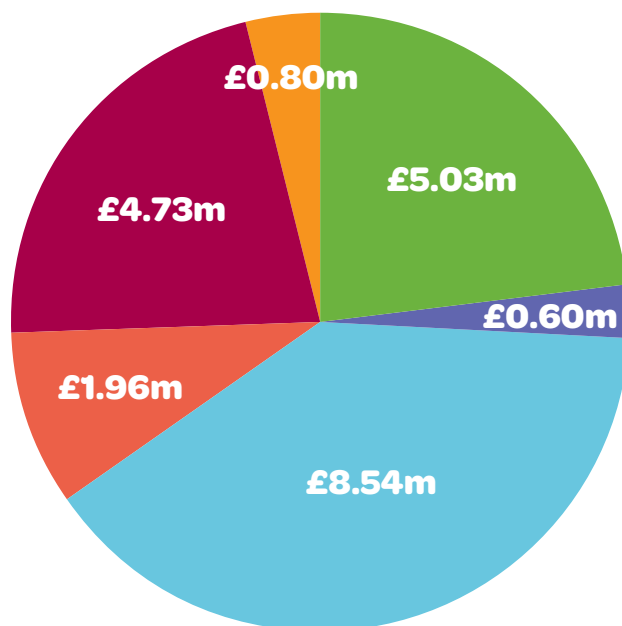
89% satisfaction

6th position

We are a not for profit organisation which means any surplus we make is reinvested in existing homes and services and the building of new homes. Here is an example of where income comes from and how it was spent in 2021/22.

How the Group's funds are spent:

Expenditure 2021/2022

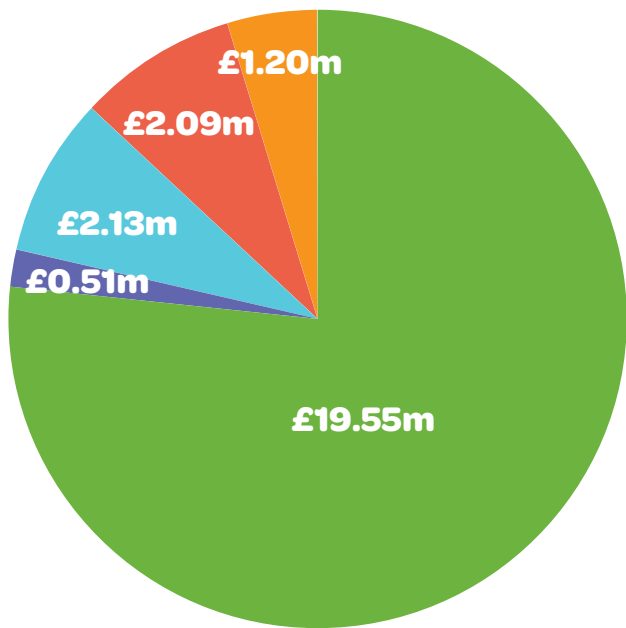


- Administrative costs including staffing
- Service charge costs
- Costs of routine repairs to the Association's properties
- Costs of larger repairs to the Association's properties during the year
- Average annual cost of wear and tear to the Association's properties over time
- Other costs including costs of running tenant and community projects

Our financial accounts for 2022/23 are currently being ratified by our Auditors so are not quite ready to share. This information will be made available on our website by mid-August 2023.

Where the Group receives its money:

Income 2021/2022



- Rents receivable from residents
- Service charges receivable from tenants & leaseholders
- Government Grants towards upgrading older homes
- Surplus on disposal of obsolete properties and new Low Cost Home Ownership dwellings
- Other income including grants to support tenant and community projects, major repair grants, bank interest

Watch out for our latest VFM Statement which will be published on the website later on this year.

Striving for EXCELLENCE

2023/24'S focus will be on:

Seek out opportunities to partner with organisations to create investment that strengthens the communities we serve

- Identify development and other partnership opportunities, including outside Monmouthshire
- Deliver MHA's Stakeholder Engagement Strategy identifying strategic partnerships built upon trust and shared values

Diversifying and growing the business ...

- Identify market sales options outside of Monmouthshire
- Develop Capsel's 5 year business plan and secure sustainable surpluses for future investment

Maintain financial viability and the confidence of funders and partners

- Roll out a new approach to procuring materials and services to create further efficiency savings
- Maintain overall rent arrears at 3.0%
- Maintain Universal Credit arrears at 6%
- Review MHA's Pension offer
- Have robust governance structures in place to ensure we are meeting Welsh Government's Regulatory Standards



Solar panels at Juneberry Drive, Bulwark

Our electric pool cars at HQ



Protecting our Environment

Sustainability and improving environmental performance in our homes is incredibly important to MHA. A more energy efficient home will reduce energy costs and reduce carbon produced.

A snapshot of what we have achieved...

Created a **46.87%** reduction in our CO2 emissions

1,257 properties have been fitted with solar panels

Maintained our Health & Safety **ISO 14001** and **ISO 45001** Accreditations

We set ourselves ambitious targets to drive energy performance and use of innovative technologies in our new homes. By reducing the energy consumption within our new homes, we are tackling the cost of living crisis, while the use of local supply chains, where possible, brings down our construction carbon footprint.



There are lots of other current initiatives underway and plenty planned for in the future to continue this work. **Examples of these are:**

Ongoing access to financial and advisory support in tackling fuel poverty

Production of training videos and other resources to help people understand how they can use their homes more efficiently

Reducing travel by encouraging staff to commute sustainably (using electric pool cars) and reduce number of face-to-face meetings with improved IT solutions

Rolling out the iConnect project which helps people to shop online etc

Using sustainable building materials



Striving for **EXCELLENCE**

Future Plans...

Improve the energy efficiency of new and existing homes and set our pathway to net zero carbon...

- Develop a funding strategy to deliver Welsh Government decarbonisation targets once the Welsh Housing Quality 2 criteria has been established
- Develop a decarbonisation policy and follow later with an options analysis in response to zero carbon strategy

Reducing carbon through the ways we work...

- Work with Carbon Trust to revisit 2011 Energy Savings Survey and CO2 emissions in stock to gauge progress and cross reference to new WHQS2 Guidance
- Implement measures for evaluating sustainability in the procurement process including supply chain

Tackling the climate change agenda...

- Secure initial agreements with relevant partners for wind farm project and consider our options
- Undertake due diligence, options analysis and business cases for projects that will contribute towards reducing our carbon footprint via wind farm

Provide innovative housing solutions...

- Undertake due diligence and options analysis for Modern Methods of Construction project
- Respond to the climate change agenda through researching new innovations linked to carbon reduction in construction

**We hope that you enjoy reading this year's annual review.
We really would welcome any comments that you may have.**



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