

## Our Aims and Values

### About Bron Afon Community Housing

Bron Afon has the following 5 aims:

**Aim 1:** To provide high-quality, energy efficient, affordable homes, high-quality communal areas, and excellent services to tenants and leaseholders in Torfaen.

**Aim 2:** To promote and support vibrant, safe, clean and healthy communities working in close partnership with residents and the Council.

**Aim 3:** To run an open and democratic organisation with high levels of community involvement.

**Aim 4:** To use the resources we have to best effect in maximising other benefits to the community, including creating and sustaining local jobs, increasing skills, and maximising negative impact on the environment.

**Aim 5:** To provide support for people who need it.

Bron Afon's Board has agreed the following values, which have been developed by tenants working with the independent Tenant Adviser and by staff in workshops. They reflect the joint views of tenants and staff about the kind of organisation they want as their new landlord or employer.

#### Bron Afon:

- Cares about people and communities
- Is passionate about excellent service delivery
- Is innovative and creative and willing to take risks
- Listens and learns
- Respects and values diversity and promotes equality of opportunity
- Is trustworthy, open and honest in all it does
- Is accountable to the communities it serves
- Welcomes constructive challenge
- Involves people in decisions that affect them
- Has sustainability at the heart of its thinking
- Is proud to be a non-profit-making social business delivering a public service

### Key Facts

We manage and maintain 8,054 rented homes across the County Borough of Torfaen. We have 909 leaseholders and 76 shared owners.

Once we have completed our next recruitment campaign, we envisage having a work force of around 400 people.

Our budget is over £50 million per annum.

We are currently the 2nd Largest housing stock transfer organisation in Wales and the 3rd largest Registered Social Landlord in Wales.

We have 910 sheltered housing properties, we provide a Lifeline service to 824 elderly people and we also have over 400 Telecare clients. We are the major provider of older people's services in the County Borough.

Alongside the transfer of homes to Bron Afon, we have also acquired various plots of land and over 2,000 garages.

#### The Improvement Programme

- We will be spending £187 Million over the next 5 years on repairs and improvements to bring tenant's homes up to the Welsh Housing Quality Standard by 2012.
- We will be investing £500 Million over the next 30 years to maintain the standard.
- We are delivering the internal Improvement programme, using our own staff as an alternative to contracting. This improves our ability to ensure quality and the flexibility to adapt quickly to change. We came to this decision because it's what our tenants told us they wanted.
- We have a Quality and Design Forum which is a group of trained tenants, leaseholders and staff who will support the procurement, design, specification and selection and monitoring process of all improvement and repair work.