



Who we are...

We are a not-for-profit social enterprise and social landlord. We manage 8,000 properties across Torfaen. As a Community Mutual we provide high quality affordable homes and excellent services to tenants and leaseholders. We believe everyone should have a safe, good quality home to live in. We support sustainable, safe, clean and healthy communities, and we work with organisations who can help our communities and business to flourish.

Despite another challenging year, and continued uncertainty we are committed to working hard and improving how we deliver services for customers. Our long term plan remains to:

- ✓ **Continue improvements to the services we provide our customers.**
- ✓ **Provide value for money.**
- ✓ **Transform the ways we work so our customers and colleagues have the best experience.**



A message from our Chief Executive Alan Brunt, and our Chair of Board, Andrew Lawrence.

When we focus on putting our customers at the heart of everything we do, to improve customer satisfaction, everyone benefits.

Our customers, our communities & our colleagues.

The challenges we faced this year included changes to restrictions as Wales recovered from more than two years of living and working through the pandemic. Difficulties in sourcing building materials, the war in Ukraine, rising costs and managing reduced household budgets also had an impact. Through all of this we aimed to stay true to our main priorities and values. We focused on delivering services that matter to our customers, to as high a standard as we could, while achieving value for money.

We've listened to our customers and understand what is important to them. We know there are areas where we can improve our services. We are committed to bringing down our repairs backlog built up during Covid, and delivering on our planned maintenance programme.

We are truly grateful for the hard work put in by our colleagues to achieve this., and for the patience and understanding of our customers who have had to wait longer than normal for their work to be done.

We live in uncertain times. Many of you are facing pressures to make ends meet and having a good quality affordable home has never been more important. There are ways in which Bron Afon can offer support, and we will always do what we can.

Please do not hesitate to get in touch if you are finding things difficult and need help.

The pandemic and more than two years of restrictions have posed operational and financial challenges and strains on the organisation, which we have successfully managed to meet and overcome. However, the coming years also present a difficult and challenging environment, both to our customers and the organisation. Ensuring Equality, diversity and inclusion in everything we do is a priority for us throughout our business as we ensure colleagues are supported to reach their full potential, and that our services meet the needs of our customers and our communities. Looking ahead, we will soon be setting our new corporate strategy for the five years 2023-28, at the heart of which will remain that strong commitment to developing services with a strong customer focus and creating a strong sense of community.

Our Priorities

We've set out six priorities for the next two years. These will help us transition from our current Corporate Plan (2018-2023) into our new Corporate Plan from 1 April 2023.



Customer Service

Provide quality, value and satisfaction to our internal and external customers.



Provide Quality Homes

Continue to provide local families with good quality, safe, warm homes.



Employee Experience

Provide a great place to work where colleagues feel connected and are supported to be their best.



Effective Partnerships

Build strong relationships with organisations who can help our communities flourish.



Digital Transformation

Use technology to transform how we delivery our customer services.



Decarbonisation

Deliver on our carbon zero commitments.

Some of our highlights this year.

Making Feedback Easier For Our Customers

We invested in a new customer experience system which allows customers to easily share their feedback with us using text or email. This has helped us focus directly on service areas where improvements are needed to help build trust and satisfaction with our customers.

Your Voice

As part of our commitment to engaging and involving our customers, and the wider community, we launched Your Voice. This is a way for tenants, leaseholders and other customers to come together and share their thoughts on issues and topics that matter to them most. So far more than 100 people have joined Your Voice and will work with us to review services, evaluate policies, improve customer experiences, neighbourhoods, and lots more.

Improving Customer Experience

We've updated and improved our website, making it easier and quicker for customers to access digital services. Our self-service web portal and app means customers can manage their housing tenancy easily online. Customers can request a repair or inspection, report anti-social behaviour, check account statements, pay bills, and much more.

Great partnership working

We're proud to have designed and delivered Ty Glas y Dorlan, in Cwmbran. Working in partnership with Torfaen Council and Aneurin Bevan University Health Board, Ty Glas y Dorlan is an innovative development, including six flats for long term tenancies and 13 short stay flats focused on helping individuals to live independently. The building also provides community services for residents and members of the public. It will help create lifechanging experiences and improve wellbeing for the people who live there.

Hybrid Working

We want Bron Afon to be a great place to work where colleagues feel connected and supported to be their best. We've moved to hybrid working so we can work more flexibly from our offices, homes and in our communities. We've upgraded our technology to improve our digital skills and transform how we deliver our services, keeping our customers at the heart of everything we do.

People

We will provide quality, value and satisfaction to our internal and external customers.



67% of our tenants are satisfied with the service provided by Bron Afon



84% of our customers are satisfied that their rent provides value for money



214 families across Torfaen supported by our Families First team



162 families supported with food parcels and food vouchers from our Tenancy Support Team

Our customers tell us...



"This is everything we want at the moment. It's a good quality house with more room for us to grow our family in a lovely area that's closer to work."



"It's such a beautiful place, done to a high standard. I can't believe it. I can see my children and partner easily now and I couldn't when I was living in temporary accommodation. Living here means everything to me."

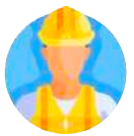
Homes

We continue to provide good quality, safe, warm homes.

Investing in our homes: 29p in every £1 we spent was on planned maintenance and improvements.



87 new homes developed this year



£14.6m on capital investment in development and regeneration



£20.2m on revenue maintenance & improvements expenditure on existing homes



80% of our customers are satisfied with the overall quality of their home

Our customers tell us...



"Until Alex came along, I felt like myself and my daughter were on our own dealing with things. Her support has been amazing. She can't do enough to make sure we are all ok and gets us the relevant help."



"Dan has been a huge help. He's making life more bearable now for all of my family. I don't think we would have got through all of our problems without his support."

Community

We provide support and build strong relationships with organisations who can help our communities and business to flourish.



89% of our customers are satisfied with their neighbourhood as a place to live



82% of our customers are satisfied with the way Bron Afon deals with anti-social behaviour



£25,200 awarded to 19 different community groups and projects across Torfaen.



£7000 donated to foodbanks & community hubs across Torfaen by our Community Development Team

Our customers tell us...



"He came and reassured me that the person making noise and partying would be spoken to. A noise app was given to me to record any anti-social behaviour. Thank you Bron Afon."



"From the time of reporting the repairs to getting it done was so quick and efficient, and the gentleman was so polite he is a credit to Bron Afon. Thank you so much and just to say I am proud to be a tenant of such a caring community."

Business

We deliver value for money, using technology to improve our services. We invest in and support our staff with opportunities for growth and development.



Raised £72m of new funding to invest in new and existing homes, services & our communities



80% of the enquiries into the Customer Hub were resolved at the first point of contact by the advisor who the customer first spoke to



We delivered 4,091 hours of training and development opportunities for our colleagues



71% of tenants are satisfied that Bron Afon listens to their views and acts on them

We pride ourselves on our commitment to equality, diversity and inclusion for our colleagues and customers. Bron Afon pays the Living Wage Foundation rate as a minimum rate and is committed to closing the [gender pay gap](#).

Our colleagues tell us...



"Working here there's a strong sense of community and wanting to give the best service to our customers"



"Colleagues genuinely care for and support each other"

Looking Ahead

Renting Homes Act

The Renting Homes Act is the biggest change to housing law in Wales for decades. From the 1st December 2022 the Renting Homes (Wales) Act 2016 will change the way all landlords in Wales rent their properties. It will improve how we rent, manage, and live in rented homes in Wales. Our Project Team are working across all areas of our organisation to plan and prepare for this new law and what it means for our customers and our business.

Customer Satisfaction

We're focusing on building trust and improving our customers' experience. Our priorities for this include tackling the backlog of repairs that had built up during the pandemic. Delivering our planned maintenance work, identifying homes for decarbonisation so we can deliver on our carbon zero commitments. We'll continue our work to make it easier for customers share their views with us and we'll listen and learn from their feedback.

Cost Of Living

Rising energy costs, fuel and general price rises will have an impact on individuals and families living in the communities we serve. While the economic climate will affect what we can achieve as an organisation, we will continue to be proactive in helping to reduce homelessness and helping people escaping conflict areas such as the Ukraine. Our teams will work very closely with our customers and partner organisations to do all we can to support anyone who is struggling through hard times.

Digital Services

We'll continue to use technology to improve our digital skills and transform how we deliver our services. We will listen to our customers' voice and work with them to shape services which are accessible, easy to use and helps them to manage their home and tenancy in the best way.

Corporate Strategy

This year we'll develop our corporate strategy for 2023-2028. We will set out how we're going to work with our customers and communities to deliver the priorities which matter to us all. We want to identify the areas of work that we think are most important for the next five years, and how we'll achieve our goals. We want our members, customers, colleagues and partners to help us shape this strategy. We'd love you to be a part of the conversations, and will share information on how to get involved on our website and social media.



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Bron Afon Community Housing

