

Monmouthshire Housing Association

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Monmouthshire Housing was formed on 21st January 2008. In total 3900 properties and 150 staff transferred to the new organisation from Monmouthshire County Council. Since then a tremendous amount of work has taken place to forge a new identity, recruit new staff, and literally transform the culture of the organisation. On formation the Board of Monmouthshire Housing decided to adopt the European Foundation of Quality Management (EFQM) model for business development. The model has been absolutely invaluable for linking the various strands of the business together and ensures all staff are focussed on the front line and excellent customer service.

The Board decided to enter the Wales Quality Awards in 2008. Staff, from across the organisation were involved in writing the various parts of the submission. I would like to take this opportunity to thank each and every one of them for this huge effort. To find out, that after just two years we had won the national award for Customer Service has been a huge fillip for the staff and tenants and reflects on the unrelenting efforts of staff and tenants to lay the foundations for the association into the future.

We have embarked on an ambitious training programme which has seen the budget for training increase 7 fold. In addition we have instigated a talent management scheme called the Monmouthshire Achievers Programme (MAP) where activities range from senior managers mentoring students in local secondary schools in the county (25 in total) to 25 managers undertaking a Chartered Institute of Management Diploma. There are 7 graduate trainees in our association from Housing to HR to Finance. In addition, throughout our works programme we have 27 apprentices across all trades, and uniquely in Wales, 3 of these are female.

We have created 170 jobs in our area and the good news for Wales is that almost all of the companies involved are local such as AP Waters from Pontypool, Ian Williams and R & M Williams from Cardiff and of course our own highly skilled trades staff. In addition we have engaged local manufacturers such as CMF flooring in Mamhilad, IG Doors in Cwmbran, Morgans Steel of Usk and Dawnus Construction from Swansea putting literally millions of pounds back into the Welsh economy.

We are very proud of our Community Services Team which was established last April. In its first month it took 1100 calls, such has been its success that in November it handled almost 3000 calls. Our tenant surveys tell us that our planned works programmes and day to day repairs receive almost 95% satisfaction ratings. We have implemented new IT that will allow us to get to repairs quicker and do the right job first time. Our planned works programme is now working so efficiently that we expect to be one of the first Associations in Wales to have its properties reach the Welsh Housing Quality Standard by 2012.

The good news for our tenants is that we are forever raising the bar of performance and expectation, and delivering on both. We are truly striving to be a Housing Association that the citizens of Monmouthshire can be justifiably proud.

John Keegan
Chief Executive

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