

Our Customer Annual Review

2023/24



MHA

Monmouthshire Housing
Tai Sir Fynwy

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Croeso to MHA

It's my pleasure to introduce MHA's annual review, and my first as Chair. I am delighted to have taken over the reins, having been Vice Chair for 7 years; so have lots of experience both of MHA and lovely Monmouthshire.

I know the last year has been difficult for many people, so a key focus remains supporting residents through the continued rise in the cost of living.

This report reflects on the past year and also shares some of our exciting plans for next year and beyond.

You'll find more detail in this report, but one of my highlights is hitting the milestone of **helping maximise our residents' income by more than £1.1million** by sharing our expert advice, helping access grants and unclaimed entitlements to help them with their finances.

We continue to enhance our digital offering to our residents, and **launched the MyMHA app** this Summer, enabling you to have 24/7 access to your account; to make payments, book and track repairs and more.

Additionally, we have **created a new website** with increased functionality and improved accessibility, which will offer an improved customer journey. Don't forget our iConnect digital gurus are on hand if you need any digital support!

A BIG thank you to those residents who took part in our website and app trials, consultations and surveys throughout the year. Your engagement and enthusiasm helped ensure we are delivering the right services in the right way.

If you are struggling, please reach out to us; we have wonderful tenancy, money coaching and support services who've helped hundreds of customers and are here to support you.

We hope you enjoy reading this year's annual review and would love to know what you think.

**Tony Deakin,
Group Chair**



How we've performed

- our key stats!



100%

repairs appointments kept



97.42%

tenants satisfied with repairs



3,800+

number of homes we manage



2.18%

rent arrears



51

total affordable new homes



258

anti social behaviour cases



96.41%

repairs right first time

*Welsh Government Survey Results

The Welsh Government runs a sector-wide tenant survey in each year with the customers of the 46 social landlords across Wales. We continue to have amongst the highest levels of satisfaction in Wales and value the feedback you give on how we can improve. **Look out for some of MHA's results (WG survey) dotted throughout this review.**

*Services provided by your social landlord (WG survey):



90%

satisfaction (4th position)

Our Homes

Investing and maintaining our homes

We are doing our part to keep our homes in tip top condition. In 2023/24 we spent a total of £10.51m on our repairs and maintenance programme.



£5.695m

planned repairs



£1.902m

voids (vacated properties) repairs



£195k

cyclical repairs



£154K

health and Safety Compliance



£2.563m

responsive repairs (routine maintenance)

Repairing and maintaining our homes



3,492

gas safety checks undertaken



2,854

emergency Repairs completed



1,359

electrical Safety Check undertaken (EICRs)



13,266

total Repairs undertaken

Looking after our homes

MHA are committed to building and maintaining sustainable communities where residents feel safe, secure and are great places to live.



£6.6m

was spent in to deliver significant improvements across our housing



£969k

was invested upgrading and maintaining gates, fences, paths, car parks and boundary walls through our external works programme

In 2023/24 we ...



installed **128**

kitchens and bathrooms



installed **187**

boilers heating upgrades



installed **147**

windows and doors



installed **122**

new roofs

Our Building Services Team were commended in the 'Digital Transformation' categories of both National Housing Digital and Housing Technology awards.

***The way your housing association deals with repairs and maintenance (WG survey):**



85%

satisfaction (6th position)

We **LOVE** receiving your feedback ...

Elaine said...

“Thank you to the carpenter who attended to my lock this morning. Stacey was just so lovely, very professional and I wanted to thank him as I now feel safe in my home. ”

Carole said...

“Thank you and pass on my gratitude to Karl who attended to carry out my boiler service today, and to MHA. He was perfect and did an amazing job. I feel privileged to live in an MHA property and couldn't be happier. ”

Simon said...

“I want to thank MHA and the tradesman who attended to my shower yesterday, and for replacing it so quickly. I was so worried I would be without bathing facilities and am very grateful for such a prompt service. ”

You can make a **complaint or leave a **compliment** via the **Contact Us** section on the website.**



Building for the future

We are working closely with our partners to increase the provision of affordable homes and are committed to assisting Welsh Government to deliver on its target of 20,000 new low carbon, affordable homes in Wales.

In 2023 we achieved ...



51

total affordable new homes



168*

affordable homes secured
ready for construction



26

affordable homes under
construction



4

Homebuy homes SOLD

***This includes a development of 120 units at Rockfield Farm, Undy, which will be MHA's largest site to date.**



As part of the Council's regeneration plans for Caldicot town centre, we purchased and commenced the refurbishment of Holman House

Looking Forward

We are committed to reducing construction waste and improving the quality of our homes even further. Where we design and build our own homes we aspire to achieve the highest energy efficiency rating of 'EPC' A.

We will look to use modern methods of construction and new innovations where we can, in our quest to reduce our impact on the environment.



Building
energy
efficient homes
fit for the
future

Our Services

Our neighbourhood services

This year we relaunched our estate walkabouts and weekly income and neighbourhood support drop-ins around the county as we want to be closer to the people and communities we serve.

Keeping your communal areas clean and clear

The 2021 tenant survey reinforced many tenants weren't satisfied with the standard of general needs cleaning. This year we launched our own in-house cleaning service and feedback to date has been excellent. We can also provide a deep clean service, with twenty sites completed so far.

Following our text survey, we are considering all feedback as to how we can further improve our service and will be back in touch soon.

A happy customer...

“The new cleaning service is excellent. They do a thorough job, and it makes such a difference to come home to a lovely clean building and hallway. Thank you.”





Creating
places you're
proud to call
home

Your Place, Your Space

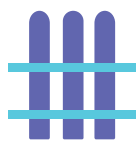
This year we launched our 'Your Place, Your Space' environmental works programme focussing on improving and uplifting our outdoor spaces and communities.

Here's what we've been up too:



£15,000

Carried out a garden transformation at Granville Street creating a greener and environmentally friendly space for tenants to enjoy



£88,000

Provided private garden spaces at Somerset Way with new fencing creating additional privacy and safe spaces for tenants to enjoy



£17,000

Improved the access and kerb appeal at The Reddings



Submitted planning applications to undertake improvement works at Oakley Way, Davis Court and St Andrews Crescent

*My neighbourhood as a place to live (WG survey):



84%

satisfied (9th position)

Creating safe places to live

Our Community Safety Team have been busy helping keep you safe in your homes and communities.

In 2023/24 we explored more of a 'restorative' type approach; looking closer at behaviours, interactions and approaches, helping to build and maintain positive, healthy relationships and resolve and repair neighbourhood disputes.

Here's a flavour of what they have been up too ...



77

support referrals made



87

homes had improved security



22

counselling referrals made



190

interventions to undertake access to determine gas / electrical compliance



58

people supported experiencing domestic abuse

Looking Forward

We are also busy working towards attaining the Domestic Abuse Housing Alliance accreditation, by continuing to develop our resources, train our staff and take steps to enhance the support offered to people living with abuse.

*Provides a home that is safe and secure (WG survey):



90%

satisfied (8th position)

Improved customer service - Neighbourhood Team

You spoke loud and clear that it was important to have clear advice, an agreed action plan and regular contact and feedback with your allocated officer, when reporting any concerns or neighbourhood nuisance to us.

As a result, we've made some tweaks to our processes and have seen customer satisfaction levels for the second half of the year soar from 63% to 90%.

A happy tenant told us...

“I am very satisfied with how my case has been managed, the support offered, and the feedback received. The new officer listened patiently to me explaining about the issues with my neighbour, they were empathetic and supportive, and went out of her way trying to find a solution. The officer has been an absolute god send.”

***My rent provides value for money (WG survey):**



87%

satisfied (5th position)

Supporting our communities



Housing and Wellbeing Service

Demand for our health and wellbeing service has never been so great. We provided support to **86** households in the Abergavenny, Caldicot and Usk. Drop-in surgeries in Abergavenny and Caldicot have been introduced, enabling a more responsive service.



Providing tenancy and wellbeing support

Our Tenancy Coaches have coached and supported **63** tenants to keep their tenancies (contracts) and prioritise payment of their rent.



Supporting older people at our sheltered accommodation

Our Community Living Officers have been busy across the County, supporting our older residents. Our accommodation has been a hive of activity, connecting and socialising.

Here's a flavour of some of the activities ...



Volunteers from the local library joined residents of The Lawns and Cwrt Severn to reminisce about the 1970's and their roles in history.



A market style shopping event was held at Cwrt Severn, benefiting residents with mobility issues and community collaboration.



Residents at The Reddings, organised a McMillan bake sale, to raise funds for cancer research.

Case Study

Don't Walk By – Tenant D's Story

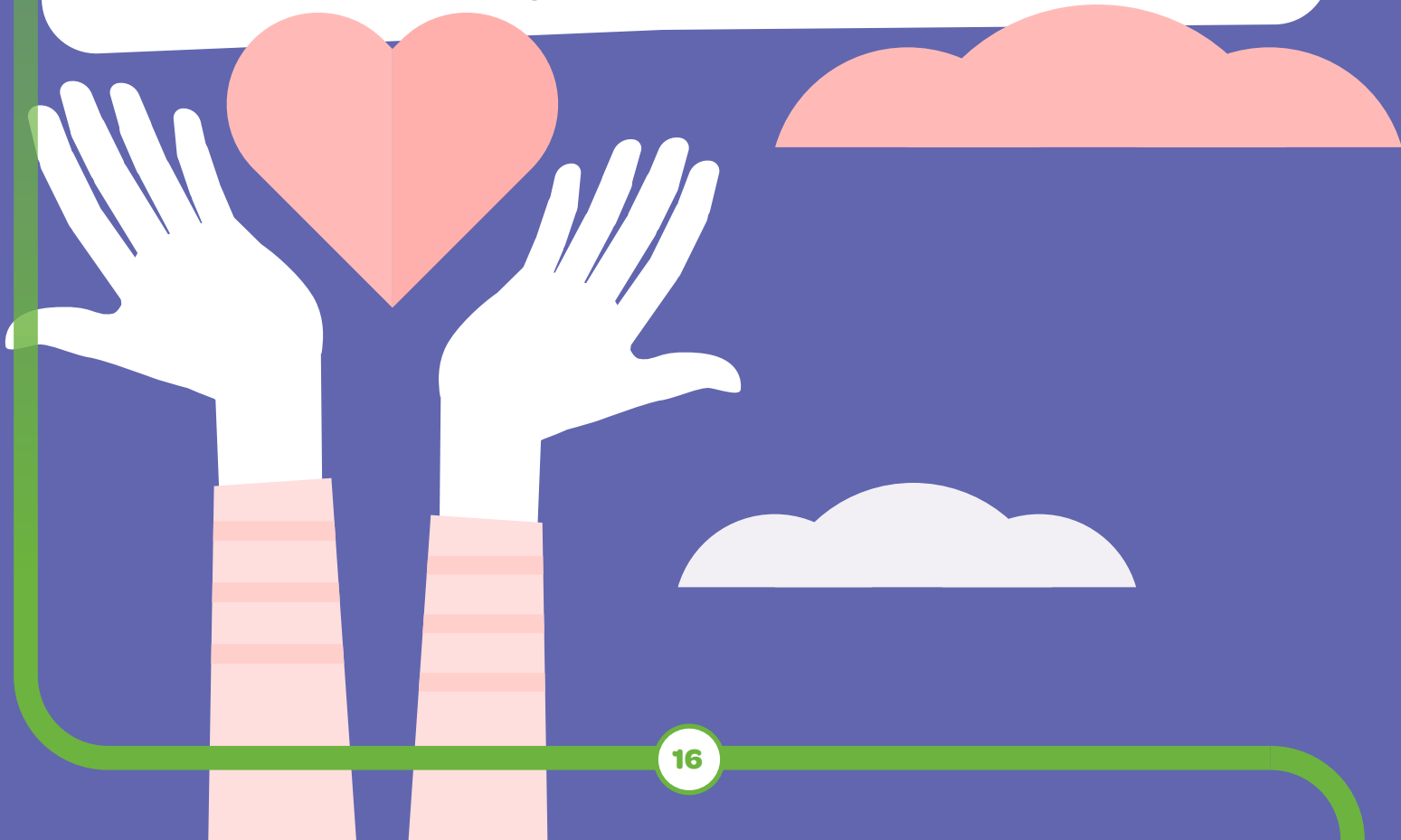
Tenant D first came to our attention when our repairs team raised a 'Don't Walk By' card to raise their concern about D's living conditions and financial struggles.

The case was initially referred to our moneywise team who then forwarded his 'case' to the wellbeing and welfare team for a more holistic approach.

D had been living in a property which was in a poor state, he was experiencing alcohol misuse and had not been looking after himself or attending medical appointments and wasn't able to manage his finances.

D was then allocated a housing support and wellbeing officer Wendy. Over the last 15 months they developed a trusting, supportive relationship, and achieved the following outcomes ...

- He has addressed his alcohol dependency and is working well with Gwent Drug and Alcohol Service
- D is prioritising his health and now attends all medical appointments
- His home has gone from poor to excellent, in fact he's become house proud
- He cares for his appearance and showers, shaves and changes his clothes daily
- D cooks meals himself and manages all aspects of his life very independently





Wendy said:

“D has gone from living in a poor place to having money, pride in himself and his home and is enjoying his life again – it has been a real success. He has worked fabulously with me and all the external support services. He is even enjoying his cooking, going out for walks and is excited about going on holiday. I feel super proud of what D has achieved – thank goodness for our ‘Don’t Walk By’ scheme. ”

D said:

“When I met Wendy, I was rudderless, I had a lot of problems in my life. Moving into the flat was a lovely thing to do but I didn’t seem to be able to keep the place in a good condition and it impacted on my mental health. I wanted to metaphorically pull the duvet over my head, but Wendy helped me get the right support and to deal with everything. I am now going abroad for the first time in 5 years, everything is really positive at the moment. Wendy has been wonderful and without her intervention I fear to think what might have happened to me. ”

Community Highlights

Putting Pounds in Pockets

Here's a few of the ways we are helping ensure you have more money to spend on the nicer things in life:



£1,132,277

Our moneywise team maximised tenant income by tapping into grants, funding and giving money advice



£41,798

Additional funding donated to support vulnerable families



522

Amount of tenants we have engaged with



£221

Foodbank donations made



32

Tenants supported into work



£228,373

disability benefits claimed, maximised tenant incomes



210

Referrals made to energy specialists



£4,000

employment bursaries issued



40

'Winter Packs' issued



£85,412

misc external fuel / food / funds accessed



40

We were awarded a successful Multiply grant of **£200,000** to deliver numeracy courses and mentoring sessions

Keeping our communities buzzing



39

co-produced events
attracting **1,730** attendees



£4,926

given to supported our
volunteer led hubs



13,467

community volunteering
hours delivered equalling
£140,326.14



4

residents recruited to
community voice resident
group



£50,296

received through external
funding for community led
projects



£200

donated to the Ukranian café



£2,750

received from community
benefits to support our
communities


COMMUNITYBUZZ



Our staff
volunteers
and digital
champions go
above and
beyond



Helping to digitally connect our communities

Our **iConnect team** have been busy supporting wider Monmouthshire communities to get online, connect with their family and friends, access services and more.

In 12 months, they have achieved ...



222

people attended digital drop-in's



156

people improved life skills



17

digital champions recruited with **984** voluntary hours worked



7

premises with improved connectivity



3

iConnect volunteers supported into work



25

community and partner events supported



45

people loaned digital devices

Saving £'s and the planet



29.7

tonnes of food waste saved from landfill through community fridge projects based in our Community Hubs



523

sustainable period products distributed through local community hubs



5

refurbished digital devices purchased to utilise in the community



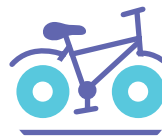
2

community groups supported to set up new baby banks with **41** families accessing baby items



4

Litter picks completed, involving **46** volunteers



17

bikes donated and upcycled



A job well done ...

- Won a **CIH Housing Award** for Customer Excellence in a Digital Age for Monmouthshire Homesearch.
- Wyesham Warren won a **TPAS Award** for supporting communities.
- Won the **'Community Champion' Award** by Abergavenny Gateway for our wider group community work.

Celebrating our communities



We teamed up with GAVO to launch the first Monmouthshire Volunteering Awards, recognising and celebrating the communities and people working tirelessly to make Monmouthshire a wonderful place to live.

Held at Gateway Church, Abergavenny, with over **60** nominations, **11** categories and **11** winners the night was a roaring success. A surprise 'High Sheriff's Award' was also presented to a community champion who regularly goes above and beyond for her community.



Celebrating
our
communities



Community sponsorship

This year we had a cumulative pot of **£40,000** up for grabs by our Monmouthshire communities and groups, though our two sponsorship schemes.

Pitch for your Project

Total pot of £33,000 (including £8,000 from MCC)

To encourage applications from small community groups and larger bids from established community champions, we introduced two additional 'Pitch' categories.

We received a whopping **47** applications and were blown away by the desire shown by people to help their communities thrive.

What we awarded ...



11

Pitch for a Little Bit - 11
applicants received funding
totalling **£3,336**



4

Pitch for a Bit More - 4
applicants received funding
totalling **£14,645**



6

Pitch for Your Project - 6
applicants received funding
totalling **£13,877**

The successful applicants ranged from helping fund literacy, numeracy and life skills for people with alcohol and drug addictions to helping fund the transformation of a green space into a thriving community garden with wheelchair accessibility.

Corporate Sponsorship

We have a corporate funding pot comprising **£7,000** available for Monmouthshire communities and groups to bid for. **Some of the groups supported this year include:**

- **Tintern Festival Group**
- **Goytre Children's Choir**
- **Sudbrook Cricket Club**



Helping
communities
to grow with
community
funding



Case Study

Together Works 'Pitched for a Bit More'

Together Works is a community Hub in the heart of Caldicot that provides a number of community projects based on local need including, Crafts, Children's activities, Safe space, and cooking projects.

The hub also provides a location for partner organisations to meet their clients to give advice and assistance or signposting on to other agencies.

The hub pitched for 'A Bit More' and were awarded **£3,000** to purchase a commercial freezer and fridge, with a label maker and digital thermometer to provide frozen meals to the community at low or on a pay what you can afford basis.

The hub works with many vulnerable groups who have been hit hardest in the current economic climate. It is expected that providing frozen meals will help community members with limited income to utilise food that would otherwise go to waste.

“We were delighted to receive a grant from our friends at MHA to purchase the ‘corner freezer’. Our volunteer Jane is a professional cook and makes homemade meals such as curry and rice. They cost £3 but if you are struggling, you can pay what you can afford.”

” - Isla, Together Works



Case Study

Empowerment Through Community Engagement

For several years Mrs X was a shy member of a Community Group in Monmouth, reluctant to participate in community events.

A pivotal move back to Caldicot and more hands-on family support, helped ignite a remarkable transformation in both levels of her engagement and a newfound commitment to participating in community initiatives, including signing up as a fully-fledged member of MHA's Community Voice resident group.

Mrs X's passion and enthusiasm was also instrumental in establishing 'MasterChef minis'; a 5-week online programme for children dreaming of becoming the next Jamie Oliver or Prue Leith!

Armed with a small budget she created recipes, recorded easy to follow cooking videos, and devised social media content to share the videos. MasterChef minis proved extremely popular, largely down to the immense dedication and leadership displayed by Mrs X – we are very proud of her.

Following the success of MasterChef minis, Mrs X extended her involvement by organising a Halloween party and Christmas celebration, further demonstrating her commitment to bringing her local community together.

Mrs X has participated in various tenant conferences recently, and has clearly found her voice, to the delight of MHA staff. Her confidence continues to grow, rather than sit in the background she is happy to share her views and ideas and even advocates for fellow tenants, her community and MHA.

Feedback from the event:

“An absolutely brilliant event all round! Getting the kids involved in cooking meals had been enjoyable and a wonderful experience.

The recipes were not complicated and the step by step instructions were provided by Mrs X and her family were fantastic. ”



Our business

We are leading the way in Wales for our income services:



We increased our annual turnover to **£26million**



There have been zero evictions into homelessness



Our current arrears are **2.18%** (against a target of 3%)



Our former tenant arrears are the lowest in 3 years



We have the lowest ever Universal Credit Arrears

Our EDI commitments

Being a diverse and inclusive organisation where people can feel accepted, comfortable and respected is part of our DNA and the responsibility of everyone in MHA.

In 2023 we ...



Launched our internal cross-departmental group who regularly meet to ensure diversity and inclusion are at the forefront of our service provision.



Held an 'equali-tea' party in honour of Pride month. Staff wore rainbow colours and shared their aspirations for a more inclusive world.



Took part in Abergavenny Pride and awarded them **£446** for a trading license from our Pitch for Your Project sponsorship fund.

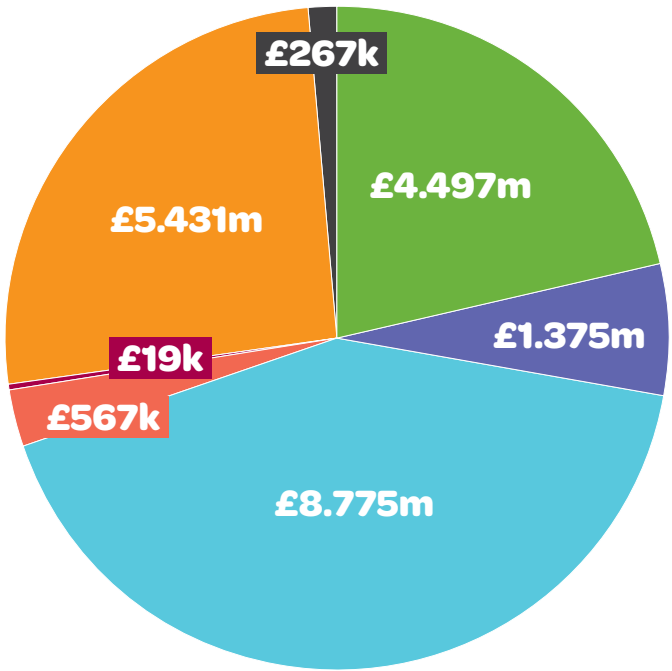
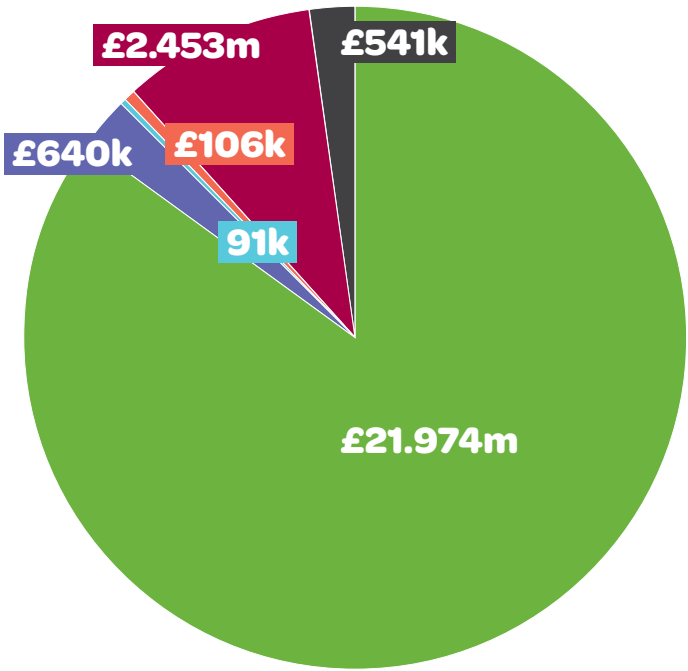


Supported and celebrated awareness events including National Inclusion Week, White Ribbon Day, Black History Month, International Women's Day and Neurodiversity Week by pledging our support, sharing resources and our views.

Cost & Performance

Where the Group receives its money:
Income 2023/2024

How the Group’s funds are spent:
Expenditure 2023/2024



- Rents Receivable
- Service Charge Income
- Leaseholders Income
- Income for Support Services
- Government Grants Amortised
- Other Income

- Management Costs
- Service Charge Costs
- Routine Maintenance
- Major Repairs
- Bad Debts
- Depreciation of Housing Properties
- Other Costs

Total **£25,804m**

Total **£20,931m**



Interested in reading more about our business operations and the importance of delivering value for money? have a look at our **Financial Review** and **Value for Money** publications on our website.



Supporting our
leaders and
communities to
flourish



Charity fundraising

At MHA we are a charitable bunch and during 2022/23 we raised ...



£565

for Save the Children through our Christmas raffle and Christmas jumper days



£123

for Shelter Cymru from contributions made from the staff survey fund

Proud to work for MHA

The health and wellbeing of our staff is extremely important to us, so we like to hear what they think.

Here are some of the highlights from our annual staff survey ...



100%

are confident they have the skills to do their job



98%

believe they make a valuable contribution to the success of MHA



95%

say their manager champions excellent customer service



97%

feel their team support each other



94%

are proud to work for MHA

Contacting us

Customer Call Centre ...



18

seconds - average time taken to answer calls

92%

of all calls are answered within 30 seconds

84.4%

resolution at first point of contact



12,744

emails



814

live chats



13,588

digital interactions in total



31%

of all interactions are digital



99.8%

of people satisfied with services
provided by CSA team

“Customer satisfaction is at the heart of everything the MHA Contact Centre do. We pride ourselves on the service we offer, building relationships with our customers and making sure their interaction with us is as pleasant and helpful as possible. These results are testament to the hard work and care the Customer Service advisors put into their jobs every day.”

Vic Simms, Customer Services Manager

Moving forward ...

The MyMHA app landed this summer

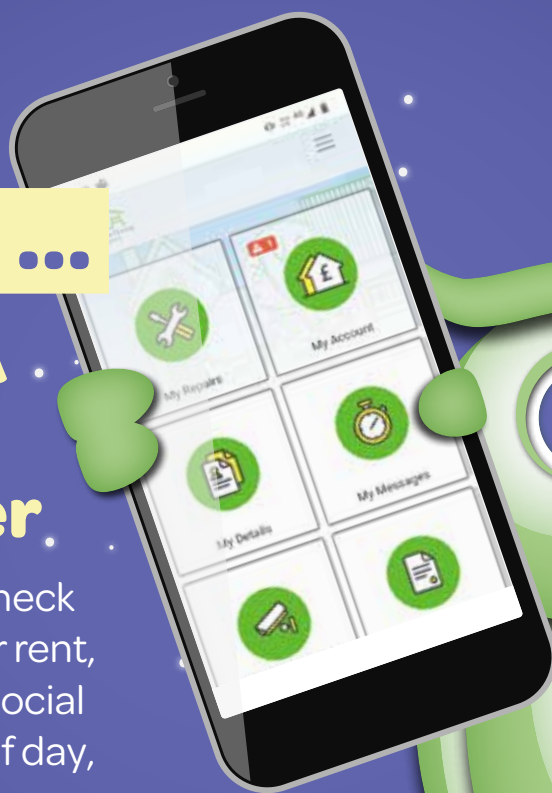
Don't forget you can check your account, pay your rent, report a repair or anti social behaviour – any time of day, which is convenient for you.



Scan for Android



Scan for Apple



Let's get social

We know social media isn't for everybody, but if managed correctly is a super social space and excellent communication tool. Social media is an important part of our communication mix that enables us to communicate at the touch of a button.

MHA currently communicate across 5 different social media platforms.

You don't have to post anything to be kept in the loop, just a simple Follow is enough to receive immediate information straight from MHA to your phone.

Where can you find us ...



4,937

Followers



3,117

Followers



3,000

Followers (MHA)



1,779

Followers



1,000

Followers

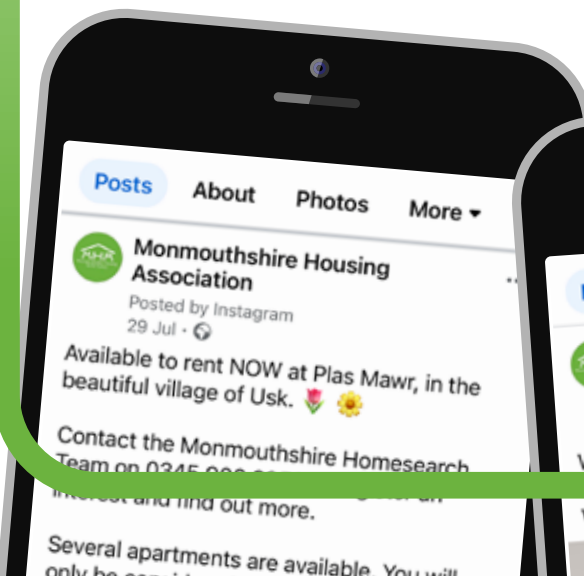
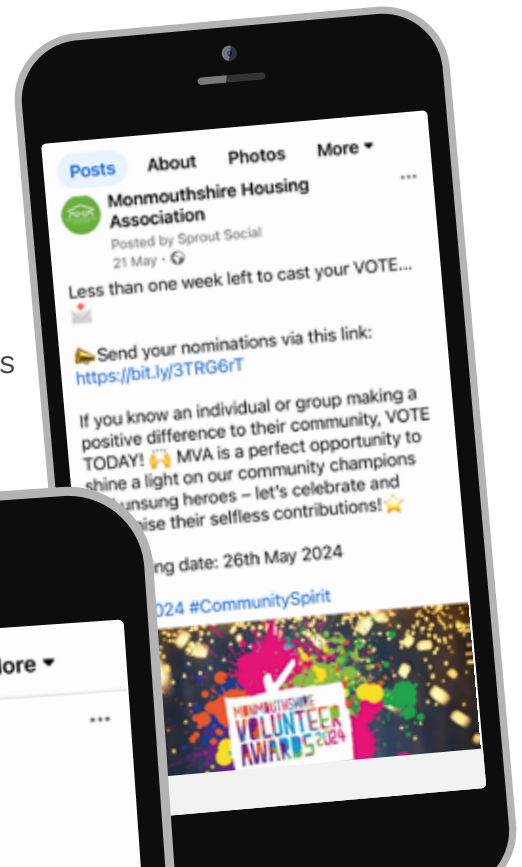


1,200

Followers (Community Buzz)

What we used social media for in 2023 ...

- Announcing the launch of our tenant app
- Promoting job and board vacancies and apprenticeships
- Promoting what is going on in our communities
- We announce all our news first on social media
- Announcing when Pitch for Project and corporate sponsorship windows open
- Launching and celebrating our annual volunteering awards



Our Planet

Sustainability is high on our agenda. It's our responsibility to make sure we have the right measures in place to tackle climate change.

We're focusing on achieving net zero by 2050 across our existing and new build homes and have developed a roadmap which will focus on enhancing insulation levels and using renewal technologies such as solar panels.

What we have achieved ...



Created a **47%** reduction in our CO2 emissions.



We delivered our first **5** net zero homes in Devauden.



Maintained our health and safety **ISO 14001** and **ISO 45001** accreditations.



Increased use of local supply chains where possible, helping bring down our construction carbon footprint.

For more information refer to our Responsible Business Strategy on our website

Working to decarbonise our homes

Our older persons accommodation at Cwrt Severn, in Caldicot underwent a BIG transformation thanks to Welsh Government's optimise retrofit programme created to support social housing providers achieve decarbonisation of their homes.

The development of 30 flats was awarded **£1.4m** to help make the property more energy efficient and fit for the future for its older residents, who are already reaping the benefits of a reduction in their electricity bills.

The extensive revamp included the installation of solar panels, fire doors, power assisted front and rear doors, ramped access to rear fire escapes, new windows and balconies and insulation.



Our People

Our Executive Team really know their stuff and are an approachable bunch! They have overall responsibility for the day to day running of MHA, ensuring we keep on track and continue to drive our business forward.



John **Keegan**
Chief Executive



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



Becky **Oliver**
Assistant Director of Property Services
(Building Services & Assets)



Michele **Morgan**
Director of Housing & Communities



Chris **Kinsey**
Assistant Director of Property Services
(Development & Capsel)

Our board members come from all walks of life, not just from the social housing sector. This helps us to see the bigger picture and look at things from a different point of view.

They set our corporate strategy and challenge us to be the best we can be.



Tony Deakin
MHA Group
Chair



Dimitri Batrouni
MHA Group Vice
Chair



Colin Lewis
Board Member



Alan Soper
Chair of Audit &
Risk Committee,
Group Board
Member & Capsel
Board Member



John Miller
Group Board
Member & Vice
Chair, Capsel
Board



**Cael Sendell-
Price**
Group Board
Member



Reg Kilpatrick
Group Board
Member



Lynda Campbell
Chair of Finance,
Governance &
Remuneration
Committee &
Group Board
Member



Nicola Tindale
Group Board
Member

It's a farewell and thank you ...

to the four fabulous members below who have left MHA's Board this year



Andy Jones
MHA Group
Chair



Emma Brute
Chair of
Community
Voice
Committee &
Group Board
Member



Hannah Vickers
Independent
Development
Committee
Member



Mat Cooling
Independent
Audit & Risk
Committee
Member

For more information on what each member brings to our board, have a peek at our [new website](#).

How to get involved



We need you on board to help us understand what we're doing well, and where we need to work harder!

We frequently run surveys to gain feedback on specific areas of our work, and also have a Community Voice group, comprising residents and community representatives, who meet several times a year.

Community Voice provide a direct link between our residents and our Group board. Their invaluable experience enables them to influence and challenge how we design and deliver our services from a customer perspective, so we can be sure we are providing the right services in the right way.

If you would like to get involved and have you say, get in touch with **customerservices@monmouthshirehousing.co.uk**

Thank you



Join our Community Voice

Hi I am Michele, the temporary chair of Community Voice.

Firstly, a fond farewell to our previous chair Emma Brute who reluctantly recently made the tough decision to stand down from Community Voice (CV) owing to full-time work commitments. Thanks to Emma for her dedication, vision and abundance of ideas, which helped build a firm foundation for our Community Voice resident group.

We currently have 7 members, and they are a real mix of people from different backgrounds who can bring different perspectives and views to the CV table.

They have been involved in numerous projects including damp and mould surveys, sharing their wants and desires for our new website, helping us create our Customer Care Strategy as well as sharing their ideas on home improvements, which will feed into our Asset Management Strategy.

I am delighted to be part of this vibrant group, and to be keeping the Chair seat warm. We're currently on the lookout for more new members to help us keep the group fresh of ideas.

As well as the chance to make things better for our residents, it's also a great opportunity to boost your CV!

All members undertake some useful training and there's lots of support to help you develop new skills.

Michele Morgan, CV Chair

Your feedback

Things don't always go to plan ...

When we get something wrong, we own it and work with you to make it right. We really value your feedback - it helps us learn from our mistakes and do better.

Resident Complaints Received...



17

Formal complaints

21

Compensation claims

76.19%

Claims/Complaints responded within target

*I trust my housing association (WG survey):



85%

agreed (5th position)

Thanks for reading our review!

To read more about our performance please visit our website.

Have you activated your online tenant account?

To report and track repairs or check your rent account 24/7 go to **www.monmouthshirehousing.co.uk** or scan below:

