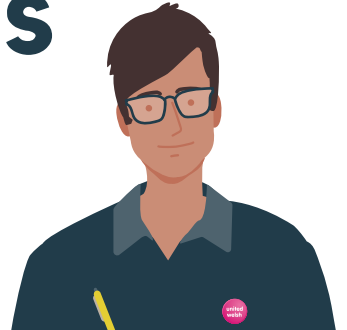




What value for money means for us

At United Welsh, value for money means making the best use of our resources to benefit our customers and communities.



We work to deliver our services efficiently

in a timely, simple way without wasting resources and we know that value for money is not just about efficiency; it is also about effectiveness.



We understand the need to use our capital, assets

and resources effectively in a commercial manner where we let innovation shine and maximise the return on our investments.



We recognise that by valuing our people and

investing in them, we will achieve excellent results.

Our Guiding Principles govern the way we work, to do our best for our customers and communities. All link in with how we deliver value for money:

Listen and engage

We listen to our customers and staff and use their experiences to make better decisions and improve our services.

Affordability

We aim to keep rents and service charges affordable and provide homes and services that offer value for money.

Strong governance

We manage our finances and risks carefully to maintain our financial strength and make the best use of our resources.

Partnership

We work with Welsh Government, local councils, health boards and community organisations to share expertise and make the most of available resources.

Inclusion

We value the diversity of our customers, colleagues and communities and treat everyone with respect.

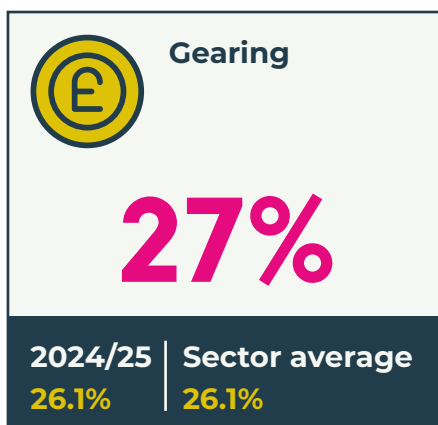
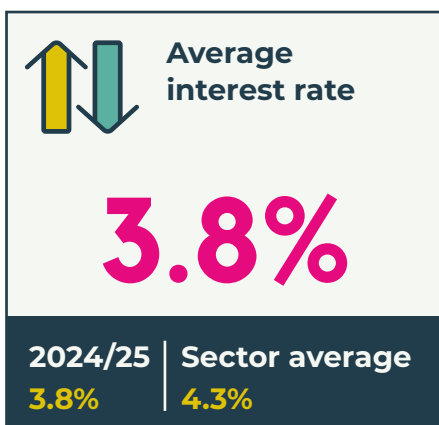
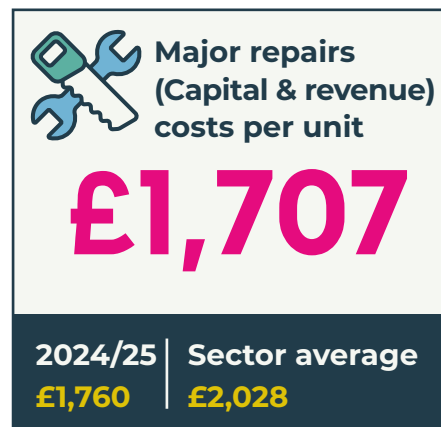
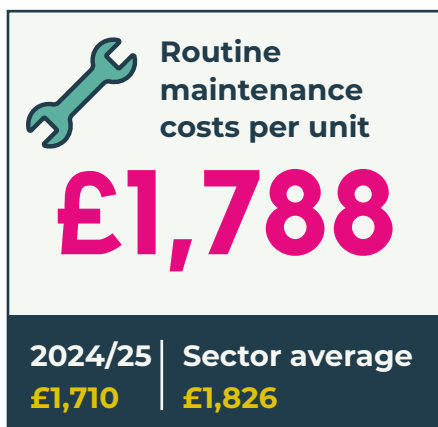
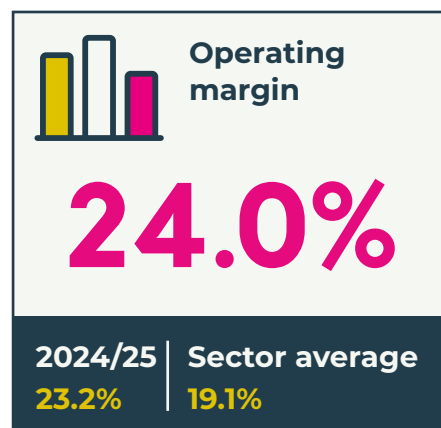
Satisfaction with the value for money of rents charged was 84%.

49% of our homes are EPC-B or higher which means they are more energy efficient and affordable.

The Bespoke Repatriation Service continues to support people moving from residential psychiatric care back to independent living in their communities. Increased capacity has allowed the service to offer short-term support of approximately six to eight weeks to people returning home following an acute psychiatric admission. This is significantly shorter than the usual support period, which can last two to three years, allowing the service to support more people and respond flexibly to individual needs.

We made major improvements to unitedwelsh.com and the Harmoni Homes website and launched a new Residents' Area, shaped by feedback from our Customer Communications Group.

These improvements aim to make it easier for residents to find information about their homes and access our services.



Sector Average:

The sector average is the draft 2024/25 Welsh Housing Association Global Accounts Median for traditional housing associations.