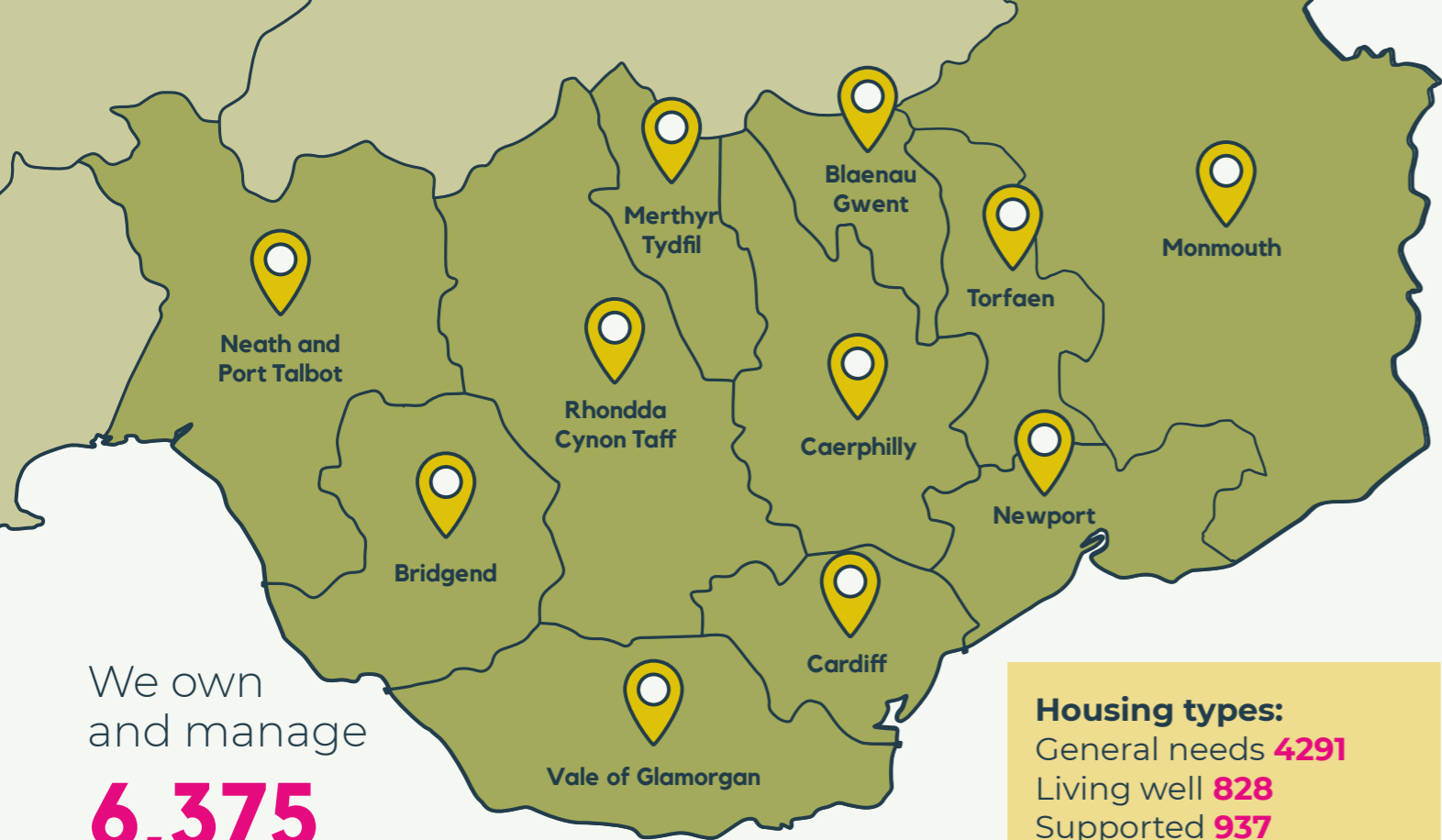




A summary of our performance

Year ended 31st March 2022



We own and manage

6,375

homes across South Wales

Housing types:
General needs **4291**
Living well **828**
Supported **937**
LCHO **295**
Other **24**

Our Planned Maintenance Programme delivered:

3 lift replacements	132 flats with fire rated composite doors
19 window replacements	225 properties with new fire doors
42 boiler renewals	239 front and rear door replacements
43 bathrooms	738 electrical upgrades in kitchens
81 heating upgrades	
82 kitchens	

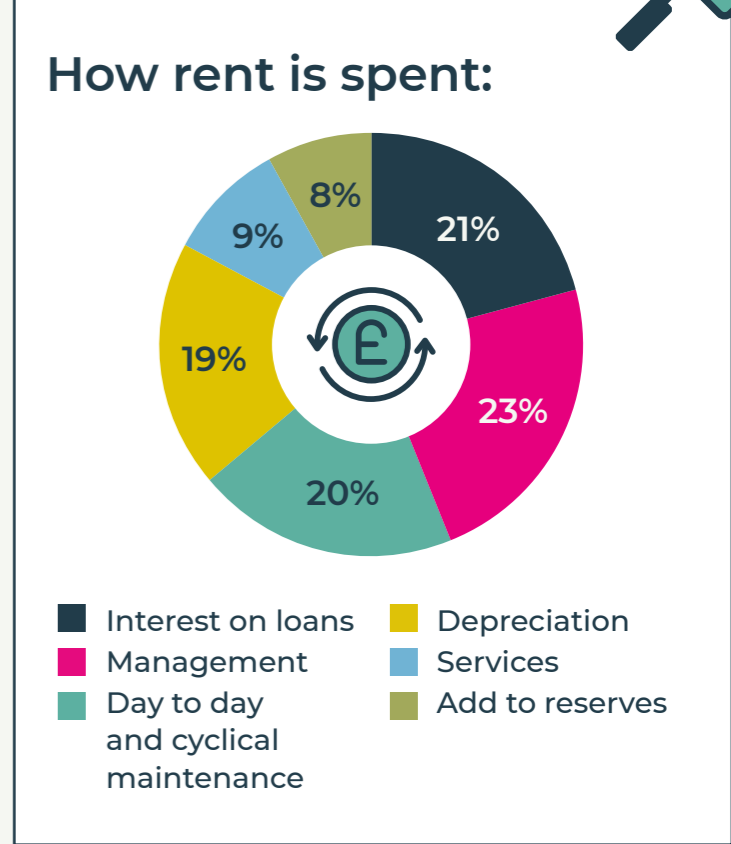
102
New homes delivered

428
Properties re-let

£19,700
donated to social and regeneration projects

Our Customer Engagement team won **Best Public Sector Helpline** at the Welsh Contact Centre Awards

TED, our app for tenants re-launched



86%
Tenants satisfied that we provide a safe, secure home (2021:87%)

83%
Tenants satisfied their rent provides value for money (2021:86%)

We supported **191**
tenants into paid employment

Gross rent arrears stood at **3.23%** (2021: 3.76%)

United Welsh Group employed **399** staff at 31st March 2022 (2021: 372)

Our Money Advice team helped **776** tenants to gain **£983,000** additional finance

73%
Tenants satisfied with the way we deal with repairs and maintenance (2021:76%)

We build homes, create communities and transform lives