

# Our Year

## Annual Review

April 2023 – March 2024



# Contents

Welcome .....	2
Highlights .....	4
Our Performance .....	20
Corporate Plan .....	26
Our Money .....	31

# Welcome

## to our annual review, looking back at how we have performed during 2023/24.

The past year has been a successful one, making good progress on our sustainable homes, sustainable communities and sustainable planet objectives.

The Renting Homes (Wales) Act has seen big changes for the sector and meeting this new legislation has been a big priority for us.

We have continued to build new homes, helping to address the huge demand for housing here in Wales and played our part in ending homelessness.

Looking after our existing homes has also been a focus. Carrying out repairs, upgrading heating systems, windows, doors, roofs, kitchens, bathrooms and outdoor spaces, together with making homes more energy efficient with external wall insulation and new technology.

We have been proactive with any cases of damp, mould and condensation ensuring all staff know what signs to look out for, thanks to in-depth training.

Helping people with dedicated advice and support has continued to be a focus. Whether that's been ensuring they are claiming the right benefits, providing extra help, signposting to agencies or setting them up in a new home following homelessness.

Engagement is key to this and there has been a huge drive in making more face-to-face contact with our tenants to help build relationships.

We have created lots of job opportunities across all parts of the business and welcomed more recruits to our Copper Foundation.

We have worked with schools and colleges as well as our contractors and other partners aiming to be a central link for learners from all backgrounds, either to consider a housing or a construction related career.

As always, we have played a huge part in supporting our communities with donations to good causes, as well as carrying out makeovers at community facilities and our usual Community Challenge.

Behind-the-scenes, we have been working on our transformation programme starting with establishing a new operations directorate to deliver joined up services between our housing and asset teams. Tenants will start seeing the benefits in the year ahead as we continue our focus on providing sustainable homes, in sustainable communities for a sustainable planet.

We hope you enjoy this brief look back at some of the things we've achieved during this past year.



**Jonathon Davies**  
Chair of Board



**Linda Whittaker**  
Chief Executive





# Highlights

## More new homes

We continue to develop and build sustainable homes within our communities and this year saw a record number of homes in planning, development and letting stage.

Work has continued at sites in Neath and Port Talbot as we play our part in addressing the demand for affordable housing.

Tenants moved in at Pant Celydd, Margam where we built 25 new homes, and a lovely sense of community is being felt.

At Port Talbot town centre, on the site of the old Eagle House, things are taking shape as we build 18 apartments, which are expected to be ready for let during spring/summer 2025.

At phase 2 of County Flats, Sandfields there has been great progress with 24 homes being redeveloped and an additional 15 new ones built.

Elements of the project have been built off site at the Sevenoaks Modular factory in Neath, before being transported the short distance to site. Natural materials and the latest technology mean these homes are some of the most environmentally friendly in Wales.

This has been recognised on a national level with the development shortlisted in the Innovation of the Year, Sustainability Award and Residential Development of the Year categories at the prestigious Wales Property Awards.

At Eaglesbush, Neath the building of 52 homes, a mix of apartments, bungalows and family homes is in progress and work has just begun at Heol Crwys, Cwmavon where we are creating 43 new homes.

All homes will be environmentally friendly, with features such as high levels of insulation, highly efficient heating systems and integrated solar panels. They will also feature extra ventilation and LED lighting.

Chloe is delighted with her new home in Margam:

*“ Having a place to call your own is something you really can't underestimate. Things have been tough at times, moving between hotels and emergency accommodation, so getting the keys to a brand-new home just feels like a dream come true.”*



# Investing in our homes

We have continued with our Optimised Retrofit Programme (also known as ORP) a Welsh Government initiative where funding is provided to help social landlords like us transform the quality and sustainability of existing homes.

This has involved a combination of building fabric improvements, low and zero-carbon technologies like solar panels, battery storage and heat pumps plus environmental monitoring sensors.

A three-bedroom, semi-detached home in Neath has been part of the programme which is now home to Karl and his children. It has benefitted from new windows, doors, roof, solar panels and battery storage, loft and floor insulation, a new heating system, together with a new kitchen and bathroom. The energy rating has gone from a D to an A, meaning a much more comfortable, energy efficient home for the family to enjoy. Elsewhere our Copper Foundation have enhanced outdoor spaces at tenant homes with new groundworks, drainage, fencing, walls and paths. They continuously receive excellent feedback from tenants, including this compliment:

*“The team were fantastic, the works they carried out exceeded my expectations and I couldn't be any happier. Thank you very much to everyone involved. My garden looks outstanding.”*

We have also focused on carrying out day to day repairs, upgrading heating systems, windows, doors, roofs, kitchens and bathrooms, together with making homes more energy efficient with external wall insulation and new technology.



**Energy efficient home focus:**  
TaiTarian (@taitarian) | TikTok



# Renting homes

The Renting Homes (Wales) Act introduced a whole raft of changes which has been a big focus in the last year. The new legislation covers everything from tenants' rights, property standards to new tenancy agreements, now known as contracts.

Individual contracts were sent to all tenants in early summer and another rule around electricity and gas compliance means certificates to show this work has been carried out have also been provided.

We have made sure our homes meet the "Fitness Standard" required by the Act and responded to reports of repairs or maintenance issues within a strict time frame or explained why if we have been unable to.

Making sure that all our homes have smoke and carbon monoxide alarms has been achieved and we also ensured that tenants were given the minimum two months' notice of any rent or service charge changes ahead of the new financial year.





# Employment initiatives make the difference

Having access to quality training and routes to employment is central to sustainable communities and this is a priority for us.

We work with schools and colleges as well as our contractors and other partners, aiming to be a central link for learners from all backgrounds, considering a housing or construction related career.

Our officers have developed a close relationship with NPT Group of Colleges where they deliver sessions on things that will help students with their workplace readiness, such as CV writing and interview skills.

Off the back of the work with the college we have now become Employer in Residence, which means we deliver talks or provide trainees with visits to some of our construction sites in partnership with some of our contractors. The partnership with the college and others also enables us to be part of the move towards creating more training opportunities for the Net Zero economy.

We shone a spotlight on our Copper Foundation which started in 2017, with the aim of giving people with little or no work experience the opportunity to work locally.

Since its early beginnings with just seven recruits, the initiative has given opportunities to 86 people with another two intakes planned this year. Many of the Copper trainees have taken up roles with us or gained positions elsewhere.



**More on Copper:**  
TaiTarian (@tairarian) | TikTok



**Ian, joined Copper in 2021 and is currently working as a caretaker with us:**

*“ Being part of the Copper Foundation was an amazing experience. I learned so much and gained practical skills, even being supported to learn to drive. After my year on the project, I went on to gain work with the facilities team, initially helping to look after our main office building, but now I’m out and about in the community, looking after our blocks of flats. It’s a great job, my mental health has never been better, and I genuinely love coming into work every day. None of this would have been possible without the opportunities the Copper Foundation gave me in the first place.”*



# New skills for tenants

We partnered with the Fed Line Project to offer our first four-week cookery course to tenants. The Fed Line Project is a charity which aims to build confidence around cooking healthy, nutritious and family friendly meals. They also help with meal planning, shopping and making the most of food budgets.

Over four weeks, our tenants got to grips with some basic kitchen techniques before going on to cook some delicious family meals. Participants learnt how to make breakfasts, lunches and main meals, including pizzas, soups, chilli and spaghetti bolognese.

Among those taking part was Natalie from Neath, who loved the programme:

*“ It’s been amazing to learn lots of new skills and make meals I wouldn’t normally make. I’ve got a large family so it’s great to be able to rustle up healthy and nutritious food for them.*

*“ The kids can’t wait for me to get home every week and taste test what I’ve made. I’m glad to say they usually give a big thumbs up! I’ve now got them involved too and we make at home what I’ve learned on the course— the pizzas were a big hit.”*

**Kath led the course of behalf of the Fed Line Project and was really pleased with how it went:**

*“ It’s been great to see the fun everyone has had on this course. I’ve also enjoyed it too, seeing them picking up these new skills so quickly and discovering how easy it is to make healthy and nutritious meals for all the family.*

*“ It’s not just about the food though. The social aspect is really important too. People who didn’t know each at the start have become friends and now help each other out. It’s great to see everyone getting along so well.*

*“ For me though, the greatest satisfaction comes when I hear that they’ve been putting their new skills into practice at home and cooking meals with their children. That’s what it’s all about really.”*



The Fed Line Project has supplied a number of the recipes for our newspaper Cartref for more tenants to have access to quick and easy meals.



**A catchup with our tenant cook stars**  
TaiTarian (@taitarian) | TikTok



# Communities at the heart

We have continued to support our local communities, this year by providing over £60,000 worth of goods and services.

The amount is a combination of grant funding, fundraising efforts and donations from staff and contributions from contractors as part of our community benefits programme. We have upgraded community facilities, carried out biodiversity projects, made monthly food bank donations, and funded cookery and first aid courses. Donating funds and goods to local community groups and charities and giving employment opportunities to local people have also made a difference.



**Foodbank drop:**  
TaiTarian (@taitarian) | TikTok

Thanks to five generous contractors we trebled our donation to the NPT Pass Fit and Fed programme over the summer holidays with 350 packed lunches for sports camps.

We provided youngsters taking part with a nutritiously balanced packed lunch, at a time when cost of living pressures were high.

Staff volunteers and our contractors again made a difference with our Community Challenge initiative. This year saw Glynneath Training Centre and Blaenbaglan Primary School benefit from improvements, after applying for the project which is now in its 11th year. The initiative gives community groups and not-for-profit organisations the chance to apply for a day of free building or maintenance work.

At Glynneath Training Centre, the team carried out clearing, jet-washing, building planters, planting them up and painting doors and benches. A bin storage area was also constructed.

Blaenbaglan Primary School was transformed by sprucing up the outdoor play area for the youngest pupils in the school. Brand new planters and a wooden stage were created for the pupils, while the team also brightened up a shed and walls and created some floor games. New mini goalposts and a storage shed were bought and installed too.



**More on this year's community challenge:**  
TaiTarian (@taitarian) | TikTok

The biggest project of the year was £17,000 worth of improvements made to Graig Trebanos Community Hub & Garden in Pontardawe.

Using money from the Welsh Procurement Fund, we called on the help of our contractors ASW Property Services to bring the centre up to date. Among the changes were new electrics, lighting, a hot water system and fencing around the community garden.

The major change was removing the old, out-dated kitchen and installing a brand new one, ready to cater for the centre's ever-popular weekly coffee mornings, as well as other events.

**Rory Castle, one of the volunteers who helps run the centre said:**

“ We are extremely grateful to Tai Tarian’s community team for securing the funding to carry out this work and, of course, to ASW Property Services for taking on the challenge. They were a pleasure to work with and went above and beyond for us.

“ The building we use had become a bit run down, and whilst there is still lots more work to be done, Tai Tarian and ASW have given us a great start.”







## Much more than just a landlord

The cost-of-living crisis continues to have a big impact on tenants so it's more important than ever for us to ensure we work with them to sustain their tenancies. Our Financial Inclusion and Universal Credit teams have continued to support with money worries, budgeting help and claiming or appealing benefits. Demand is high but getting in touch has made a huge difference to many tenants, with almost £5 million in additional benefits being raised by the team in the last year.

### Support with money

The high cost of energy has seen us link up with several schemes to help support tenants, accessing as much income and funding as possible to help support those most in need. Being approved partners with some schemes means we can refer tenants, or access support on their behalf.

Food bank voucher requests have continued to be high, with emergency food parcels being made available on occasions when we know food banks are closed and people have no means to purchase food.

This work saw the team shortlisted for a TPAS Cymru award, in the Resident Support and Advice Programme category.

TPAS Cymru were not only impressed with the impact the team has had but loved the way they have been proactive in promoting their money saving advice with a column in our quarterly newspaper Cartref and a series of social media campaigns.

### Going the extra mile

Our Tenancy Management service has continued to provide intensive housing management (IHM) to support our tenants with extra help to sustain their tenancies.

The team build trust with tenants who are finding things difficult, offering practical help and regular contact to support change. Working with our in-house services and partner agencies to offer help with finances and budgets, managing mental health and complex needs.

This year our IHM manager Donna was shortlisted in the Inspirational Colleague of the year category in the UK Housing Awards, for the unwavering support she gives to our tenants and the wider IHM team.

### Making applying easier

We launched our digital lettings portal, allowing prospective tenants to apply for housing themselves, instead of an assessment being carried out over the phone by a member of the team. We still ask for all the important information up front, but we are now able to give a decision much more quickly so people can start bidding.

### Helping build communities

With demand for housing at an all-time high our Shared Lettings Policy sees us working closely with the Local Authority to provide housing for those most in need.

With staff across the business seeing tenants daily there has been a renewed focus on making the most of our visits by checking in on people, asking how they are feeling, if they have any concerns or worries or even maintenance or repair needs.

### Keeping in touch

Our Housing Liaison team have also been out and about in our communities, visiting homes to build relationships with tenants and completing a property check at the same time. This face-to-face interaction has helped identify repairs that tenants might not have reported, we've been able to signpost to other teams if people need support and answer questions on a wide range of things.





# Making DMC a priority

*Damp, mould and condensation*

There has been an increase in political scrutiny, attention from the media and a heightened awareness in society over the health implications of living with damp, mould and condensation, (DMC) following the death of two-year-old Awaab Ishak.

In the last year any suspected cases of DMC have been dealt with as a priority. Our staff are in our communities and tenants' homes daily, so we have focused on growing all colleagues' knowledge of DMC.

We didn't just want to concentrate on our tradespeople but anyone who has contact with our customers, it could be a housing officer, members of our tenant liaison team, even someone answering our calls. It is important that we make every contact count and be alert to the signs of DMC.

Interactive sessions were held with over 500 staff where we explored ombudsman findings and listened and learned from what our colleagues were saying. We also held training on the importance of ventilation and supporting tenants to allow their homes to breathe. A staff drop-in session was welcomed to talk to our technical experts and touch

and feel the technology that is being installed in our homes, giving tenants a comfortable home environment.

Bespoke e-learning to future educate staff has also been well received.

In the coming months a dedicated DMC team will be formed including all important technical, inspector and skilled trade roles, ensuring any cases of DMC will continue to be dealt with effectively.



# Celebrating Pride

Tai Tarian flags were hard to miss at the much anticipated first Pride march in Port Talbot last summer.

Walking along the beachfront in a show of solidarity with hundreds of others, staff from all parts of the business came together on a rainy Friday in June with brightly coloured flags, banners and clothing. The "Making a Home for Diversity" message was heard loud and clear thanks to a 6-foot banner, and we were proud to show our commitment to equality, diversity, and inclusivity.

To mark the month, donations were also made to several events taking place in Port Talbot and a thriving LGBTQ+ group at YMCA Neath.

With other areas of the Borough looking to mark all things Pride this coming June, we are looking forward to being part of the celebrations.



**Celebrating Pride**  
TaiTarian (@tairarian) | TikTok







## Looking after nature

Cutting grass less often is one of the simplest ways for flowers to grow and provide food for pollinators and other wildlife, something we have been doing for the last two years.

Last April we began creating wildflower meadows in some areas of the Borough, resulting in us spotting things like, bird's-foot trefoil, marguerite daisy, sea mayweed, smooth hawk's-beard, heal-all, common mouse-ear, rough hawkbit and red clover. None of these would have been seen if we had cut the grass as normal. To bolster this our Neighbourhood Team have created hedgerows, planted shrubs, fruit trees and flowers on verges across the Borough, further enhancing our spaces and attracting biodiversity. An area which has flourished has been Bryncoch, large parts of a verge in the village have been left to nature, creating a meadow with a pathway, making it accessible for local people to enjoy.

### A Bryncoch resident said:

*“ I walk my dog here every day. Being able to stroll through the meadow and enjoy everything that nature has to offer has been really refreshing.”*



**Hear from Simon at our Bryncoch meadow:**  
TaiTarian (@taitarian) | TikTok

## Community involvement

We identified open spaces on our land and worked with community members or project partners to enhance them for biodiversity. Encouraging volunteers and community ownership of these projects has been key and funding comes from in-house budgets, community benefit donations, or special projects.

The Orchard Project gifted us fruit trees to plant at our Haven Housing scheme, Riverside Court. Residents from the scheme volunteered to plant and nurture the trees, with support from our Neighbourhood officers. This was a wonderful opportunity for everyone involved to get together to plant and learn how to maintain the trees in the future. We will continue our partnership with the Orchard Project and aim to work with them on future projects across our communities.

With education being key to people having a good understanding of what can be done to improve biodiversity in our communities, our local primary schools have continued to embrace our education programme. The session involves a classroom-based presentation on biodiversity and planting or building bug hotels to enhance nature at the school. As a bonus the pupils have a special visit from our bee mascot, Barnabee.



**Planting in Pontardawe**  
TaiTarian (@taitarian) | TikTok





# Our performance

## Community reinvestment

Using the Welsh Government's Value Wales Community Benefits toolkit, we have been able to demonstrate that, for every **£1 spent** on our major works programmes, **£1.99 is reinvested** in our local community out of a maximum £2 achievable.

## Financial support for tenants

Our Financial Inclusion team provides help and advice to customers experiencing financial difficulties, which helps our tenants sustain their tenancies.

Working jointly with our income team they provide support on benefit changes, budgeting, and digital support. Tenants are also supported to claim and manage their Universal Credit claims.

**2,767** Referrals received for FIT/UC advice

**1,957** Successful benefit claims

**378** Affordability checks completed

**635** Food bank vouchers issued

**1,049** Fuel bank vouchers issued



**£4,936,208**  
Money raised in benefit claims

**Referrals** – Referrals increased by **473 (20.5%)** from last year. Monthly average now 230 referrals, compared to 191 a month in 2022/2023.

**Food bank vouchers** – Monthly average is **53 a month** compared to 50 in 2022-2023.

**Energy support vouchers** – **Over 40% increase** in demand compared to 2022-2023. Monthly average of vouchers issued is 87 compared to 62 in 2022-2023.

## Our people

As a large employer within the Borough, we create and sustain employment for many people within our community.

### 533 staff:

**414** live and work within Neath Port Talbot.

**78%** of staff live locally.

**73%** of the wage bill.

**84%** of our staff stayed with us during the year. Turnover is low.

## Training

We are passionate about developing our employees and are committed to ensuring staff have the training they need to be able to carry out their jobs effectively:

**3,605** total training days  
(face to face and e-learning)

**1,944** Health and safety training days –  
spending over **£156,000**

We have supported over **107 members of staff** in higher or further education over the past 2 years.

We have been a pioneering organisation in the delivery of biodiversity and retrofit training and have **saved over £54,000** in accessing funding for “green/environmental” courses.





# Complaints and compliments

In the last year we received

**67 complaints** and **276 compliments.**

Here are some of our favourite compliments.



“Thank you for all the help and kindness, you were so helpful with us, and understanding.”

“I would just like to say that your housing officer is one of the most helpful and pleasant people I’ve ever met. Nothing was too much for him and he was very polite and kind.”

“The member of staff came to my home every day with a smile on his face. It now looks like a new house from his excellent skills. Nothing was too much trouble for him, and he cleaned up after himself every day. It has been an absolute pleasure to have him here for the 7 days, he has worked so hard and would like to thank him for everything he did.”

“I felt that the staff member understood me and was not judging me. She made me feel that she was going to help me, she was amazing, and a truly wonderful employee. You should be proud of her ability to connect with tenants in an honest and human way.”

# Repairs

We want our tenants to feel proud of their homes and our dedicated staff and contractors are committed to delivering a high-quality repairs service.

## During the year we completed:

-  **6,957** emergency repairs
-  **98.85%** made safe or attended within target
-  **23,337** non-emergency repairs
-  **71.33%** were completed on time
-  **76.9%** of tenants were satisfied with how we deal with repairs and maintenance  
*1,029 tenants surveyed November 2023*
-  **99.93%** gas safe homes\*
-  **99.84%** electrical testing completed\*
-  **100%** fire safety checks completed on our communal areas and Haven schemes\*
-  **100%** asbestos checks completed on our communal areas and Haven schemes\*  
**(\*at 31st March 2024)**
-  **80** New roofs
-  **84** External wall insulations
-  **266** Homes with new windows
-  **41** New heating systems
-  **76** New kitchens
-  **159** New bathrooms
-  **42** Electrical rewires
-  **200** Improvement works to external areas
-  **218** Loft insulations







## Customer satisfaction

- 90.3%** would recommend us as a landlord
- 81.6%** satisfaction with the overall quality of their home
- 83.4%** neighbourhood satisfaction
- 79.3%** say our rent provides value for money
- 66.8%** say we listen and act on tenant views
- 79.7%** trust us
- 82.9%** say we provide a safe and secure home

1,029 tenants were surveyed in November 2023

## Involving our customers

The Academy is our tenant voice. The group continued to evaluate how we are performing, heard what progress we have made and shared ideas on how we can improve. Throughout the year they have been our go to people to look at things like affordability of rent and improving how repairs are reported.

They've met regularly with senior colleagues to get to the heart of what we do and why we do it.

These sessions have given insights into the progress made on our Corporate Plan. Academy thoughts and feedback have been fed into storyboards which have been reviewed by our Board and are available on our website.

Our storyboards are an important element of our self-evaluation, and we hugely value the work undertaken by the Academy, as this helps us to continually improve services for our tenants.

## Procurement

Through the procurement process we have awarded 22 contracts, to the value of **£53,000,000**.

All tenders must maximise value for money and sign up to our community benefits scheme, which this year has seen **£55,000** donated to local groups and good causes.





# Corporate Plan



Our 5-year Corporate Plan, which was launched in 2020, focuses on three key strategic themes that we believe will improve the health and wellbeing of our tenants, communities and staff. We reviewed these themes, detailed below, in 2023/2024 to ensure our goals were still appropriate and our teams are working hard on the goals highlighted below and have successfully delivered on a number of outcomes to date.

## Some notable projects include (but are not limited to):

- building new energy efficient homes
- creating community plans and partnerships
- developing our decarbonisation strategy

## Sustainable homes

We are committed to creating homes where people can thrive providing affordable homes and tailoring our services to support our tenants. Helping us to achieve these goals are a number of activities such as:

- Money Mentors scheme
- Energy advice
- Personal housing plans

All are helping deliver excellent advice to our tenants and making their homes more affordable.

## Sustainable communities

We want to see our communities achieving their full potential so will form community partnerships to deliver services that matter to our customers. Our recently developed partnership strategy, is helping to achieve this goal.

We have supported tenants to be healthy and active within their communities, through involvement and learning opportunities including our:

- Tenant Involvement charter
- Annual programme of involvement activities
- Our newly established process for understanding our gaps and learning opportunities

These are all helping us to move forward with this goal.

## Sustainable planet

We are changing our behaviours today for the generations of tomorrow, so will be carbon neutral (net zero) by 2030.

We have successfully measured our carbon footprint and are reducing it via several initiatives, including;

- Green voids
- Transitioning our existing fleet to electric vehicles
- Implementing our 'optimised retrofit programme'
- Building a number of new A rated homes
- Developing our carbon off-setting strategy.

A very ambitious plan, which we continue to deliver and are confident in for the next 12 months.

## Sustainable homes

Creating homes where people can thrive

- Affordable homes for our tenants
- Tailored services to support tenants in their homes

## Sustainable communities

Communities achieving their full potential

- Community partnerships delivering services that matter to our customers
- Tenants supported to be healthy and active within their communities through focused and targeted involvement and learning opportunities

## Sustainable planet

Changing our behaviours today for the generations of tomorrow

- To be carbon neutral (net zero) by 2030
- Implement the principles of the circular economy and maximise any potential for the foundational economy





# Who are the Board?

We are governed by a Board of Non-Executive Directors made up of tenants and independent members.

The Board provides strategic leadership and has overall responsibility for:

- ✓ setting the direction and ensuring the organisation is accountable to tenants and stakeholders.
- ✓ monitoring performance and ensuring the organisation is delivering the outcomes set out in our Corporate Plan.
- ✓ ensuring the organisation is meeting all required performance standards to maintain high levels of governance, ongoing financial viability, and services to tenants.

## Non-Executive Board Members

(up to March 2024)



**Jonathon Davies**  
Chair of Board



**Andrew Lycett**  
Chair of Audit and Risk Committee



**Shelley Bosson**  
Vice-Chair of Board;  
Chair of Remuneration and Nominations Committee



**Mike Jones**  
Chair of Asset Management Committee



**Jonathan Hughes**  
Chair of Tirnod (subsidiary)



**Rachel Rees**  
Chair of Operations Committee



**Ceri Wiggins**



**Natalie Morgan**



**Lisa Murray**



**Phineas Brooks**



**Ananda Woodley**



**Huw Freeman**



**Lianne Caulfield**  
Co-optee Asset Management Committee



**Rowland Jones**  
Co-optee Asset Management Committee

### Resigned Board Members

- Samantha Jones (retired)
- Samantha Taylor (resigned)
- Daniel Smith (resigned)



# Our senior management team

(up to March 2024)



**Linda Whittaker**  
Chief Executive



**Claire Maimone**  
Deputy Chief Executive and  
Company Secretary



**Nick Tagg**  
Director of Finance



**Andrew Carey**  
Director of Assets



**Clare Way**  
Director of Housing

# Our money

£M

**On 1st April 2023 we had total cash of... 31.9**

## We had money coming in from...

Rents	48.0
Service charges	3.3
Grants from Welsh Government and Local Authority	6.2
Property sales	0.1
Other income	2.5
<b>Total</b>	<b>60.1</b>

## We spent it on...

Improving and repairing your homes and communities	27.4
Buying and building more homes for rent	14.1
Service costs	4.4
Tenancy management and support services	13.9
Interest payments and finance costs	7.0
<b>Total</b>	<b>66.8</b>

We repaid loan borrowing of	7.5
We received deferred development grant funding	10.4

**This left us with total cash of... 28.1**



# Tai Tarian



[www.taitarian.co.uk](http://www.taitarian.co.uk)  
0300 777 0000  
Join the conversation @taitarian

