



Our Year

Annual Review

2024 – 2025

Welcome

A message from our Chief Executive and Chair

As we reflect on the past year, we're proud of the progress we've made and have been pleased to welcome Fiona as our new Chair of the Board. Fiona brings a passion for community, and a drive to make a difference, and we're looking forward to the next chapter with her alongside us.

At the heart of everything we do are our tenants and communities. Over the last 12 months we've worked hard to listen and act on what matters to them and support them through challenging times.

We're proud to have helped tenants access over £5 ½ million in additional benefits, putting more money back into people's pockets when it mattered most.

We've continued to invest in and improve our homes, carrying out vital upgrades to make homes warmer, safer and more

comfortable. Our specialist team has also been helping tenants tackle damp, mould and condensation.

This year, we've seen the positive impact of our work in communities, from lifesaving equipment like defibrillators and bleed kits being installed across our Borough, to the success of our community challenge where colleagues joined forces with our contractors to make a difference locally.

Through our development programme, we've contributed to creating more high-quality, affordable homes to help address the growing housing shortage, but we know there's always more to be done. We remain committed to doing everything we can to provide homes and services that meet people's needs.

As we look forward, our new Corporate Plan sets out a bold vision for the next five years,

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one that puts homes, communities, planet and our business as the focus of what we do, and how we do it.

We'd like to thank our tenants, colleagues and partners for their ongoing support. Together, we'll keep building a better future for our tenants and communities.



Linda Whittaker

Linda Whittaker
Chief Executive



Fiona Jones

Fiona Jones
Chair of the Board

Highlights

Delivering sustainable homes and stronger communities

With so many people in urgent need of safe, affordable housing, we have continued to stay focused on building and developing high-quality homes that meet the needs of our communities across Neath Port Talbot.

Sustainability remains a key factor in our approach. We're embedding energy efficiency into every stage of planning and construction to help create homes that are greener, warmer and more affordable to run.

In Sandfields, work has progressed at **County Flats** at Flint and Morgannwg House, with the full site expected to be completed by Autumn 2025. In Port Talbot town centre,

Eagle House

is being transformed into 18 high-quality apartments, which are due for letting by late Summer 2025.

In Neath, tenants have moved into **Clos Castan**, a community of 52 homes including apartments, bungalows and family homes.

On completion we welcomed Carolyn Harris, MP and Jeremy Miles, MS, who visited to meet some of the new residents and see the positive impact of the development first-hand. Pupils from Melin Primary School, who named the site, also helped mark the opening by burying a time capsule filled with artefacts discovered during construction.



04 Annual Review



Scan to view our Clos Castan development:



New resident Sian said:

“ It’s been wonderful watching the homes being built here over the last 18 months. I have lived in this area all my life but just couldn’t manage the size and layout of my home anymore. I feel so lucky to have been able to move into a bungalow that is all on one level and much more manageable than a three-bedroom house. It really is life changing, not just for me but for my husband too. ”



Meanwhile, building 43 homes continues at **Heol Crwys** in Cwmavon, where the first phase is expected to be completed by Summer 2025, with more homes to follow in early 2026. In Cimla, planning permission has been granted for 22 new homes on the former Tudor Inn site, with construction due to start this Summer.

For future development, we are currently working on the design and planning phases for 31 properties in Croeserw, 12 properties in Baglan and 100 properties in Sandfields. All our new homes will be energy efficient and environmentally friendly.



Working towards safer, greener, better homes

The Welsh Housing Quality Standard (WHQS) is a national target set by the Welsh Government to make all social housing across Wales safer, greener and better by 31 March 2034 and we're already making strong progress to meet this goal.

The standard sets out what every home should offer to tenants.

This includes being:

- In good condition
- Safe and secure
- Energy-efficient and affordable to heat
- Equipped with an up-to-date kitchen and bathroom
- Comfortable to live in
- Supported by garden or outdoor space, where possible

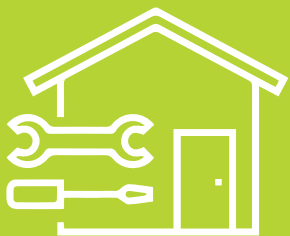
Over the past year, we've taken significant steps to prepare and plan for this ambitious programme of work:

- We've completed over 80% of our home surveys to help us understand how each home measures up to the standard and what improvements are needed.

- We've begun making some homes more comfortable and energy-efficient, including insulation, to keep them warmer in winter and cooler in summer.
- We've been asking for tenant feedback at events and through engagement activities, and this feedback is shaping how we plan the work.
- We have a plan in place for upgrading homes between now and 2034. This means some homes will see changes sooner, depending on their condition and what's needed.

We've shared our approach and have published a new WHQS policy, outlining how we'll meet each part of the Standard.
You can find this policy here:







Investing in our homes

In the last year we have continued to invest in our homes.

Improvements ranged from installing insulation, replacing windows and doors, new roofs and keeping homes up to date through external area improvements.

We also ensured we were delivering quality housing through improvement works such as electrical rewires, new heating systems and new kitchens and bathrooms.

This work not only delivers safe, modern homes our tenants can be proud of, but also helps us meet WHQS 23 and move closer to net zero.

We made strong progress through the Optimised Retrofit Programme (ORP). Securing almost £8 million in funding, bolstered by £120,000 from the Homes as Power Stations (HAPS) project.

Over 500 solar PV systems were installed, with another £1 million of panels and equipment purchased for installation in 2025/26. Our “green void” programme also continued, retrofitting empty homes with things such as external or internal wall insulation, improved ventilation, solar panels, heating upgrades, energy storage and environmental energy monitoring systems. Based on previous projects we expect their energy efficiency ratings to rise from average to excellent, with carbon emissions dropping by around 71%.

A major highlight was our HAPS demonstration home in Margam, delivered in partnership with Neath Port Talbot Council

and Cardiff University. Two homes were retrofitted with measures like sheep's wool insulation, solar panels, battery storage and air source heat pumps. The project attracted interest from across the housing sector but the most important visitors were our tenants.

We hosted open days to show how these technologies work in real homes, how they can reduce energy bills and how WHQS23 will shape future improvements.



Investing in our trades of the future

This year we've committed to investing in the next generation of skilled tradespeople and our latest cohort of apprentices is proof that the future is in good hands.

11 apprentices joined us in September and are learning essential skills across a range of trades, including plumbing, plastering, electrical work, bricklaying, painting and carpentry. They work alongside experienced mentors on repairs in tenants' homes, with our contractors on new build projects and spend one day a week at our local college, gaining the knowledge and qualifications they need to succeed.

Our Learning and Development Business Partner, Sarah said:

“It's fantastic to see this group growing in confidence and capability. Some began their journey with us through our Copper Foundation and it's inspiring to see how far they've come.”



Hearing the tenant voice

This year we have made it a priority to be out in our communities, hearing what matters most to tenants.

Our Tenant Talk sessions have been at the heart of this work. We've visited community centres, libraries and even rugby clubs across Neath Port Talbot, from Brynamman to Croeserw, to hear directly from tenants and their families. We've also popped along to family fun days and community events.

Tenants told us what's working, what's not and where we can do better.

They want it to be easier to speak to us and for important information to be shared between teams, so they don't have to repeat themselves.

While many of our tenants are happy with our repairs service, they'd appreciate clearer timelines for when to expect work, so they can plan around it.

Tenants want to see us in their communities more often, and to have more chances to speak with us face to face.

The feedback is already helping us shape how we deliver services, improve communication and strengthen our presence across the communities where our tenants live.

We'll soon be sharing new opportunities for tenants to shape our services further. Keep an eye on our website for more details on how to get involved and have your say.



Communities at the heart

Creating communities
to be proud of

www.taitarian.co.uk 0300 777 0000
Join the conversation @taitarian



Tai
Tarian



This year, we've continued to place communities at the centre of everything we do, delivering over £50,000 worth of goods and services through our community benefits programme, supported by contributions from our contractors.

Our efforts have helped upgrade vital community facilities, deliver biodiversity and environmental projects, run a community clean-up event, and provide regular donations to local food banks. We've also funded a cookery course exclusively for our tenants, supported kids summer camps with packed lunches and provided goods, funding and employment opportunities to local people, community groups and charities.

We've helped upgrade several community buildings, including, The Hwb mental health hub in Trefelin, YMCA Neath and The Glantawe Riverside Park Centre.

We also completed two community challenges with the help of staff and contractor volunteers.

First was the Baglan Boys and Girls Club, a charity-run facility that serves as a sports hub for over 500 young people every week. The club was given a vibrant makeover by 11 eager staff members and our contractors, Joyner Group, who did

extensive preparation work at the facility and made the day possible by supplying the paint, equipment and extra manpower.

Next was Melincryddan Musical Theatre Company (MMTC), formed in 1923 and dedicated to the performing arts. Contractors D&M carried out maintenance at the venue, clearing brambles and pressure washing external paths around the building. Eight volunteers from Tai Tarian got involved with painting the changing room space, toilets, external metal work and garage doors.



Scan to view our Community Challenge video:

The chair of Baglan Boys and Girls Club was delighted with their makeover:

“ We are thankful to Tai Tarian staff and their contractor, Joyner Group for carrying out a community challenge for us. It was heartening to see everyone's genuine desire to freely give their time to improve the club's facilities. Everyone worked hard but with a smile. We are absolutely delighted with the results. ”

Supporting community safety with lifesaving equipment and knowledge

Thanks to our community benefits programme, we've been able to fund more life-saving equipment and training across Neath Port Talbot, helping ensure support is close at hand when it's needed most.

We've installed a further two defibrillators in the Borough taking the total provided in recent years to 11 and to make sure residents feel confident using them, we partnered with Heartbeat Trust Cymru to deliver hands-on training.

We've also supplied a new critical bleed control kit on Aberavon Seafront in response to a call from the High Sheriff of West Glamorgan.

The kit which contains easy-to-use, military-grade equipment was funded by one of our contractors, as part of a community benefits commitment.

We're proud to have supported this project and are planning to install more kits across Neath Port Talbot in the coming months.

Andy, a tenant living in Gwaun Cae Gurwen, took part in a recent session:

“ The visit from Heartbeat Trust was fantastic, hands-on and thorough. Nothing was a silly question, and I now feel confident I could use a defibrillator to help someone in need. Knowing we have one here makes me feel safer. ”





Scan to view our training video:





Much more than just a landlord

The cost of living continues to have a significant impact on our tenants and fostering engagement to help sustain tenancies remains a long-term challenge for our income team.

In the last year our financial inclusion and universal credit teams secured over £5.65 million in benefit claims supporting 2,746 successful applications. This vital work has helped maximise tenant income and ease the financial pressure for many households.

We've also continued to support tenants with food bank vouchers, donations from our Act

of Kindness fund and we also partnered with our local MP at Christmas to deliver food hampers that were gratefully received by those who needed a little extra help.

The tenancy relations team is dedicated to continuous service improvement. Recent projects targeting anti-social behaviour and housing management have led to important changes that are now in place. One example is the newly introduced "Noise App," which allows tenants to submit noise recordings directly to officers, streamlining the process for addressing nuisance cases.

Meanwhile our intensive housing management team continues to provide essential housing management support to some of our most vulnerable tenants. The value and impact of this team is especially significant when assessing tenancy sustainability.

Last year we saw the completion of two notable developments, County Flats and Clos Castan. Our housing team played an essential role in allocating homes, and welcoming new tenants, helping to foster the growth of new communities. This achievement reflects our commitment to partnership working and the shared goal of sustainable housing and communities.



Staff across the business interact with tenants daily, and we are making the most of these face-to-face visits. Simple check-ins, asking how people are feeling, whether they have concerns, or spotting maintenance issues, make a big difference. Our housing liaison team has also been actively visiting communities, building relationships with tenants, and conducting property checks simultaneously. This work often uncovers unreported repairs and helps connect tenants to additional support.

We're more than just a landlord, we're here to listen, support and help our tenants and communities thrive.

Team tackles damp, mould and condensation head-on

Last year, we created a dedicated team to tackle damp, mould and condensation (DMC) in our homes – believed to be one of the first of its kind among Welsh housing associations. With many of our properties built between 50 and 70 years ago, we recognised the need for a proactive and specialist approach.

The 14-strong team includes inspectors, surveyors, planners and multi-skilled tradespeople, offering tenants a one-stop

shop to identify, treat and resolve DMC issues. From initial inspection and grading of the problem to specialist cleaning, repairs and follow-up work, the team is focused on keeping homes warm and dry.

Tenant liaison officer Emma explained:

“ We're not just there to fix the DMC, we're also looking at how else we can help the tenant too. By building relationships, offering support and tackling the root causes of the issue, we aim to create homes that last. ”



Scan to view our top tips video:

This forward-thinking work recently gained attention with members of the team interviewed by Inside Housing magazine. The article helped raise awareness of our approach across the housing sector and highlighted our commitment to finding long term solutions to issues that can have a serious impact on tenants' health and wellbeing.

Looking after nature

We continue to be committed to supporting local biodiversity and creating greener, more sustainable communities.

Over the winter months, our dedicated grounds and biodiversity team prepared land and planted flowers and shrubs in readiness for the grass-cutting season, which began in March.

As part of our community efforts, we donated fruit trees to the Banwen Allotment Group and gifted a garden centre voucher to the Haven Housing Scheme, Ty Maesmarchog. These contributions support local food growing and help foster greener, more biodiverse community spaces.

To protect our coastlines, we joined the Marine Conservation Society's Great British Beach Clean Week. Our staff teamed up with colleagues from contractor Jeff Way to carry out a litter pick at Aberavon Seafront removing harmful waste and helping safeguard marine wildlife.

At Coed Y Pergwm in Glynneath, planters filled with shrubs and flowers were added to brighten the communal outdoor space

and encourage biodiversity. We also partnered with contractor Joyner Group to build timber planters for a local fire station, using soil from a Keep Wales Tidy grant to make the area more eco-friendly and visually attractive.

We've continued to build on our school engagement programme where our mascot Barnabee visits local schools to deliver interactive biodiversity sessions to pupils. These visits include nature-themed activities or gifts of plants and trees to help enhance school gardens.





Scan to view our
school visits video:

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. Working jointly with our income team they provide support and advice on benefit changes including the ongoing migration to Universal Credit. The team help with benefit claims including reviews and appeals providing digital support to those who need it.

2,883

Referrals received
for advice

570

Affordability
checks completed

2,746

Successful
benefit claims

542

Food bank
vouchers issued

81%

Benefit appeal
success rate %

115

Digital support



£5,653,941.64

Money raised in benefit claims

Our people

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

597 staff:

421

live and work within Neath and Port Talbot

70%

of staff live locally.

89.16%

Turnover is low – 89.16% of our staff stayed with us during the year.



Training

We are passionate about developing our employees and are committed to providing the training they need so they can carry out their jobs effectively:

- Increased our training activity by **270 days**, a total of **3874 days** training for 2024-25.
- **Health and safety training days** have been a big priority spending over **£216,000**
- Accessed **£60,000** in funding for further and higher education, **an increase of 10%**. This has been a great achievement as funding options in Wales are decreasing in a variety of topics including HNC in construction.



Feedback

In the last year we received **153 complaints**, **276 compliments**, **467 service enquiries** and **308 member/local councillor enquiries**.

Here are some of our favourite compliments.

"A family member has moved into a Tai Tarian property, after an awful couple of years at their previous home. I just want to say a huge thank you to everyone who has helped to get her housed in a lovely flat where she feels safe and comfortable. The independent living officer where she lives has gone above and beyond to help settle them into their new home. She treats everyone there like family and it is so reassuring to know that she is around to keep a gentle eye on everything and everyone. Well done Tai Tarian, you really are wonderful for looking out for senior members of the community with the respect and dignity that they all deserve."

"I would like to thank you once again for the excellent work done in my front garden, in all weather. The team have been friendly and got the job done in no time."

"The repairs supervisor has been amazing, helpful and kind while helping fix the problems in my home. The plumber was also excellent and had a great sense of humour too. I cannot compliment these two enough they have been fantastic."

"5-star feedback, your painter was very polite, great timekeeping, workmanship, fab manners, and work has been done to highest standard. He made sure work that has been on hold got sorted."

"The team leader, planners and trades have been amazing with work in my home which turned into a bigger job than first expected. It has been a long few months, but the team have always been there to try and get work finished, keeping in touch throughout."

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 this year we completed:



7,954
emergency repairs



97.96%
made safe or
attended within
target



24,698
non-emergency
repairs



73.45%
completed on time



71.55%
of tenants were
satisfied with how
we deal with repairs
and maintenance
*689 tenants surveyed
October 2024*



100%
gas safe homes*



99.71%
electrical testing*



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 2025)



120
new roofs including
30 “Mansard”
insulated roof
upgrades



150
External Wall
Insulations (EWIs)



500
PV installations
(Solar panels)



330
window upgrades



500
external boundary
upgrades



70
New kitchens



150
New bathrooms



520
iOpt systems
(healthy home
monitoring)



1300
Loft insulations

Procurement

Through the procurement process we have awarded 31 contracts to the value of approximately £15,500,000. All tenders are evaluated on the basis of price, quality of work and service, to determine the most advantageous supplier, to evidence value for money for the organisation.



Customer Satisfaction

87%

would recommend us
as a landlord

76%

satisfaction with the overall
quality of their home

79%

neighbourhood satisfaction

75%

say our rent provides
value for money

60%

say we listen and act
on tenant views

72%

trust us

78%

say we provide a safe
and secure home



689 tenants were surveyed in October 2024



Corporate Plan

This year sees us launching our Corporate Plan 2025-2030, building on the great work undertaken by our teams to achieve the themes of our previous plan.

We take immense pride in providing quality homes, fostering vibrant communities that we are all proud to be a part of.

We are keeping our strategic themes of **Sustainable Homes, Sustainable Communities, Sustainable Planet** and including an additional theme of **Sustainable Business**.

Across our four Corporate Plan themes we believe we can contribute positively to our communities for the benefit of our tenants, colleagues and the communities we serve.

A very ambitious plan, but one we are confident we can deliver.





Sustainable Homes

Creating homes where people can thrive

We will:

- Provide and manage great homes that meet the evolving needs of our customers
- Support people in their homes to maintain successful tenancies



Sustainable Planet

Changing our behaviours today for the generations of tomorrow

We will:

- Make bold decisions on our carbon neutrality journey
- Achieve our environmental impact ambitions by working alongside our tenants and communities



Sustainable Communities

Communities achieving their full potential

We will:

- Use our assets, resources and opportunities to benefit local communities in meaningful ways
- Work with our partners to create places in which people are proud to live



Sustainable Business

Working together for a brighter future

We will:

- Operate as a strong, financially sound business, driven by colleagues who feel valued and deliver excellent customer service
- Transform our business by building on brilliant basics to continuously improve

Who are the Board and Senior Management Team?

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 of the Association 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 2025)



Fiona Jones
Chair of Board



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



Andrew Lycett
Chair of Audit and Risk Committee



Mike Jones
Chair of Asset Management Committee



Jonathan Hughes
Chair of Tirnod
(subsidiary)



Phineas Brooks



Ceri Wiggins



Rowland Jones
Co-optee



Rachel Rees
Chair of Operations
Committee



Ananda Woodley



Natalie Morgan

Retired Board Members



Lisa Murray



Huw Freeman



Lianne Caulfield
Co-optee



Jonathon Davies
Previous
Chair of Board

Our senior management team

(up to March 2025)



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 Operations





Our money

2025

£M

On 1st April 2024 we had total cash of...

28.1

We had money coming in from...

Rents	51.4
Service charges	3.4
Grants from Welsh Government and Local Authority utilised within one year	6.2
Property sales	0.1
Other income	2.0
Total	63.1

We spent it on...

Improving and repairing your homes and communities	37.9
Buying and building more homes for rent	13.3
Service costs	4.7
Tenancy management and support	15.9
Interest payments and other finance costs	8.6
Total	80.4

To do this we had to borrow	74.0
We repaid loan borrowing of	84.1
We received deferred grant funding	7.2

this left us with total cash of **7.9**



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