

2022 - 2023

Value for money *statement*

together we're STRONGER



RULE 1

We will **always charge** an **affordable rent**

£110.52

Weekly rent for a 3 bed house
from 3rd April 2023

4,068

All our tenants pay
living rent or below

230

tenants **rent reduced**
from 3rd April 2023

220

tenants rent increase
was less than 5.4%

28%

OUR LIVING RENT IS 28% OF
AVERAGE EARNINGS IN
MERTHYR TYDFIL

Find out more about our Living Rent on our website:
www.mvhomes.rg.uk



£60,996

1173 tenants received a £52 direct
debit refund at Christmas time

THE RESILIENCE FUND



We supported

81

adults

&

59

children

to reduce rent
arrears by

£99,839

RULE 2

We will always keep tenants safe

We gave out
100
WINTER WARMER PACKS



SAFETY IN THE HOME

99.81%

of our properties have a 5 year **electrical safety certificate**

99.78%

of our properties have a **gas safety certificate**

Annual Board approval of the Health and Safety Policy

We've continued to improve the fire safety at t. Tydfil's Court. £136,626 spent

Contacted
191 TENANTS

that had had little or no contact with MVH in the last 12 months,

to identify if any issues with damp and mould.

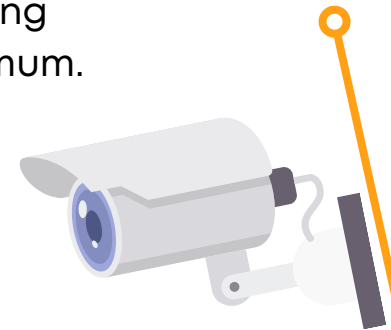


PERSONAL SAFETY & WELLBEING

- We provided support to **104 survivors of Domestic Abuse** to ensure people feel safe in their homes.
- Facilitated the purchase of play packs for Hope Pantry to distribute via the food pantry to support education and physical exercise in children. **60 children benefited.**
- **We held 24 warm hub session.** Trelewis Warm Hub was opened for 2 days per week through to end of March 2023 and open to any member of the community, ensuring tenants and residents were able to keep heating and food costs down to a minimum.

COMMUNITY SAFETY

- Purchase of **2 additional 'Revader' CCTV cameras** and **upgraded CCTV** at one of our blocks of flats



RULE 3

We will always protect our environment

19

Air Source Heat Pumps with solar panel

97

windows

109

doors

118

new roofs

146

loft insulation

120

Internal wall insulations

134

External wall insulations

195

Gas boilers installed

Received

£592,000

in funding for energy efficiency measures from Welsh Government which funded for external wall insulation for

69 HOMES

12 HOMES

HAVE 'A' RATING

A

203 HOMES

homes had an improved EPC energy efficiency rating in 2022/23

REDUCED COMMUTING

As a result of both of new hybrid working approach and 4-day week trial, some colleagues have been commuting less.

Working with Cardiff Metropolitan University, we know

MVH'S CARBON FOOTPRINT 2021/2022

3,845 CO2e(t)

We're committed to reducing this year on year.

Our Fresh Approach project saved

£4,657

paint going to landfill.

That's

487 LITRES OF PAINT



LITTER PICKS

MVH Youth participated in a community litter pick



OUR CLIMATE COMMITMENT

RULE 4

WE WILL ALWAYS TREAT TENANTS AND STAFF FAIRLY AND EQUITABLY

ZERO EVICTIONS

into homelessness

- We helped 67 families clear their home/gardens
- 49 mutual exchanges happened in 22/23 which guaranteed rental income and reduced repair costs.
- 77 homes adapted for our tenants' use, funded through Disabled Facilities Grant
- 10 tenants were awarded £200 each for returning their homes in good condition before they moved.

£1.1 MILLION

in additional benefit secured for over 2000 tenants

- Over £27,000 received from MTCBC's discretionary housing payment to help tenants with arrears caused by under-occupying their homes
- Over £16,000 received from the Homeless Prevention Fund to help tenants with large unmanageable rent arrears
- £62,000 Financial assistance from external organisations including the discretionary assistance fund for food, utilities, flooring and white goods
- Helped tenants to save £4,700 on Council Tax and water bills
- Merthyr Valleys Homes People fund supported 10 tenants during the year, providing £5,511 worth of white goods and other essential furniture
- £23,550 savings on tv licences for all Community Living Scheme tenants
- Supported 23 Community Living Scheme tenants to claim Welsh Governments' Cost Of Living payments of £3,450
- Supported 13 tenants to claim fuel support of £2,600

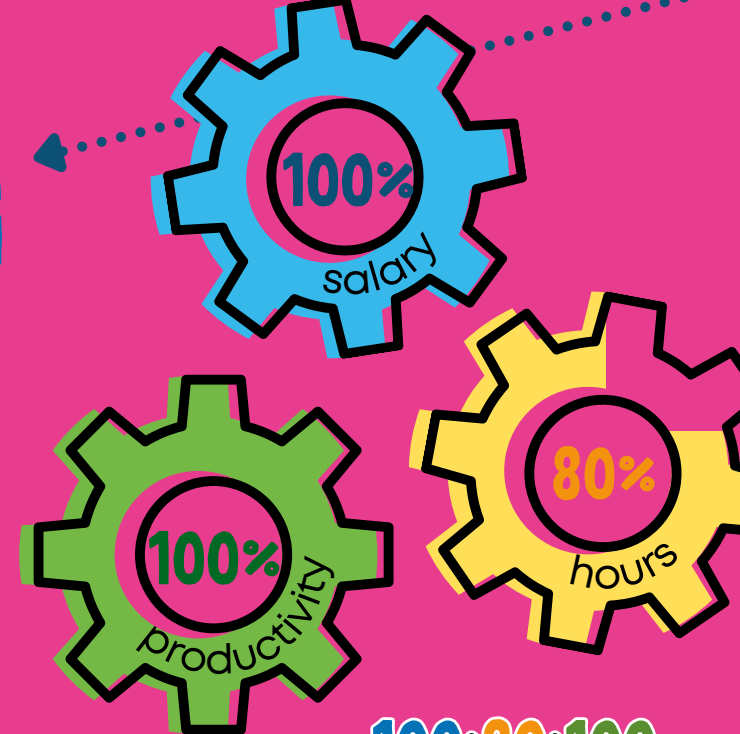
4 DAY WORKING WEEK

As a Mutual, people are really important to us and we pride ourselves on being a great landlord and a great employer.

We were really proud to take part in 4 Day Week Global's 6 month trial (a national 4 day working week pilot scheme) from June 2022.

The trial was implemented with the aim of bringing positive outcomes for everyone, whilst still providing the same 5 day service to tenants and our communities.

We're extending this trial for a further 18months.



**100:80:100
RULE**



Four-day working week: Merthyr firm takes part in global trial

Staff trialling it say a shorter week will be life changing for them and improves quality of life.

www.bbc.co.uk/news/uk-wales-61763702



MEMBERSHIP ACTIVITIES

38 members took part in 2 x 10 week slow cooker cooking projects

“Just like to say I really enjoyed this slow cooker course and hope it inspires those who took part to go on to greater things with slow cooking.....also thank you to Rachel for her time and encouragement.”

15 members took part in a 10 week health and wellbeing project

“Hard work always pays off in the end....with no gym and from the comfort of my own home with constant workouts and walking daily I feel amazing & 2 stone lighter!”



COMMUNITY ALLOTMENT

4 PLOT HOLDERS, 2 COMMUNITY GROUPS

Providing access to green space for development of allotments, volunteering opportunities and social activities. Food from the allotments were shared between plot holders and local residents supporting with the cost of living crisis and providing freshly grown fruit and vegetables.



RULE 5

We will review our contracts over
£100,000 at least every 3 years

5 CONTRACTS | 15 JOBS

Procured 5 new repairs and maintenance
contracts with local businesses. Securing
approximately 15 jobs at these companies

£57,713

received in financial support from Welsh Government to share the
increased materials costs for development of new homes

This reduced the risk of having to decrease the volume of improvement works
that we could complete due to pressures across all areas on material costs

£19,240

TOTAL SAVINGS ON
ICT CONTRACTS

Various IT contracts were
consolidated utilising the
Microsoft platform in 2022/23



RULE 6

We will always invest in our local economy

24 new homes

12 new properties completed in 2022/23 and 12 properties acquired in the Borough.

Received £2.461m in grant funding to develop new homes and £0.715m to purchase properties within the Borough

SUPPORTING THE LOCAL ECONOMY

We spent **£17.5M** with 63 local businesses in 2022/23, this includes almost **£8M** spent on salaries

We worked with 6 social businesses

CHARITABLE DONATIONS

Two of our Community Living Schemes have raised **£850** for Macmillan Cancer

We donated **£10,000** to Merthyr Valleys Homes People Fund

The Members charity supported 4 charities in Merthyr donating **£2,500** to each.

We donated **£10,000** to Merthyr Cynon and Taff Bargoed Foodbanks

£1,100 donated to various one-off donations to community groups and individuals

COMMUNITY BENEFITS

Supported local residents to organise community
TRIP TO WEST MIDLANDS SAFARI PARK

Delivered over
100 EASTER GOODIES
to the members of our estates and communities

20 TENANTS
ATTENDED

Donated **£280 WORTH OF SLOW COOKERS** to 2 Gurnos schools to encourage cooking activities with **60 CHILDREN** benefitting from a hot meal during the Winter

6 x site hoardings designed from graffiti workshop held as part of Celebrating Gurnos, to be used on all developments in Gurnos to discourage ASB on any working sites

Contractors working on our Greenwood Close development provided community benefits of **£10,000** which included skips for residents and raised bed planters at the scheme. A contribution of **£3,000** was also made to Twyn School.

Contractors working on our Lansbury Road development provided funding for a new play park in the area.

Our Contractors (GTH Roofing, Albert and Flaherty, SR Building Solutions, Tier 1 Construction and DeLacey) have:

- Employed 7 apprentices totaling 300 weeks and created 8 work experience placements for 63 weeks
- 22 employees have been retained as a result of our contracts and 9 trainee placements created for construction skills
- Donated £12,000 for local community activities and supported the community in kind through free use of training room, donating surplus materials to local projects, improving a local football pitch and food parcel donations for example.

COMMUNITY ACTIVITIES

COMMUNITY LIVING SCHEMES

- 5 of our Community Living Schemes are now set up with their own Constitution, this has resulted in the groups successfully acquiring over £12,000 in community funding.
- We've run day trips to the beach and Millenium Centre show and utilised MVH minibus to take residents to local landmarks, afternoon tea in the park, shopping trips to garden centres
- We've run lots of scheme events including coffee mornings, bingo, knitting club, arts & crafts, quiz night. 160 residents came to our 160 attended our Summer party, and 180 came to our Christmas party

GRANTS & SPONSORSHIP

- Over £25,000 awarded to 18 community groups



415 Merthyr Tydfil Squadron Royal Air Force Air Cadets · Follow
9 January · 🌐

We would like to say a big THANK YOU to [Merthyr Valleys Homes](#) for their grant of £1,500 which has helped us purchase 20 tablets and 5 laptops. These will help our cadets with their syllabus training, cyber training and STEM activities.

- Connected with young people in the Gurnos through **face to face sessions to deliver 24 workshops** and 35 social media posts.
- Regular physical activity sessions e.g. football and boxing
- **Created MVH Youth Forum of 8 young people** where young people will get their voices heard
- Provided **coaching course to 24 young people**
- **7 Healthy Eating evenings**
- **418 young people aged 11 to 25 participated with MVH Youth Team**
- **Ran a Holiday programme with 6 trips** including Swansea Museum, Cardiff City Stadium and Midnight ice-skating

RULE 7

We always invest in our colleagues and **tenants**



Joined E-Cymru which ensures tenants are able to access training provided by 23 landlords across Wales, as well as training provided by MVH.

DIY COURSE

2 members took part in a DIY decorating course in partnership with Merthyr College and Crown Paint.

brighter FUTURES



15 TENANTS SUPPORTED

Supported 15 tenants to move them closer to the job market. Either through CV writing, interview skills and job searching or through help with college applications. 5 secured sustainable employment due to this.

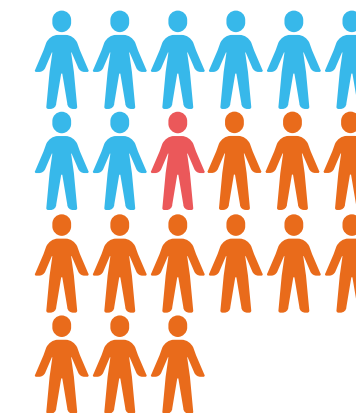
REIGNITE YOUR CAREER WORKSHOP

Provided career guidance and support through a specialised coach to 4 people

Supported 6 young people to gain valuable work experience & provide employability support.

JOBS GROWTH WALES+ PLACEMENTS

KICKSTART SCHEME



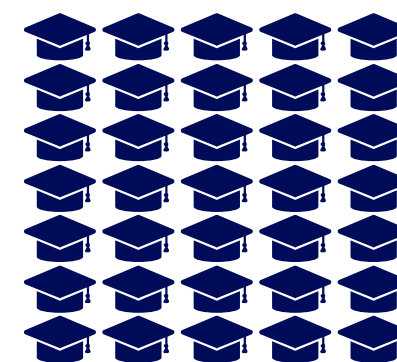
21 PLACEMENTS

21 placements supported either directly or through our Contractors.

8 have achieved sustainable employment and 1 has signed up for a Degree.

EMPLOYABILITY SUPPORT FOR 35 SCHOOL PUPILS

This included mock interviews with Year 11 pupils at 2 Schools, working with Careers Wales on the 'What Next? Programme' helping pupils consider their career after School and **working closely with the Pupil Referral Unit with children who were disengaged with school** to try and find careers that were more suited to them.



We've supported

2 APPRENTICESHIPS & 3 VOLUNTEER PLACEMENTS



to gain experience to help them move closer to the job market.

RULE 7^{CONT.}

We always invest in our **colleagues** and tenants



SURVEYING COURSE

2 Colleagues signed up using personal learning accounts. Increasing internal knowledge of surveying - this is a skills shortage.

IMPROVING OUR COMMUNICATIONS

All Homes and Places supervisors trained to enable restorative conversations, supporting our new Resolution Policy



JOB PROGRESSION

9 people were successful in gaining internal promotions

RENTING HOMES WALES TRAINING

13 colleagues received -in house training on Renting Homes Wales Act 2016 with support from Practice Notes provided by our legal reps



1ST December 2022

From **1st December 2022***, The Renting Homes (Wales) Act 2016, will **improve** how we rent, **manage**, and live in rented homes in Wales.

*Welsh Government has announced its intention to implement the Renting Homes (Wales) Act 2016 on 1 December 2022.



QUALIFICATIONS

3 colleagues were able to access and completed fully funded Chartered Institute of Housing Level 3 courses, increasing their knowledge of housing services.

One colleague completed and enhanced management skills through their ILM Level 4.

One colleague graduated with a degree



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