

Delivering Value for You



BLAENAU LEARNING COMMUNITY UNED DDYSGU EBWY FAWN



Welcome

This booklet offers a glimpse into what we've achieved over the past year, showing how every penny of your rent has been invested, the improvements we've made to your homes, and the positive impact we've had across Blaenau Gwent. More than numbers, it's about the lives we're improving and the communities we're helping to grow stronger.

From creating new homes to caring for the ones you already love, our focus remains on keeping your home safe, comfortable,

and affordable. At the same time, we're protecting the environment, supporting wellbeing, and investing in the local economy.

We're excited to share our key highlights from 2024–2025, celebrating milestones and progress made possible through your input and support. Together, we're not just providing homes—we're building trust, strengthening communities, and shaping a brighter future.

Performance Highlights

See How Every Penny Makes a Difference: Discover Where Your Rent is Spent!

23.5%

Housing & Business Support Services

This portion funds essential services like customer support, administrative tasks, and other business functions that keep housing operations running smoothly.

26.0%

Improvement of Homes

This covers upgrades and enhancements to existing homes, ensuring they remain safe, modern, and comfortable for customers.

9.6%

Operational Spend

These funds are used for day-to-day operational costs, including colleagues salaries, utilities, and other essential expenses that keep housing services running.

7.1%

Development of New Homes

This investment goes towards building new homes, helping to expand housing options and meet the needs of the community.

21.3%

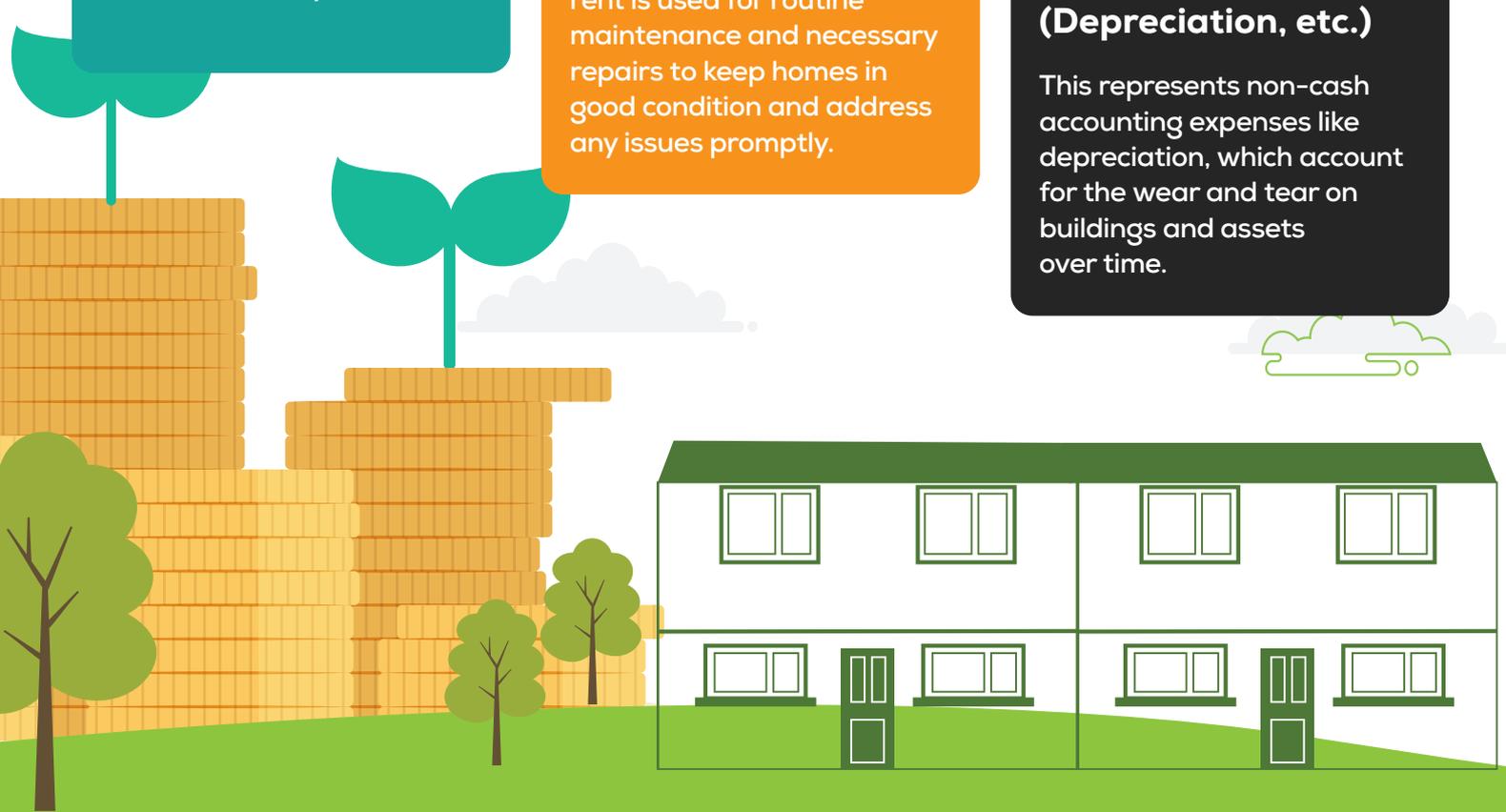
Repairs & Maintenance

A significant part of your rent is used for routine maintenance and necessary repairs to keep homes in good condition and address any issues promptly.

12.0%

Non-Cash (Depreciation, etc.)

This represents non-cash accounting expenses like depreciation, which account for the wear and tear on buildings and assets over time.



Overall performance 2024-25

(Delivering value for you)

Tenancy Support

2,651 tenants

Supported to sustain tenancies

1,278 tenants

Assisted with new or updated Universal Credit claims



126

Food Bank Vouchers issued



52 Grocery Vouchers

Totalling **£2,600**

871 referrals

Made to partner organisations for:

- Maximising income
- Accessing social tariffs
- Specialist debt advice



£65,000+

Hardship fund provided to **156 tenants**

Community Involvement

10 community groups supported

£3,425 donated

Donated to improve Blaina Town War Memorial (Travis Legacy Fund) donations to Abertillery Belles FC: training, kits, dugouts



50 ten-week

Swimming blocks for children

£15,000

Contributed to community events and groups



17

Work placements Facilitated at Tai Calon

Rent & Income

101.44%

Rent collected

3.10%

Arrears

Repairs & Maintenance

98.8%

Repairs completed on time

98.83%

Appointments kept



4.75/5

(94.8% CSAT)

Overall satisfaction

Empty homes



41 days

Average relet time

0.78%

Income loss

Compliance

99.98%

Gas servicing completed on time

100%

Of homes have valid electrical certificates (<5 years)

100%

Fire risk inspections up to date

100%

Properties received scheduled water management assessment

100%

Passenger lifts inspected on schedule

Customer engagement

45,169

Calls answered (87.4% on times)

4,883

Compliments recieved

Tai Calon's Christmas Appeal 2024 raised a fantastic **£9,453!**

54

Formal complaints

428

Informal complaints (CSAT scores included)



19,728

Emails

1,028

Social media queries

396

WhatsApp messages

Financial Statement Summary

Statement of Comprehensive Income For the year ended 31st March 2025

Scan this QR code to read our Financial Statement for 2024-2025.



	Notes	31st March 2025 £'000	31st March 2024 £'000
Turnover	3	37,083	33,839
Operating costs	3	(28,446)	(27,216)
Surplus on disposal of property, plant and equipment	6	0	0
Operating Surplus		8,637	6,623
Interest receivable		136	64
Interest payable and similar charges	12	(4,485)	(6,122)
Surplus (Deficit) on ordinary activities before taxation		4,288	565
Taxation		0	0
Surplus (Deficit) for the year after tax		4,288	565
Changes in pension past service deficit contribution liability on revaluation	25	(1,050)	(2,366)
Total Comprehensive income Surplus for the year		3,238	(1,801)

Tai Calon's income and expenditure relate to continuing operations. There is no difference between the historic cost results and those shown on the Statement of Comprehensive Income above.

Our year in a snapshot

Take a moment to celebrate our achievements!

Scan the QR code to watch Our Year in a Snapshot (2024–2025) video. It’s a quick and engaging look at how we’ve performed over the last financial year, showcasing the progress we’ve made and the impact we’ve had.



Year in Review – Our Year in a Snapshot (2024-2025)



Tai Calon
Community Housing

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