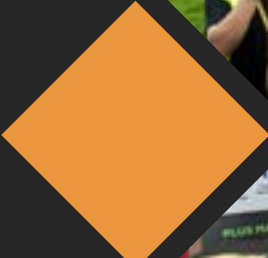
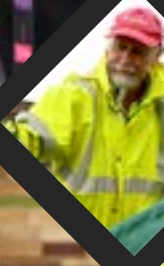




Tai Calon

Corporate Plan

2025-2030



Who We Are & What We Do

Tai Calon is proud to be the largest provider of social housing in Blaenau Gwent, managing more than 6,000 homes across the borough.

We're powered by a dedicated team of nearly 300 colleagues who care deeply about making a difference.

Our commitment goes beyond housing. We're responsible for over 100 acres of woodland, rough grassland, and shared green spaces, supporting not just local biodiversity, but also community wellbeing.

Since launching in 2010, we've invested more than £243 million to improve homes and services for our customers. We don't just provide places to live, we help build strong, thriving communities. We listen to what matters, act on it and work hard to ensure everyone feels safe, supported and valued.



Our Vision

To inspire our people and go beyond affordable housing by creating vibrant, inclusive communities across Blaenau Gwent.

Our Mission

By 2030, over **95%** of our customers will be satisfied or very satisfied with our overall service.

Our CALON Values

Our values guide everything we do.



Creativity - We think differently and look for better ways of doing things.



Authenticity - We are open, honest, and do what we say.



Learning - We are constantly learning and improving.



Ownership - We take responsibility and aim to get things right.



Not on your own - We work together as one team and support each other.

Our Goals for 2025–2030

To achieve our **Vision** and **Mission**, we are focusing on seven strategic priorities.

Each of these areas reflects what matters most to our customers, colleagues and communities. Here's how we plan to make a lasting impact.

We are focusing on seven key areas:



Exemplary Customer Insight



Dynamic Service Offer



Real-Time Customer Home Management



Creating New Homes



Living the CALON Values



Doing the Right Thing



Leading Customer Experience



01.

Exemplary Customer Insight

Understanding our customers is the first step to delivering services that meet their needs.

We are committed to listening carefully, learning from lived experiences, and using insight and data to shape everything we do.



How it looks in 2030

The level of our understanding of our customers is second to none, enabling us to predict service requirements and, if required, to trigger pre-emptive supportive interventions.

02.

Dynamic Service Offer

Our services must work for everyone. By staying flexible, inclusive, and responsive to customer needs, we can offer support in the right way, at the right time, for everyone who needs us.

How it looks in 2030

A seamless, impactful and agile service that fully utilises technology to pre-emptively meet customer needs.



03.

Real-Time Customer Home Management

We want our homes to be smart, safe, and future-ready.

By using the latest technology, we can anticipate problems before they happen and keep homes healthy and comfortable.



How it looks in 2030

Creating a home standard that “future proofs” health and wellbeing. Part of that is doing our utmost to deliver fuel efficiency improvements through decarbonisation and partly by creating a pre-emptive, technology home management service using comprehensive component data and remote sensor monitoring.

04.

Creating New Homes

We are playing our part in solving the housing crisis. We will deliver new, high-quality homes that are affordable, energy-efficient, and built to last helping more people find a place to call home.

How it looks in 2030

In the year ending 31st March 2030, Tai Calon's new development programme will deliver up to 100 affordable homes (rent and shared ownership) per annum. The period leading up to then will see a steady increase in annual delivery.



05.

Living the CALON Values

Our values guide everything we do. By living **CALON** every day, we will build a positive, inclusive, and caring workplace where colleagues and customers feel supported and respected.



How it looks in 2030

We will continue developing a high-performing team, with customer satisfaction at the core of everything we do. Our **CALON** values will continue to define this.

06.

Doing the Right Thing

We are committed to being a responsible organisation. This means making decisions that benefit our customers, our communities and the environment, now and for future generations.

How it looks in 2030

We will be known for our positive work in delivering environmental and social programmes, which create real value throughout Blaenau Gwent. This will have been delivered through an inclusive partnership approach.



07.

Leading Customer Experience

Providing a brilliant customer experience is our top priority. We want every interaction to feel personal, easy, and respectful. Building trust and showing customers, they matter.

How it looks in 2030

Our resource teams (Finance, Information Technology (IT), People & Culture, Communications, Health & Safety, Governance, Business Improvement, and Chief Executive) constantly role model exemplary customer service.



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If you would like this document in a different format or language, please get in touch with us we would be happy to help.

