



Self-evaluation 2019



Making Lives Better

Introduction

Hafod is a charitable not-for-profit organisation that offers a wide range of housing, personalised care and support services to more than 20,000 people across south Wales.

We have a history that spans over 50 years and we are very proud of what we have achieved in that time.

We care for some of the most vulnerable people in society, enabling them to maintain their independence and well-being for as long as possible in their own homes, in supported housing or in our residential care homes.

We are committed to Making Lives Better for our customers and communities.

Our vision

Improving health, well-being and prosperity in communities by helping to integrate the systems of housing, health, social care and support.

Our values

Everything we do at Hafod is underpinned by our values:

Working together

Respect

Professional

Learning and improving

Great service



What is self-evaluation?

The Welsh Government provides a framework for all housing associations in Wales to carry out a regular self-evaluation which reviews their performance. This helps us to demonstrate at any time that our business is run well.

What informs our evaluation?

Every year we complete self-evaluation in line with the Welsh Government's Regulatory Performance Standards. We base our findings on significant colleagues and stakeholder engagement and this information is then used by us to see if we are meeting our targets and making a difference. It provides us with an opportunity to demonstrate at any point in time that we run our business well. In summary this means demonstrating:



Governance

Are we a well governed organisation? How do we know? Do we have effective governance in place to ensure that we meet our aims and objectives, that our services will improve, and that we will remain financially viable?



Finance

Are we financially viable in both the short and long-term, despite possible changes to the external environment beyond our control?



Service quality

Are the services we provide to customers and the public of high quality and improving?

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Welcome to Hafod's self-evaluation 2019. This assessment outlines our performance and culture of continuous improvement to provide the best possible services to our customers.

Our Board very much want to ensure that we continue to operate from a position of financial strength and that we have a strong governance framework to keep the organisation safe. The impact of our work touches the lives of over 20,000 people across south Wales through housing, care and support services. As an organisation we constantly challenge ourselves in pursuit of Making Lives Better.

2019 has led to the introduction of a new approach front-line service, that in time will improve our accountability and engagement with our customer base.

We welcome **feedback** on our self-evaluation and you can do so here.

Peter Maggs, Chair

”

Our performance

1. We have effective leadership and a clear vision
2. Our customers are at the heart of everything we do
3. We manage business risks effectively
4. We are self aware and evaluate our compliance regularly
5. We have a strong track record of achieving positive outcomes and look to continuously improve
6. We always strive to deliver value for money
7. We are compliant with all regulatory and statutory requirements
8. We are a financially sound organisation
9. We manage our assets effectively

“

Making Lives Better

Leading the organisation to achieve the best possible outcomes for our customers and to support, through stronger collaborations internally and externally, my colleagues to achieve the highest standards of performance. Striving for the very best for our customers means we will continue to leave no stone unturned.

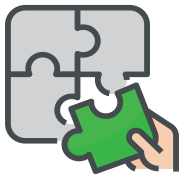
Jas Bains, Chief Executive

”

We have effective leadership and a clear vision

We recognise that we have improved both our leadership and governance over the past 12 months. We have embedded robust governance in all aspects of our business through internal and external mechanisms and have strengthened our senior leadership team to help drive good governance, and enable us to make decisions in the best interest of our customers.

What we have done:



Developed a new Board Charter



Invested in colleague development



Implemented an Executive team monthly newsletter, issued to all colleagues



Created an Executive Director of Assurance role



Implemented a leadership skills programme



Developed a new strategic plan

We have also:

- Strengthened the leadership of the organisation with a comprehensive development programme to ensure as a Board we have the right skills and expertise to set the vision and direction of Hafod. We are also looking to strengthen the team with new members and develop our governance to ensure the views of our tenants are considered by the Board in our decision making
- Using a globally recognised methodology we embedded a twice-yearly process that measures organisational strength
- Implemented the Connecting Together programme – improving visibility of leadership team and Board
- Through Caring for the Future we began to build a cross-sector movement to discuss the future of integrated housing, health, social care and support
- Re-organised teams to ensure the best outcomes for our customers

Future plans and improvements:

- Transformation summits, where the Board and colleagues meet to discuss areas of strategic importance / risk. First summit to be held in November 2019 – Income
- Develop a new colleague intranet
- Develop new and improved employee forum and subgroups – strengthen bond between staff and management, ability for staff to be included in decision making



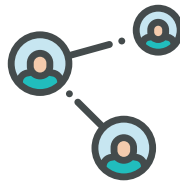
Our customers are at the heart of everything we do

Placing customers at the heart of everything we do is very important to us. We have implemented our new **Customer Charter** which sets out a more two way relationship with our customers and how we will work differently to help people and communities achieve their goals.

What we have done:



Developed a new **Customer Charter**



Introduced a **Neighbourhood Coaching model**



Developed **Hafod 24/7**, a new self-service app



Invested in a new **Customer Engagement team**



Developed a new **Customer Scrutiny panel**



Introduced a **customer led Service Improvement team**

We have also:

- Launched a new Nursing Care Assistant career pathway which has enabled nurses to invest more time on clinical care
- Continued to issue annual and point of service surveys
- Conducted a range of targeted activities with the aim of raising our profile with the BME community
- Launched our Hafod 24/7 app in 2018 and provided tenants with access to a range of services to help them manage their tenancies
- Developed a plan to undertake regular equality impact assessments (EIA's) to ensure our service delivery is non-discriminatory

Future plans and improvements:

- We need to use the profiling data we hold more effectively to ensure service provision is based on individual need
- Progress our plans to complete EIA's
- Research virtual reality innovations for our customers
- Improve customer feedback processes and make better use of data
- Enhance the involvement of our Scrutiny Panel



Our Hafod 24/7 app

1500 tenants signed up

3200 service requests

1767 repairs

166 Direct Debits set up

136 rent arrears queries



Click to view the difference the app has made to our tenants.

Housing for people in need

Our Heol Loveluck development in Bridgend has created attractive, energy-efficient homes for a range of residents from single people to couples and families. The development includes 24 one and two-bedroom flats; a three-bedroom bungalow and 23 two, three and four-bedroom houses. All homes meet sustainability standards equivalent to level 3 of the Welsh Government's Code for Sustainable Homes. Each of the properties has been designed with accessibility in mind, particularly the bungalow which has generously proportioned rooms to accommodate a disabled person's needs. In addition, due to the development's proximity to the town centre, it means that local shops and amenities are easily accessible for residents who do not have access to their own transport.

Involving and engaging with the local community was integral to the development of the site. Before work began on the development we organised a 'Meet the Contractor' event which allowed residents to meet with us and discuss any potential concerns they had. We were able to ease those concerns and build strong relationships, allowing the residents to feel that they could contact us if needed.



Project outcomes and achievements

Nine trainees

gained their Construction Skills Certification Scheme (CSCS) card, an essential requirement for anyone working on a construction site.

11 trainees

took part in a two week Prepare to Construct course organised by Lovell and Hafod, in partnership with Bridgend College, the local Job Centre, Y Prentis and Involve Recruitment.

£14,700 donated

to causes within the local community.

Two trainees

are now working as labourers onsite while two others are about to begin apprenticeships onsite through the Y Prentis scheme.

One kitchen

refurbished at a local community centre.

£875 donated

to help set up a new car valeting service for local pupils.

180 hours

volunteering hours provided by Lovell.

One polytunnel

donated to a local school allowing pupils to develop horticultural and life skills.

Our Neighbourhood Coaching model

What we have done:



Strengthened relationships with our tenants



Helped individuals to unlock their skills and potential



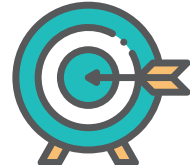
Encouraged our tenants to work together



Helped our tenants to achieve their aspirations



Helped tenants move from dependency to independence



Unlocked tenants potential and helped them achieve their goals and aspirations

We have also:

- Tackled poverty through signposting customers to access internal and external grants and providing emergency food parcels for those in need
- Improved health and well-being and reduced inequalities
- Signposted to specialist services such as domestic abuse support
- Helped tenants access support services based on individual need - the whole team have become mental health first aiders and are Applied Suicide Intervention Skills Training (ASIST) trained. We are working harder to help our vulnerable tenants feel safe

Future plans and improvements:

Through building strong relationships with our tenants, understanding community needs and unlocking people's potential we are paving a way for a future where our tenants do for themselves and each other; building sustainable, resilient communities.



Coaching stories

A new home and associated support is transformational

We've supported a tenant who was very depressed and has always suffered with severe anxiety attacks. She wanted to live near her sister for additional support for her well-being. When she moved into her home she didn't want to talk to anybody and if she had to deal with any issues then her sister had to do everything on her behalf. We managed to obtain support for her and helped with many of her initial issues to make sure she settled into her own home.

She's told us that she is so happy in her home and absolutely loves it there. She feels so grateful as without our help she wouldn't be alive today. She's also able to come out of her home and feels much more confident in dealing with issues and no longer needs her support worker and sister to do everything for her. She'd also like to learn IT to enable her to manage her financial affairs for herself. We are continuing to support her in achieving her goals and aspirations.

Independence back after suffering a stroke

We started working with a tenant in January 2019 when his friend contacted us to advise that he was in hospital as he had suffered a stroke. They were concerned that he would not be able to return to his flat as it was a second floor property and he could no longer manage the stairs due to him being left with restricted mobility.

After he was discharged from hospital, he was basically housebound due to his restricted mobility. We were conscious that he is a proud man and had lost his independence as he was now 100% reliant on his friends to help him. The property was no longer suitable for him and unfortunately it was not suitable for any adaptations.

Aware that there was a ground floor property in the same site which would meet our tenant's needs, we helped him to apply to Cardiff Council for more suitable housing. We then arranged for him to move to the adapted ground floor flat as soon as it became available.

He is over the moon with his new home and said: "It has changed my life". It's very rewarding to support someone to get their independence back after losing it so suddenly.

Referral to employability programme is life changing

So far, 12 of our tenants have been supported by the School of Hard Knocks, an eight week employability programme. This combines practical skills like CV writing and interview techniques with sport which helps to improve mental and physical well-being. One tenant told us: "It has changed my life. I look at things in a different way now. I feel so much more in control and have quit smoking. I feel I will be able to find work and have the skills and confidence to do it now. Thank you."



To view more of our tenant stories visit hafod.org.uk

We manage business risks effectively

We have developed a risk matrix, highlighting strategic and sector risks which is monitored on a regular basis.

What we have done:



Developed a Risk and Audit committee which focusses on strategic risks



Ensured our risk framework is regularly monitored by Board



Conducted a series of internal audits

Future plans and improvements:

- Embed a risk framework through all levels of the organisation through training and development
- Hold our first transformation summit in November 2019 focussing on income
- Invest in performance reporting technology



“

Oversight of audit and risk is a key function of board and committees, as is setting the risk appetite so that we avoid unnecessary risks but equally understand the parameters for growth.

Neil Davies, Chair of Risk and Audit committee

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“

We have developed a Risk Management Framework that ensures we identify and manage risks consistently across the business. We also carry out horizon scanning to detect any potential future risks and ensure we have controls in place to manage them. This keeps the business safe and protects the interest of our customers.

Tracey Healey, Executive Director of Assurance

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We are self-aware and evaluate our compliance regularly

We regularly consult with customers concerning the services they receive and ask how we are performing across all service areas. We also regularly benchmark our performance against other housing organisations. Our Board analyses and signs off our annual compliance statement.

What we have done:



Undertaken a data integrity and process review



Completed our annual compliance statement



Compliant with the Welsh Housing Quality Standard

We have also:

- Continued to issue and report on point of service and annual customer satisfaction surveys
- Established a dedicated compliance team and recruited a transformation lead with oversight across the organisation
- Carried out a series of internal audits
- Established learning collaborations with outside sector companies i.e Panasonic

Future plans and improvements:

- Implement a further programme of audits linked to our strategic risks
- Work with our audit committee to help determine areas of risk



“

Building a culture of continuous improvement to ensure we are fully compliant is a key message from the Board.

Dawn Jones, Vice Chair”

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Gas safety

Annual service and safety check carried out in all properties with gas appliances



Asbestos

Programme of asbestos surveys for properties constructed pre 2000



Electric

Safety inspection completed every 10 years or every time a property becomes void, moving toward five yearly inspections



Fire

Programme of fire risk assessments for applicable schemes



Legionella

Risk assessments conducted in colleague facilities

We have a strong track record of achieving positive outcomes and look to continuously improve

Our change journey is transforming how we work and will enable us to make lives better for more people. It will help us achieve our vision to integrate our housing, support and care services and improve the quality of life and well-being of our customers and communities.

What we have done:



Met the housing needs of over 250 new customers



Supported local authority partners in meeting their homelessness duties



Re-organised and integrated teams to eliminate silo working

We have also:

- Developed a new performance reporting framework for Board
- Established a central department which oversees: customer engagement, research, innovation and business transformation
- Continued to build strong partnerships within: public services, the academic community, government and industry
- Developed strong relationships with local authorities and support agencies

Future plans and improvements:

- Trial models of integrated care with partners
- Expand our service provision into health in the community as part of our Caring for the Future agenda
- Test assertive technologies in social care with the aim of improving our customers' well-being and independence
- Involve customers in key areas of service redesign and procurement



Click to view the difference we have made to our tenants and the community.



26 days

Our average re-let time

3rd best performance in Wales based on HouseMark data



6.71%

Tenancy turnover

2nd best performance in Wales based on HouseMark data

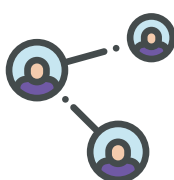
We always strive to deliver Value for Money (VfM)

In addition to the direct benefits our customers receive through our services, we strive to maximise value for all of our activities, seeking opportunities to invest in the local economy through the provision of employment, volunteering and training opportunities for our customers and the communities we serve.

What we have done:



Undertaken a review into rent affordability with our customers



Introduced a Neighbourhood Coaching model



Created a new procurement resource and developed a procurement strategy



Reported VfM indicators to Board



Evaluated how we use our assets and resources to deliver our objectives



Ensured customer engagement during our procurement processes

We have also:

- Monitored the cost drivers and outcomes of specific services
- Established an effective performance management and scrutiny function
- Invested in new digital technology with our award winning self-service app for customers, ensuring they can access their account and a wide range of services at a time that suits them
- Developed a new procurement framework which prioritises work against high value costs and high value importance to our customers
- Secured a number of community benefits on the back of our development work

“

In hitting targets we must also aim to ensure we don't miss the point.

Dr Jamie Smith,
Director of Research
and Innovation

”

Future plans and improvements:

- Review and re-procure maintenance, site services and fire safety contracts
- Review VfM policy in October 2019
- Explore further opportunities to invest in local communities through the provision of volunteering and training packages
- Produce an annual VfM report



We are compliant with all regulatory and statutory requirements

We have received and welcome constructive feedback from the Welsh Government and are committed to delivering our voluntary undertaking to ensure governance excellence. In order to do this we delivered a governance improvement plan which has transformed our governance giving us a solid foundation to deliver our strategic priorities 2019-2024.

Transforming Governance Improvement Plan



Safeguarding panel

Set up an independent safeguarding panel chaired by the former head of police standards



Governance Framework

We have published a suite of governance documents based on best practice clarifying the entire governance framework of the organisation



CHC Code

To ensure we are on the right track we have measured our governance against recognised sector best practice



Risk

We developed the risk culture with a new risk management framework and regular risk monitoring



Board development

We have developed the leadership and culture of the Board



Assurance Framework

We have developed a Board assurance framework

We have also:

- Made sure our Board drives, oversees and influences our approach to self-evaluation
- Ensured our Board monitors that any improvement activities are managed effectively
- Undertaken a number of internal and external audits to provide assurance that we are compliant
- Worked closely with our regulator to ensure we achieve the highest possible regulatory judgement
- Responsible Individual- complied with Care Inspectorate Wales (CIW) requirements to appoint a senior dedicated resource onto the Board

Future plans and improvements:

- Ensure we have the right processes, systems and resources available to deliver on regulatory requirements
- Strengthen our Board reporting framework to ensure robust performance management and embed a performance culture
- Review stakeholder engagement with our Board



We are a financially sound organisation

The strong financial viability of Hafod has been recognised by the Welsh Government and is a recognition of the robust financial planning and scrutiny undertaken. We focus on investing in our current stock, developing new homes and supporting our colleagues to grow and develop. To help us achieve these business priorities, we need to enhance our financial capacity.

What we have done:



Exceeded our operational targets by over £1m



Developed over 200 new homes in the past 18 months



Reviewed and enhanced terms and conditions for almost 1,000 colleagues

We have also:

- Secured Board approval for our refreshed Treasury Management policy
- Generated additional capacity to invest in our homes, services and communities
- Approved long term financial projections with the Board
- Continued to invest in the Welsh Housing Partnership
- Amalgamated our housing, care and support services into one organisation in August 2019
- Secured £10 million loan facility for new developments

Future plans and improvements:

- Develop a new ICT strategy aligned to the strategic priorities with focused investment on business transformation projects
- Further investment to enhance colleagues' terms and conditions
- Implement a new treasury strategy to provide additional borrowing capacity
- Continue to develop the financial awareness of managers
- Hold our first transformation summit in November 2019 focussing on income



£55m

turnover



£130m

external borrowing



£25m

invested in our properties

We manage our assets effectively

We own properties across nine local authority areas in south Wales and maintain an accurate record of our assets and liabilities within our assets register. Data and performance of our assets is used to inform financial planning and long term investment decisions. All of our homes are maintained in line with the Welsh Housing Quality Standard (WHQS).

What we have done:



Compliant with the Welsh Housing Quality Standard



Dealt with over 15,000 reactive repair requests



Invested over £5m in maintaining our homes



Delivered 200+ new units



Invested £260,000 on physical adaptations



Invested in the energy efficiency of our properties

We have also:

- Delivered 15 low cost home ownership properties helping people into home ownership
- Acquired 30 Welsh Housing Partnership units
- Participated in the Welsh Government's Rent to Own initiative; helping people to save a deposit while renting so they can purchase their home within five years
- Commissioned a feasibility study of Hafod's care home estate

Future plans and improvements:

- Utilise Welsh structural insulated panels in a number of schemes
- Introduced development targets of 3000 properties over the next 10 years
- Research innovative development projects e.g. modular housing
- Reduce costs through re-procuring contracts to ensure we continue to offer customer value for money
- Update our contact management system to enable each repair to be more easily tracked and visible from the initial repair request to completion
- Review and re-procure maintenance contracts



We installed:

160 kitchens

108 bathrooms

395 radiators

78 boilers

181 smoke and carbon monoxide detectors

We completed:

608 electrical works to properties

68 PAT testing to Care and Support properties

Focus on colleagues

We are developing our colleagues to deliver the best possible service to our customers.

Colleague engagement and well-being:

- Developed a Colleague Engagement strategy
- Produced team charters for display in our care homes
- Offered colleague health checks
- Held a well-being roadshow
- Mental Health First Aider training
- Supported the training and development for the neighbourhood coach role by delivering training sessions

98%

of our colleagues feel they are contributing to our aim of Making Lives Better

90%

of our colleagues say Hafod is a great place to work

Terms and conditions

We launched a new operations contract for front line colleagues which improved the terms and conditions of over 900 colleagues in care, support and Hafod Property Services. The changes included a higher hourly rate, annual leave which increases with length of service and an enhanced sick pay trial.

Supporting tenders / Transfer of employment

We have supported the organisation with contract mobilisations following successful tenders for three new contracts at Tŷ Cornel, Rhonnda Floating Support and Llys Ton domiciliary care. This has involved the transfer of 34 new colleagues into Hafod during 2019.

88%

of our colleagues say they have the opportunity to learn and grow

Senior development training

- Developed a Senior Carer Development programme

81%

say they are able to work flexibly

73%

of our colleagues feel Hafod is a better place to work now than it was a year ago

44%

of our colleagues have progressed from the role they started in

academi Hafod

- Launched academi Hafod, the first step in our goal to develop the best workplace learning in south Wales
- The academi offers development opportunities for colleagues through a range of sources such as e-learning, webinars and classroom based courses

Apprenticeships and work placements

- Three apprenticeships have secured full time roles
- Five candidates completed work placements in the following areas – Health and Safety, Community Engagement, IT, 'My Hafod' project, Employee Engagement

91%
of our colleagues say we are
a family friendly organisation

95%
find their
job rewarding

Absence management

- In response to absence levels within the care side of the business, our HR team held absence focus groups to discuss how a change to the current absence policy could support the management of absences
- The outcome of this has been the implementation of a new absence management policy and procedure which utilises the Bradford Factor to manage sickness absences

Colleague Forum and subgroups:

- Colleague Forum group launched
- Five subgroups developed to support project work

85%
of our colleagues
have confidence in the
future of Hafod

93%
are proud to
work for Hafod

Improvements in recruitment adding value for money

- Our in-house recruitment team have saved at least £107,000 in permanent recruitment fees in the last 12 months by using new attraction methods
- On average it now takes 18 days to advertise our jobs to attract sufficient candidates – in the 12 months prior it took 34 days
- Our application process is more user friendly and 58% of people who start an application now complete it – compared to 34% 12 months ago

95%
of our colleagues say they
work in a friendly team

86%
of our colleagues
enjoy their job

Leadership development

- Launched three leadership development programmes
- 43 colleagues from across the organisation have enrolled on Taking the Lead
- 57 colleagues from across the organisation have enrolled on 'Leading Edge'
- 12 colleagues from across the organisation have been recruited on to our aspiring first line leadership course, 'Learning to Lead'

Making Lives Better

We deliver first class services to customers on the things that matter most to them. The following pages highlight the difference our activities have made to our customers.

We asked Hafod residents what difference we had made to them.

“

When my previous landlord decided to sell the house I had been living in for over 12 years, I was very worried about where I would be able to afford to move to. I came across Hafod and the Welsh Housing Partnership whilst searching for a property to rent on Rightmove. Happily for me I was offered the lovely house I now occupy at a rent I can afford and with access to repair services I did not have when renting in the private sector. I am very happy here and extremely thankful that the Welsh Housing Partnership initiative exists to help people in my position.

”

84%

of tenants trust
the organisation

(80% 2016)*

86%

of tenants are satisfied
with their neighbourhood
as a place to live

(82% 2016)*

83%

of tenants are satisfied
their rent provides
value for money

(84% 2016)*

“

Having the name Hafod as my landlord makes me feel more secure in my home and in my life.

”

89%

of tenants are satisfied
with the overall quality
of their home

(88% 2016)*

“

I will be forever grateful to Hafod for finding me my home for myself and my daughter to live. We love it here and are very, very happy living here. Thank you! We are now able to enjoy our own space, have our own bedrooms and I no longer suffer with the stress of overcrowding.

”

“

Since moving into my new property, Hafod has been more helpful than my old landlord. Now I have a house with Hafod, with its own garden, which is amazing. I am extremely happy here. It's made me no longer anxious; I've gotten my anxiety under control. I feel really safe in my surroundings. This has helped me to get a job, to gain my independence and confidence back. Happy days, thank you Hafod.

”

88%

of tenants are proud
of their home

(87% 2016)*

“

I found it strange living close to other people but they soon got used to me. It took some time to settle in to a retirement complex after my husband passed away and Hafod made me a better person mixing with different people, thank you.

”

“

Hafod services are very good, they are always available I could not ask for anything better. It has given me a better outlook in life and given me the chance to get involved with them by attending different meetings which helps me find out more.

”

92%

of tenants feel their
home is safe and secure
(91% 2016)*

“

Helped make me feel safe and secure and I think my neighbourhood coach is very understanding, helpful and a very fair lovely lady who helped me when I was at a very low point in my life and had faith in me. And I feel totally blessed to be living in such a lovely peaceful place. Thank you Hafod.

”

“

I will be forever grateful to Hafod for finding me my home for myself and my daughter to live. We love it here and are very, very happy living here. Thank you! We are now able to enjoy our own space, have our own bedrooms and I no longer suffer with the stress of overcrowding.

”

88%

of tenants are satisfied
we are providing the
service they expect
(86% 2016)*

“

If it wasn't for Hafod helping me to get this house I really don't know where I'd be right now; possibly homeless or in a horrible area scared to take my children out but it's given me the freedom we craved. The garden has really made a massive difference in all our happiness. Hafod have even started to help me with managing my finances. I'm good at budgeting etc but had a few outstanding debts from years ago that I'd like to repay but haven't had the means to do so until now. This house was my blank canvas to start afresh and I'm working hard to do so.

”

83%

of tenants are satisfied
with the way we deal with
repairs and maintenance
(79% 2016)*

“

I was effectively homeless when I was given the opportunity to rent with Hafod. Since I have lived here I have been able to manage my debt and feel like I've had a new start in life. I feel very secure knowing that I have a lifetime tenancy. Thank you.

”

“

Hafod have helped us through tough times like being in financial difficulties, your Smart Money team helped us claim reduced water rates and helped us budget our money. I love the new Hafod app you have released, it makes it so much easier to log a repair with pictures and also being able to check your rent balance.

”

97%

**of tenants understand
their responsibilities**

(95% 2016)*

90%

**of tenants feel we
have friendly and
approachable staff**

(89% 2016)*

“

I couldn't be happier with my flat, it's perfect. Due to my health problems, I know that I won't have to move, as it is set up for my needs. Everything that I need is local and I have nice neighbours in a fairly quiet area. Hafod services are really good; the staff are always friendly and helpful. The new app is genius. It's so helpful, if there are any issues the resolution is a few taps away.

”

“

Hafod has allowed us to move out into a family home. We are currently paying back debts and could therefore not afford private rent prices so we are so grateful for the house and services that Hafod have provided for us.

”

90%

**of tenants are satisfied
with the overall
service provided by us**

(87% 2016)*

“

Hafod enabled me to provide a safe and happy home for my family after a devastating divorce... I will always be grateful to Hafod for giving me and my family a chance to rebuild and be happy again.

”

72%

**of tenants are satisfied we
listen to their views and
act upon them**

(69% 2016)**

“

They moved us to an appropriate house which gave my children their own bedrooms. This may seem like such a small thing but it saved a family that was at breaking point. I will be forever grateful that you took us away from the horrendous anti-social behaviour that my children were witnessing.

”

“

It has changed my life. I was living in a private rented two bed house, which I couldn't afford anymore and I was in rent arrears. But now I live in a place with Hafod; I have cleared my arrears and I live in a place I can afford. Thank you Hafod.

”

