

# Family Housing Annual Review 2013-14



## Statement from Chief Executive

“ Last year has seen significant change for Family Housing – also significant achievements in terms of the delivery of services and new homes. In partnership with our tenants we continue to look at how we can offer and facilitate meaningful opportunities for tenants to get involved. Staff are also giving their time in the communities we work in, supporting tenants and various charities. Through open, honest and respectful partnerships we will build a bright and successful future together. ”



Karen Dugate,  
Chief Executive

## Statement from Tenants' Panel

“ Tenants' Panel is looking forward to a fresh and exciting future working closely with staff and the Board of Management. We have now formed a Scrutiny Panel to evaluate the services of Family Housing. Our tenants' website has been created and run by tenants and information on how to get involved is on there. We need more tenants to come forward and get involved with this exciting future. ”



Mike Wiseman,  
Chair of the Tenants' Panel



## Communities & Services

- We helped **321 people** to find a new home
- We helped people claim housing and other benefits totalling over **£315,000**
- We helped people claim grants totalling **£24,500**
- We helped deal with debts totalling **£400K!**
- We helped people to make **energy savings of over £8,000** using Warm Home Discount
- We helped **91 people** learn how to use **computers, tablets and the internet**
- We teamed up with Workways and helped **6 people access employment training**
- We held **16 'engaging with tenants' sessions** in local communities to better understand your needs
- **82% of our tenants are very satisfied** with the overall services we provide!



*“A huge thank you to the team from Family Housing for all the hard work and enthusiasm in transforming our sensory garden ...”*  
– Parkway School, Swansea



## Giving back

- 92 hours of staff time were spent working in the community such as schools
- Staff **raised over £5,000** for various charities



## Investing in the future

- We are one of the Sunday Times top 100 not-for-profit sector Best Companies to work for in the UK!
- We skilled up our staff!
  - Over 200 staff undertook tailored training courses
  - 98 staff completed Management Development Training
- We've grown to **266 employees**



## Improving your home

- We completed **£1.5 million worth of planned** works to your home
- In addition we spent **almost £1 million on reactive repairs**
- **97% of our tenants** who received a repair service were very satisfied

## Creating Vibrant & Viable Homes

- **Last year we built:**
  - 9 Affordable Homes for sale
  - 8 Homes for sale in the private market
  - 40 Homes for intermediate rents
  - 40 Extra Care Apartments
- **Work is still on site to complete:**
  - 46 Homes for affordable rent
  - 100 Extra Care Apartments
  - 11 Dementia Care Apartments



# Financial Summary

## Family Housing Association (Wales) Ltd

| <b>Financial Summary</b><br>for the year ended 31 March 2014 | <b>2014</b><br>£'000s | <b>2013</b><br>£'000s |
|--|-----------------------|-----------------------|
| <b>What We Need To Run The Association</b>                   | <b>64,722</b>         | <b>61,365</b>         |
| <b>What We Are Owed</b>                                      | <b>90,183</b>         | <b>85,830</b>         |
| <b>Less What We Owe</b>                                      | <b>82,832</b>         | <b>78,693</b>         |
| <b>Leaving What The Association Owns</b>                     | <b>7,351</b>          | <b>7,137</b>          |

## Annual Operations

### Where The Money Came From

|  |               |               |
|--|---------------|---------------|
| Tenants' rents & service charges, net of voids                                 | 12,130        | 11,529        |
| Government revenue grants, subsidies and Management Fees                       | 3,645         | 3,790         |
| Other income and interest receivable   | 809           | 480           |
|  | <b>16,584</b> | <b>15,799</b> |
| Less: expenditure on services, repairs, administrative costs and loan interest | 16,369        | 15,744        |
| <b>Surplus For The Year</b>  | <b>215</b>    | <b>55</b>     |
| Surplus brought forward from previous years                                    | 5,800         | 3,242         |
| Transfer to/(from) designated reserves   | (36)          | 2,503         |
| <b>Accumulated Surpluses Carried Forward</b>                                   | <b>5,979</b>  | <b>5,800</b>  |

## Board Members as at 31 March 2014



|                          |   |                          |   |
|--------------------------|---|--------------------------|---|
| <b>Mr A Lloyd</b>        | Chairman (resigned Aug 2014)                    | <b>Mrs K Edwards</b>     | (co-opted Sept 2013)                      |
| <b>Mr M Bourke</b>       | (Resigned July 2014)                            | <b>Mr E Hilton</b>       | (From Jan 2014)                           |
| <b>Mr B Smith</b>        |   | <b>Mrs R Honey-Jones</b> | (From Jan 2014)                           |
| <b>Mrs K Jones</b>       |   | <b>Mr N Tregoning</b>    | (From Jan 2014)                           |
| <b>Mrs M Watkins</b>     |   | <b>Ms H Selway</b>       | (From Jan 2014)                           |
| <b>Mr T Larcombe</b>     |   | <b>Mr T Gilby</b>        | (Resigned Mar 2014,<br>Deceased Oct 2014) |
| <b>Canon J Morrissey</b> | (Deceased Jul 2013)                             | <b>Mr J Pile</b>         | (Resigned Mar 2014)                       |
| <b>Mr M Owen</b>         | (Co-opted sept 2013,<br>Chairman from Aug 2014) |                          |   |

# Financial Summary

## Castle Housing Association (Wales) Ltd

| <b>Financial Summary</b><br>for the year ended 31 March 2014                   | <b>2014</b><br>£s | <b>2013</b><br>£s |
|--|-------------------|-------------------|
| <b>What We Need To Run The Association</b>                                     | <b>360,500</b>    | <b>341,357</b>    |
| <b>What We Are Owed</b>  | <b>527,853</b>    | <b>534,363</b>    |
| <b>Less What We Owe</b>  | <b>265,679</b>    | <b>272,599</b>    |
| <b>Leaving What The Association Owns</b>                                       | <b>262,174</b>    | <b>261,764</b>    |
| <b>Annual Operations</b>   |                   |                   |
| <b>Where The Money Came From</b>   |                   |                   |
| Tenants' rents & service charges, net of voids                                 | 128,793           | 127,308           |
| Government revenue grants, subsidies & other                                   | –                 | –                 |
| Property sales   | –                 | –                 |
| Other income & interest receivable   | 1,242             | 868               |
|  | <b>130,035</b>    | <b>128,176</b>    |
| LESS: expenditure on services, repairs, administrative costs and Loan Interest | 129,625           | 89,797            |
| <b>Surplus / (Deficit) For The Year</b>  | <b>410</b>        | <b>38,379</b>     |
| Surplus brought forward from previous years                                    | 261,750           | 87,902            |
| Transfer to designated reserves  | –                 | 135,469           |
| <b>Accumulated Surpluses Carried Forward</b>                                   | <b>262,160</b>    | <b>261,750</b>    |

## Our Values

|                   |   |
|-------------------|---|
| <b>Innovation</b> | We will seek creative solutions in all we do.   |
| <b>Trust</b>      | We trust people to take responsibility for their actions and keep to their word.<br>We expect everyone to make decisions and take action for good reason and to act with honesty. |
| <b>Openness</b>   | We will be open in sharing information and knowledge and we will involve people.  |
| <b>Fairness</b>   | We will treat people decently and be considerate of other people's views and circumstances.   |

Family Housing Association (Wales) Ltd,  
43 Walter Road, Swansea SA1 5PN.

Telephone: 01792 460192  
email: [info@fha-wales.com](mailto:info@fha-wales.com)  
Website: [www.fha-wales.com](http://www.fha-wales.com)

Family Housing Association (Wales) Ltd  
Welsh Government Reg No L002.  
Registered with the Financial Services Authority  
mutual societies registration 21057R.  
Charitable Status

Castle Housing Association (Wales) Ltd  
Welsh Government Reg No P097.  
Registered with the Financial Services Authority  
mutual societies registration 26187R.  
Charitable Status



# Adolygiad Blynyddol Tai Teulu 2013-14

## Datganiad gan y Prif Weithredwr

“ Mae Cymdeithas Tai Teulu wedi gweld newidiadau mawr dros y flwyddyn ddiwethaf – a chyflawniadau sylweddol hefyd o ran darparu gwasanaethau a chartrefi newydd. Rydym yn parhau i edrych ar sut allwn ni gynnig a hwyluso cyfleoedd ystyrlon i denantiaid gymryd rhan, mewn partneriaeth â'n tenantiaid. Mae staff hefyd yn rhoi eu hamser yn y cymunedau rydym yn gweithio ynddynt, ac yn cefnogi tenantiaid a gwahanol elusennau. Drwy bartneriaethau agored, gonest a pharchus, byddwn yn adeiladu dyfodol disglair a llwyddiannus gyda'n gilydd. ”



Karen Dugate,  
Prif Weithredwr

## Datganiad gan y Panel Tenantiaid

“ Mae'r Panel Tenantiaid yn edrych ymlaen at ddyfodol ffres a chyffrous ac at weithio'n agos gyda staff a'r Bwrdd Rheoli. Rydym bellach wedi ffurfio Panel Craffu, i werthuso gwasanaethau Tai Teulu. Mae ein gwefan i denantiaid wedi cael ei chreu ac yn cael ei rhedeg gan denantiaid, ac mae gwybodaeth am sut i gymryd rhan ar y wefan. Rydym angen mwy o denantiaid i ddod ymlaen a chymryd rhan yn y dyfodol cyffrous hwn. ”



Mike Wiseman,  
Cadeirydd y Panel Tenantiaid

## Cymunedau a Gwasanaethau

- Rydym wedi helpu **321 o bobl** i ddod o hyd i gartref newydd
- Rydym wedi helpu **pobl i hawlio** budd-daliadau tai a budd-daliadau eraill gwerth mwy na **£315,000**
- Rydym wedi helpu **pobl i hawlio** grantiau sy'n dod i gyfanswm o **£24,500**
- Rydym wedi helpu i ddelio gyda dyledion sy'n dod i gyfanswm o **£400 000!**
- Rydym wedi helpu pobl i wneud **arbedion ynni o fwy na £8000** drwy'r cynllun Disgownt Cartrefi Cynnes
- Rydym wedi helpu **91 o bobl** i ddysgu sut i ddefnyddio **cyfrifiaduron, tabledi a'r rhyngwyd**
- Rydym wedi gweithio mewn partneriaeth gyda Workways a helpu **6 o bobl i gael mynediad i hyfforddiant cyflogaeth**
- Rydym wedi cynnal **16 o sesiynau 'ymgysylltu â thenantiaid'** mewn cymunedau lleol i ddeall eu hanghenion yn well
- Mae **82% o'n tenantiaid yn hapus iawn** gyda'r gwasanaethau cyffredinol sydd yn cael eu darparu gennym!



*“Diolch yn fawr iawn i'r tîm o Gymdeithas Tai Teulu am yr holl waith caled a'r brwdfrydedd i drawsnewid ein gardd synhwyraidd ...”  
Parkway School, Abertawe*



## Rhoi yn ôl

- Treuliodd staff 92 awr yn gweithio yn y gymuned, er enghraifft mewn ysgolion
- Cododd staff **fwy na £5,000** i wahanol elusennau



## Buddsoddi yn y dyfodol

- Rydym yn un o **100 o Gwmnïau Gorau y Sunday Times** yn y sector nid er elw i weithio iddynt yn y Deyrnas Unedig!
- **Rydym wedi uwchsgilio ein staff!**
  - Cymerodd mwy na 200 aelod o staff ran mewn cyrsiau hyfforddi pwrpasol
  - Cwblhaodd 98 o aelodau o staff Hyfforddiant Datblygu Rheolaeth
- Rydym wedi tyfu i fod yn dim o **266 o staff**



## Gwella eich cartref

- Cwblhaom werth **£1.5 miliwn o weithiau wedi'u cyllunio** i'ch cartref
- Gwariom **bron i £1 miliwn yn ychwanegol ar waith atgyweirio adweithiol**
- **Roedd 97% o'n tenantiaid** a gafodd waith atgyweirio wedi'i wneud yn hapus iawn gyda'r gwasanaeth

## Creu Cartrefi Llewyrchus a Hyfyw

- **Y llynedd, adeiladom:**
  - 9 o Gartrefi Fforddiadwy i'w gwerthu
  - 8 o Gartrefi i'w gwerthu yn y farchnad breifat
  - 40 o Gartrefi i'w rhentu am bris canolradd
  - 40 o Fflatiau Gofal Ychwanegol
- **Mae gwaith yn parhau i gael ei wneud ar y safle i gwblhau:**
  - 46 o Gartrefi i'w rhentu am bris fforddiadwy
  - 100 o Fflatiau Gofal Ychwanegol
  - 11 o Fflatiau Gofal Dementia



# Crynodeb Ariannol

## Cymdeithas Tai Teulu (Cymru) Cyf

| Crynodeb Ariannol<br>ar gyfer y flwyddyn a ddiweddodd 31 Mawrth 2014 | 2014<br>£'000 oedd | 2013<br>£'000 oedd |
|--|--------------------|--------------------|
| Yr Hyn Sydd Ei Angen Arnom i Redeg y Gymdeithas                      | 64,722             | 61,365             |
| Yr Hyn Sy'n Ddyledus i Ni  | 90,183             | 85,830             |
| Llai Beth Sy'n Ddyledus Arnom Ni                                     | 82,832             | 78,693             |
| Yn Gadael yr Hyn Sy'n Ddyledus i'r Gymdeithas                        | 7,351              | 7,137              |

## Gweithrediadau Blynyddol

### O Ble Daeth Yr Arian

|  |               |               |
|--|---------------|---------------|
| Rhenti tenantiaid a chostau gwasanaethau, heb unedau gwag                              | 12,130        | 11,529        |
| Grantiau refeniw gan y llywodraeth, cymorthdaliadau a Ffioedd Rheoli                   | 3,645         | 3,790         |
| Incwm arall a llog derbyniadwy   | 809           | 480           |
|  | <b>16,584</b> | <b>15,799</b> |
| Llai: gwariant ar wasanaethau, atgyweiriadau, costau gweinyddol a llog ar fenthyciadau | 16,369        | 15,744        |

|  |            |           |
|--|------------|-----------|
| <b>Gwarged Am y Flwyddyn</b>                     | <b>215</b> | <b>55</b> |
| Gwarged a gariwyd ymlaen o flynyddoedd blaenorol | 5,800      | 3,242     |
| Trosglwyddiad i/(o) gronfeydd dynodedig          | (36)       | 2,503     |

|  |              |              |
|--|--------------|--------------|
| <b>Gwarged Cronedig a Gariwyd Ymlaen</b> | <b>5,979</b> | <b>5,800</b> |
|--|--------------|--------------|

## Aelodau'r Bwrdd ar 31 Mawrth 2014



|  |   |
|--|---|
| <b>Mr A Lloyd</b> Cadeirydd (Wedi ymddeol Awst 2014)                       | <b>Mrs K Edwards</b> (Cyfetholwyd Medi 2013)                        |
| <b>Mr M Bourke</b> (Wedi ymddiswyddo Gorffennaf 2014)                      | <b>Mr E Hilton</b> (O fis Ionawr 2014)                              |
| <b>Mr B Smith</b>  | <b>Mrs R Honey-Jones</b> (O fis Ionawr 2014)                        |
| <b>Mrs K Jones</b>   | <b>Mr N Tregoning</b> (O fis Ionawr 2014)                           |
| <b>Mrs M Watkins</b>   | <b>Ms H Selway</b> (O fis Ionawr 2014)                              |
| <b>Mr T Larcombe</b>   | <b>Mr T Gilby</b> (Wedi ymddeol Mawrth 2014, Wedi Marw Hydref 2014) |
| <b>Canon J Morrissey</b> (Wedi marw Gorffennaf 2013)                       | <b>Mr J Pile</b> (Wedi ymddiswyddo Mawrth 2014)                     |
| <b>Mr M Owen</b> (Aelod cyfetholedig Medi 2013, Cadeirydd o fis Awst 2014) |   |

# Crynodeb Ariannol

## Cymdeithas Tai Castell (Cymru) Cyf

| Crynodeb Ariannol<br>ar gyfer y flwyddyn a ddiweddodd 31 Mawrth 2014                   | 2014<br>£ oedd | 2013<br>£ oedd |
|--|----------------|----------------|
| <b>Yr Hyn Sydd Ei Angen Arnom i Redeg y Gymdeithas</b>                                 | <b>360,500</b> | <b>341,357</b> |
| <b>Yr Hyn Sy'n Ddyledus i Ni</b>   | <b>527,853</b> | <b>534,363</b> |
| <b>Llai Beth Sy'n Ddyledus Arnom Ni</b>  | <b>265,679</b> | <b>272,599</b> |
| <b>Yn Gadael yr Hyn Sy'n Ddyledus i'r Gymdeithas</b>                                   | <b>262,174</b> | <b>261,764</b> |
| <b>Gweithrediadau Blynyddol</b>  |                |                |
| <b>O Ble Daeth Yr Arian</b>  |                |                |
| Rhenti tenantiaid a chostau gwasanaethau, heb unedau gwag                              | 128,793        | 127,308        |
| Grantiau refeniw gan y llywodraeth, cymorthdaliadau ac arall                           | –              | –              |
| Gwerthu tai  | –              | –              |
| Incwm arall a llog derbyniadwy   | 1,242          | 868            |
|  | <b>130,035</b> | <b>128,176</b> |
| Llai: gwariant ar wasanaethau, atgyweiriadau, costau gweinyddol a llog ar fenthyciadau | 129,625        | 89,797         |
| <b>Gwarged Am y Flwyddyn</b>   | <b>410</b>     | <b>38,379</b>  |
| Gwarged a gariwyd ymlaen o flynyddoedd blaenorol                                       | 261,750        | 87,902         |
| Trosglwyddiad i/(o) gronfeydd dynodedig  | –              | 135,469        |
| <b>Gwarged Cronedig a Gariwyd Ymlaen</b>   | <b>262,160</b> | <b>261,750</b> |

## Ein Gwerthoedd

|                      |  |
|----------------------|--|
| <b>Arloesi</b>       | Byddwn yn ceisio atebion creadigol ym mhopeth a wnawn.   |
| <b>Ymddiried</b>     | Rydym yn ymddiried ym mhobl i gymryd cyfrifoldeb am eu gweithredoedd ac i gadw at eu gair. Rydym yn disgwyl i bawb wneud penderfyniadau a chymryd camau am resymau da a gweithredu gyda gonestrwydd. |
| <b>Bod yn agored</b> | Byddwn yn agored wrth rannu gwybodaeth ac yn cynnwys pobl  |
| <b>Tegwch</b>        | Byddwn yn trin pobl yn weddus a bod yn ystyriol o farnau ac amgylchiadau pobl eraill.  |

Cymdeithas Tai Teulu (Cymru) Cyf,  
43 Heol Walter, Abertawe SA1 5PN

Rhif ffôn: 01792 460192  
e-bost: [info@fha-wales.com](mailto:info@fha-wales.com)  
Gwefan: [www.fha-wales.com](http://www.fha-wales.com)

Cymdeithas Tai Teulu (Cymru) Cyf  
Rhif Cofrestru Llywodraeth Cymru L002  
Cofrestredig gyda chydgyrdeithasau'r Awdurdod  
Gwasanaethau Ariannol Rhif Cofrestru 21057R  
Statws Elusenol

Cymdeithas Tai Castell (Cymru) Cyf  
Rhif Cofrestru Llywodraeth Cymru P097  
Cofrestredig gyda chydgyrdeithasau'r Awdurdod  
Gwasanaethau Ariannol Rhif Cofrestru 26187R  
Statws Elusenol

