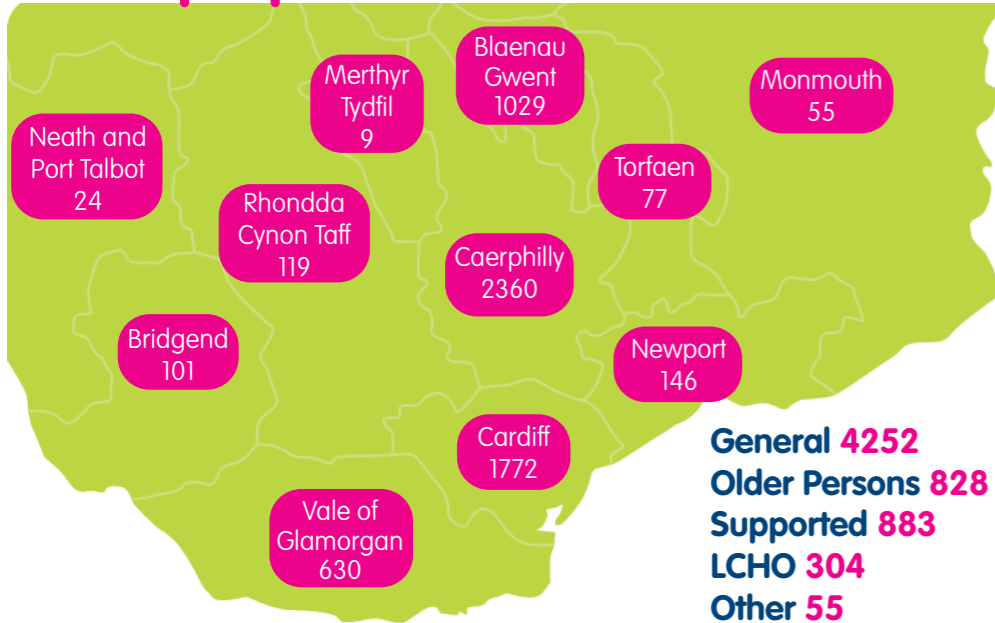




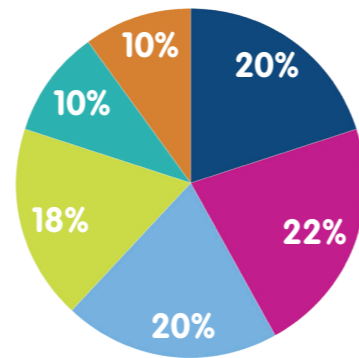
# A summary of our performance Year ended 31st March 2021

We build homes, create communities and transform lives.

## 6322 properties across South Wales



## How rent is spent



- Interest on loans
- Management
- Day to day and cyclical maintenance
- Depreciation
- Services
- Add to reserves

## We redesigned how tenants can get involved with us.

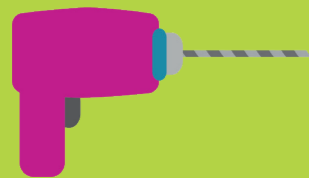
We consulted with tenants about what they would like to be involved with, and how. You told us that you want:

- Clear performance information
- Choice about your homes and areas
- To contribute information about your circumstances for decision-making
- To be listened to and heard



We are working with TPAS to launch our new Tenant Involvement structure soon.

49 tenants supported into work and 80 more gained training opportunities



99.98% properties with a current gas certificate



79% tenants satisfied with services overall (Oct 20 – Mar 21)



## We are committed to becoming Net Zero Carbon by 2035.

We will:

- Minimise the carbon footprint of our new and existing homes
- Minimise the carbon footprint of our business activity
- Work with communities to raise awareness about behavioural impact on the environment to create change



187 new homes delivered



Committed to the Deeds Not Words pledge to tackle racial inequality



Achieved Living Wage accreditation



United Welsh Group employed 372 staff at 31st March 2021 (2020: 372)

3.76% gross rent arrears (2020: 3.64%)



421 properties were relet



94% tenants satisfied with a recent repair (2020: 97%)



United Welsh  
13 Beddau Way,  
Caerphilly, CF83 2AX

[www.unitedwelsh.com](http://www.unitedwelsh.com)

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/UnitedWelsh

## In the next five years, we're going to:

- Deliver 180 quality jobs for tenants over the three years to 2022
- Provide at least 1,300 new homes by 2026
- Increase the number of tenants using TED to 2,500 by 2026
- Manufacture 300 new homes using modern methods of construction

united welsh

ted

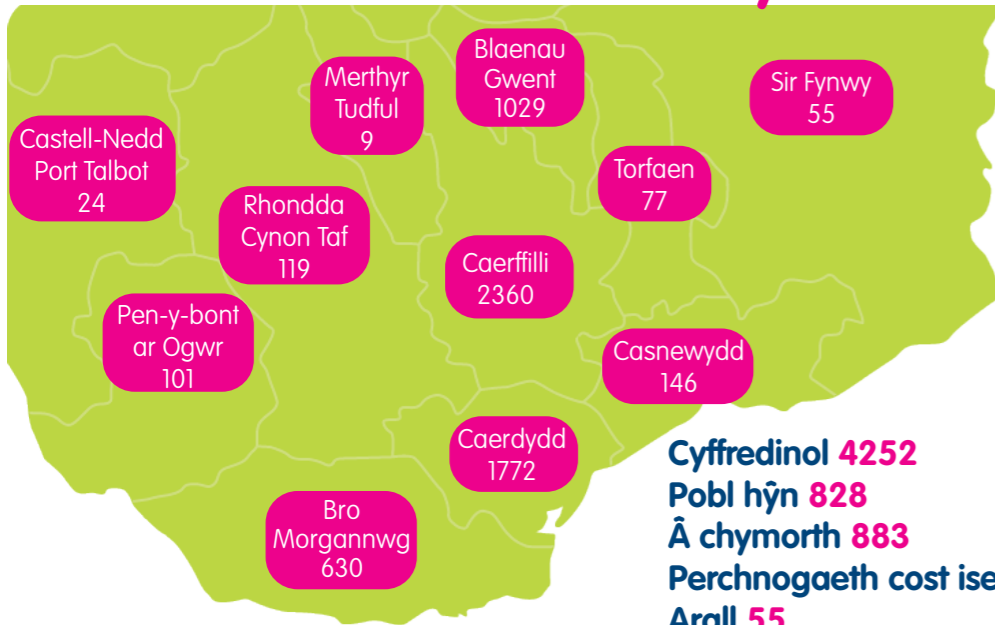
Together, let's engage digitally

# Crynodeb perfformiad am y flwyddyn a ddaeth i ben 31 Mawrth 2021

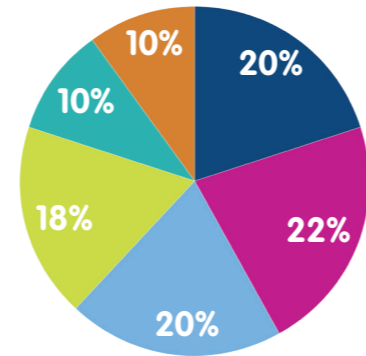
Rydym yn adeiladu cartrefi, yn creu cymunedau ac yn trawsnewid bywydau.



## 6322 o eiddo ledled de Cymru



## Sut mae rhent yn cael eu wario



- Llogau benthyciadau
- Rheoli
- Atgyweirio o ddydd i ddydd a cylchol
- Dibrisiant
- Gwasanaethau
- Ychwanegu at gronfeydd

## Gwnaethom ail-ddylunio'r ffordd y gall tenantiaid ymgysylltu â ni.

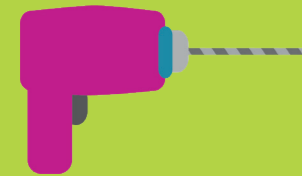
Cynhaliwyd ymgynghoriad â thenantiaid i weld sut yr hoffent gael eu cynnwys, ac ynghylch beth. Dywedoch chi yr hoffech gael:

- Gwybodaeth clir am berfformiad
- Dewis am gartrefi ac ardaloedd
- Rhannu gwybodaeth am eich sefyllfa fel rhan o wneud penderfyniadau
- Gwrandawriad a'ch llais ei glywed



Rydym yn gweithio gyda TPAS i lansio ein strwythur newydd Cynnwys a Chyfranogiad Tenantiaid cyn bo hir.

49 o denantiaid i gael cyflogaeth a cyfleoedd hyfforddi i 80 arall



99.98% eiddo â gwiriad diogelwch nwy cyfredol



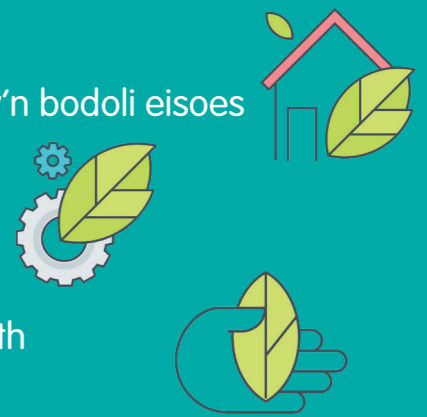
79% tenantiaid yn fodlon a'n gwasanaethu (Hyd-20 i Maw-21)



## Ymrwymwn i fod yn Garbon Sero-Net erbyn 2035.

Byddwn yn:

- lleihau ôl troed carbon ein cartrefi newydd a'r cartrefi sy'n bodoli eisoes
- lleihau ôl troed carbon ein gweithgareddau busnes
- gweithio gyda cymunedau i annog dealltwriaeth o effaith ymddygiadau ar yr amgylchedd i greu newid



Darparwyd 187 o gartrefi newydd



Ymrwmo i adduned 'Gweithredoedd nid Geiriau' i daclo anghydraddoldeb hiliol



Enillwyd achrediad Cyflog Byw



Cyflogwyd 372 staff gan Grwp United Welsh ar 31 Mawrth 2021 (2020:372)

Ol-ddyledion gros yn 3.76% (2020: 3.64%)



Ail-osod 421 eiddo



94% tenantiaid yn fodlon â gwaith atgyweirio newydd ei gwblhau (2020: 97%)



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## Dros y pum mlynedd nesaf, byddwn yn:

- Cynnig 180 o swyddi o ansawdd i denantiaid dros y tair blynedd hyd at 2022
- Darparu o leiaf 1,300 o gartrefi newydd erbyn 2026
- Cynyddu'r rhif o denantiaid yn defnyddio TED i 2,500 erbyn 2026
- Gweithgynhyrchu 300 o gartrefi newydd gan ddefnyddio dulliau adeiladu modern

