



Adra

Adra Corporate Plan Consultation 2025-2030

Thank you very much to everyone who took part in our consultation during July.

Through this consultation we wanted to hear our tenants' views about what was important to them over the next 5 years. We received excellent response, with 373 providing feedback.

The consultation was split into 3 parts, which looked at Homes, People, and the Company. You were asked to rate how important different things were to you - using a scale from 1 to 5, where 1 was not important at all, whilst 5 was very important.



Here is the feedback we received:

Part 1 - Homes

- It is important to me that my home is energy efficient so I can save money on heating – Average score - 4.73
- I need repairs in my home to be done as quickly as possible – Average score – 4.63
- My home should be safe with regular safety checks for gas and electricity – Average score – 4.63
- I need my home to be affordable, with rent and service charges offering value for money – Average score – 4.83

Part 2 - People

- More opportunities for me and my family to learn new skills and find work – Average score – 3.53
- More financial advice on budgeting, accessing grants and benefits, and lowering utility bills – Average score - 4.11
- Safe neighbourhoods and communities, free from anti-social behaviour and low-level crime – Average score – 4.79
- More support to improve our physical and mental health – Average score – 4.19

Part 3 - The Company

- How Adra communicates with customers, including ease of contact, quality of service, and keeping me informed about work on my home – Average score – 4.37
- Having face-to-face services available in the community is useful to me when dealing with Adra – Average score – 4.07
- It's important that Adra continues to build new homes to help those on waiting lists – Average score – 4.56
- I am interested in having opportunities to work with Adra – Average score – 2.74
- Knowing that Adra works to reduce their environmental impact and carbon emissions is important to me – Average score – 4.00



Do you have any further comments that could help us plan our next Corporate Plan?

Here is a breakdown of the feedback received:

- Garden /Neighbourhood tidiness – 8 comments
- Build more homes – 13 comments
- Improve/provide community facilities – 3 comments
- Repair waiting times – 20 comments
- Incomplete work – 5 comments
- Poor Communication – 25 comments
- Damp and Mould issues – 7 comments
- Poor standard of repairs – 7 comments
- More mental health support – 4 comments
- Consider individual circumstances – 10 comments
- More staff training – 3 comments
- ASB – 5 comments
- Poor call centre understanding – 3 comments
- Need more / better ways to contact Adra – 6 comments
- Need Adra to keep to their word - 12 comments
- More follow up checks after work completed – 4 comments
- Void property turnaround time – 1 comment
- More resident parking – 7 comments
- Homes prioritised for local people – 3 comments
- More efficient use of resources – 1 comment
- Improve engagement with tenants – 9 comments
- Invest in current homes – 14 comments
- Environmental initiatives eg Solar Panels – 9 comments
- Right to Buy – 5 comments
- Support in rural areas – 1 comment
- Elderly/Disability Support – 5 comments
- Rent/Service charge value for money – 2 comments
- Standard of home was poor on receipt – 1 comment
- Happy with Adra, they do a good job – 16 comments



This feedback will be shared with our Senior Management and our Board to be considered as part of the process of creating our new Corporate Plan, which will shape Adra's priorities for the period from 2025 to 2030.

Everyone who took part in the consultation had the chance to win £100 worth of shopping vouchers and we're pleased to announce that Danielle Davies from Bangor was the lucky winner - congratulations!

Many thanks once again to everyone who took part in the consultation - your opinion is very important to us.

