



“focused on the delivery of improvements”

**Customer Services**

Nolton Court  
Court Road  
Bridgend CF31 1BX  
Tel : 01656 762472

**Housing Repairs & Improvement Services**

Bryncethin Depot  
01656 727900

**Housing Repairs/Emergencies**

01656 727999

**General Enquiries**

01656 726400

**Corporate, IT and Finance Services**

1 Court Road/Court House  
Bridgend CF31 1BE  
Tel: 01656 762400

**e-mail:**

firstname.surname@v2c.org.uk  
web site: www.v2c.org.uk



**What is Valleys to Coast?**

Leaflet No. 1



**VALLEYS TO COAST**  
CYMOEDD I'R ARFORDIR

*We are improving in excess of 6,000 homes in a diverse mixture of valley and town locations. The homes are a mixture of houses, bungalows, sheltered accommodation and low rise flats. We also provide management services to leaseholders*



- High quality homes and services
- Continuous improvement and innovation

- A focus on the customer
- Effective partnerships

- Accountable for what we do
- Investment in people and communities

- Community regeneration alongside investment in homes
- Long term solutions



“to effectively engage with our customers and the communities in which we work”

“we want to ensure our housing service is visible”

“to provide good quality, affordable homes within vibrant and sustainable communities”



## Background

**In March 2001, in response to a Welsh Assembly Government requirement to achieve the Welsh Housing Quality Standard by 2012, Bridgend County Borough Council explored ways of securing additional investment to improve their housing stock.**

A stock condition survey concluded that an investment of £290 million would be required to improve and maintain the housing stock over a 30 year period.

Having considered available options, it was suggested that wholesale transfer of the housing stock to a registered social landlord was the only means of securing sufficient resources to address the under-investment.

This position was supported by the 'Your Choice for Bridgend Steering Group' of tenants and residents, who worked closely with the Council to subsequently develop the transfer proposal.

In November 2002 70% of tenants voted in favour of transfer to Valleys to Coast (V2C)



V2C was established in September 2003.

V2C is the first Registered Social Landlord in Wales to be formed by the large scale transfer of homes from a local authority.

Located midway between Cardiff in the east and Swansea in the west, Bridgend has a population circa 135,000.

V2C currently manages over 6000 homes in a diverse mixture of valley and town locations. The homes are a mix of houses, bungalows, sheltered accommodation and low rise flats in the following areas:

V2C also provides management services to some 780 Leaseholders across the borough.

## Board of Management & Governance

The Board of Management is the governing body of V2C and comprises:

- 4 tenants, elected by the tenants of V2C;
- 4 members, nominated by the local authority;
- 4 independent members, recruited through an open selection and share members.

The work of the Board is also assisted by co-optees from a range of backgrounds, including a nominee from the Leaseholders' Forum.



All Board Members & Co-optees give their time on a voluntary basis and are unpaid.

In addition to meetings of the Board of

Management, sub-groups also meet on a regular cycle. Sub-groups include:

- Resources Group
- Services Group
- Audit and Remuneration Committee

Board Members have a wide range of skills, knowledge and expertise and are committed to delivering V2C's vision and its core objectives.

We welcome applications from individuals who are interested in V2C's work and wish to become a share member. Application forms are available from the Company Secretary, No. 1 Court Road, Bridgend CF31 1BE.

## Building strong partnerships

V2C is committed to working in partnership to fulfil its mission and business plan objectives.

Key partners include;

- Bridgend County Borough Council (BCBC)
- Welsh Assembly Government
- Construction Industry Training Board
- Welsh Development Agency
- JobCentre Plus

With the support of a consortium of funders comprising the Nationwide and Principality Building Societies and the European Investment Bank more than £70 million of investment is planned in the first 5 years to improve homes, services and communities.

We recognise there is a skills shortage in the construction sector in Bridgend and the rest of Wales. By working with BCBC and other national and local partners, a Building Skills Centre is being established. It is anticipated that the centre will provide construction skills training for over 35 local people every year.



V2C has established a partnership with 4 strategic contractors who will support the major refurbishment programme. The strategic contractors are:

- Lovells Partnership Ltd
- Connaught Property Services Ltd
- Dunraven Manufacturing Ltd
- Bowater Building Products Ltd (trading as Bowater Windows)

These contractors are committed to employing local labour and sub-contractors across all aspects of the housing refurbishment programme. V2C has a strong in-house direct labour force who play an equally critical role in the repair and improvement service to homes

V2C is developing innovative approaches to regeneration and community development and is committed to an inclusive approach. We are passionate about working with local tenants and residents groups, voluntary organisations and community champions.

We will also work in partnership with:

- Communities First
- Bridgend Association of Voluntary Organisations
- Bridgend Local Health Board
- Development Trusts Association