

Response of Cardiff Community Housing Association

We recognise the report as a fair and accurate representation of Cardiff Community Housing Association. It shows that CCHA has many commendable strengths and, in many ways, is a good landlord that respects its customers. We thank our Team at CCHA for all their hard work, our tenants who so willingly give their time for us, and our voluntary Board members. We are committed to improving and this report has, rightly, pointed out areas where we need to focus our attention. Prior to the Inspection we already had plans in place to address many of the issues highlighted by the Inspectors and we readily accepted the report's recommendations. We have actually already completed several of the recommendations made by the Inspectors.