

staffordshire
HOUSING ASSOCIATION



ANNUAL REPORT TO TENANTS 2017-2018

INTRODUCTION

Welcome to our 2017/18 Annual Report.

This year's report is a great summary of what we have done over the last 12 months to improve, manage and maintain your home. We have listened to customer feedback and made the report factual, informative and not too wordy! Let us know if you have any comments or questions by email or write to us at our head office (see the back page for contact details).

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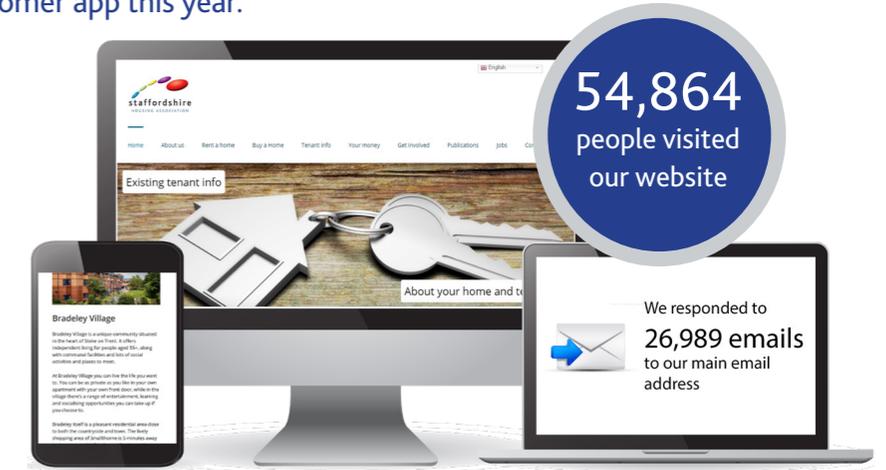
We greeted **18,510** customers in reception

We achieved our aim of answering all of our calls within an average of 15 seconds



How you contacted us in 2017/18

We had **3.5%** fewer calls and **85%** more emails than 2017. We are encouraging more digital contact and will be launching our customer app this year.



 We have **1426** Facebook followers
619 more likes this year
www.facebook.com/staffordshirehousing

 We have **2411** Twitter followers
163 more followers this year
www.twitter.com/staffshousing

Our money advice team collected **£1,014,317** in additional income or debts reduced for **246** SHA residents (£463,362 in 2016/17)

HERE TO HELP



HOUSE AND HOME

"All the SHA housing team are kind, efficient, friendly, informative and, most of all, empathetic."

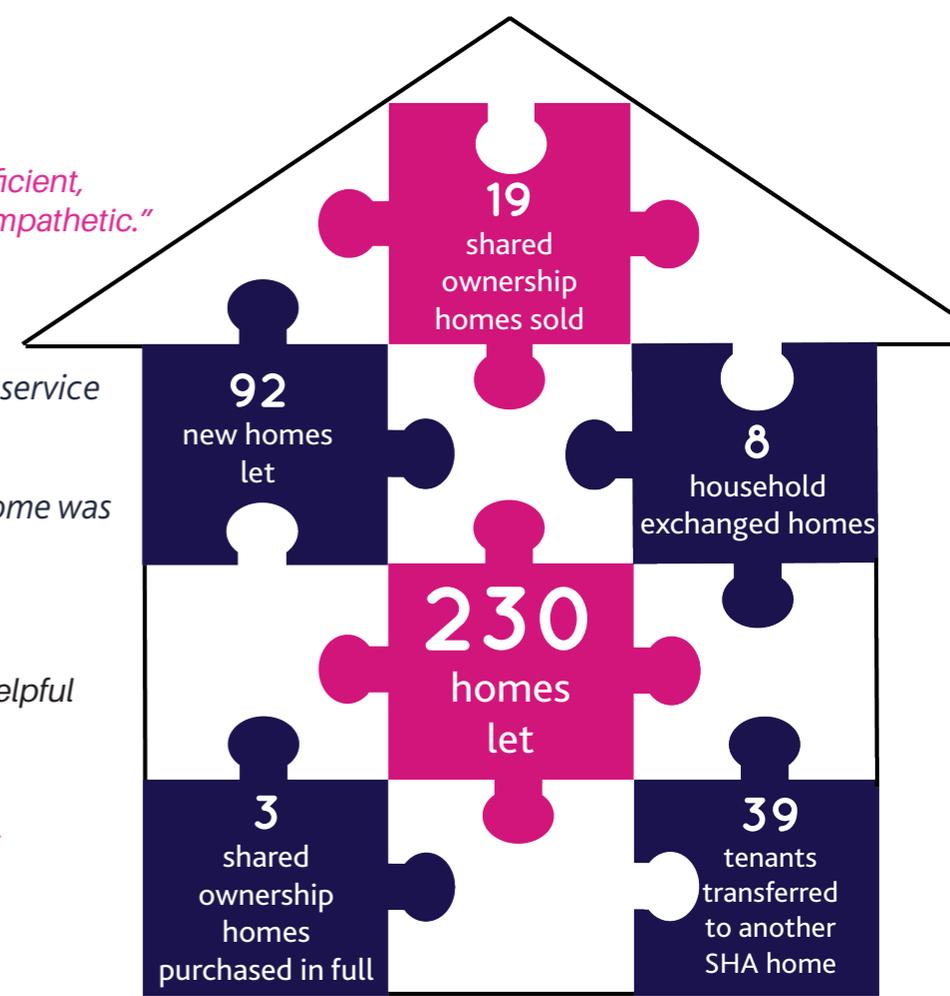
 **97%** of new tenants were satisfied with our new letting service

 Our average time to relet a home was **17 days**

"My housing officer was so kind and helpful to me and very efficient."

*"Absolutely brilliant, I love my home!"**

*Quotes taken from our customer lettings survey





WHAT WE'VE DONE

- We've updated all of our risk assessments to assure you that every measure is in place to reduce the risk of a fire.
- We're getting better value for money for our maintenance contracts by reducing the number of contractors we use in our retirement villages.

WHAT WE'RE DOING

- We've planned a five year electrical condition inspection programme for all of our properties.
- We are updating our computer software so we can hold all of our property information in one place.
- We're improving the mobile technology our building officers use so they can record repairs while out and about.

MAINTAINED & SAFE





WE RECEIVED **46** CUSTOMER SERVICE RELATED COMPLAINTS (45 in 2017)



ASB anti social behaviour

This year we have installed CCTV at two of our housing schemes and have carried out improvements to resolve individual ASB cases including installing higher fences, enhancing security with better locks and funding mediation sessions.

166 reports of anti social behaviour (ASB)
163 cases closed this year

- 1 starter tenancy ended because of anti social behaviour
- 6 injunctions granted, which order the person to stay away from SHA property or stop causing ASB
- 1 Notice issued taking legal action to recover possession of a tenant's home due to ASB.

SOMETIMES THINGS GO WRONG

“SHG listen to their customers.
We are really looked after and valued”



We arranged
220
Live and Learn
courses for
customers



We received **1178** completed **STAR** surveys.

74% of you were satisfied that we listen to your views and act on them.

16 customers contributed to the Chartered Institute of Housing's *Rethinking Social Housing* report.

3 customers took part in the housing minister's social housing roadshow.

In 2019 we will be launching our new *Customer Engagement Strategy* to ensure you have the opportunity to influence and shape the services we offer.

98 tenants got involved with mystery shopping, scrutiny panels, customer assurances groups and focus groups

YOUR INVOLVEMENT



MONEY AND VALUE



37% of tenants now pay by direct debit, giving you a hassle free way to pay and saving us time and money on rent collection.

Did you know that you can now choose a date that suits you when you pay by Direct Debit?

Rent arrears for the year were 2.42% of total rent due.

Rent loss due to empty homes was £88,874 (0.72% of rental income)

11 tenants lost their home because of non-payment of rent (7 in 2017)

We collected £9,906 for rechargeable repairs (£12,260 in 2017)

What we said in 2017/18

Continue improving the energy efficiency of homes - 90 new kitchens, 60 new bathrooms and 90 boiler replacements	We over performed on installing new kitchens (144) and bathroom replacements (62) but installed fewer boilers (73) – because many were performing well and have lasted longer than expected.
Improve the quality and experience for residents at our largest sheltered scheme and better storage for mobility scooters	We upgraded the reception area, kitchen and residents' lounge area at Bradeley Village and provided dedicated mobility scooter storage areas across the scheme.
Let homes quicker	On average, it took us 17 days to let a home in 2017/18, meeting our target. This was one day quicker than in 2016/17.
Keep schemes sustainable by making sure they work for residents	This year we focused on making sure we got the basics right; with fire safety risk assessments and investment in replacement kitchens, bathrooms, heating systems and replacement external doors all completed.
Customer Relationship Management system	We've made great progress. All of our tenancy agreements and communications are now stored electronically and the new customer contact system has been tested with a full launch due later in 2018.
Digital system helping staff access and record information when they are out on schemes	We trialled a digital system for property inspections and have invested in software which automatically updates our housing management system – its being introduced now but has taken longer to set up than we intended.
Make it easier for people to apply the homes they want	We looked at what other organisations do and a project group is developing a new system to provide 'easy, immediate access to available homes' – this will complete in 2018/19.
Customer services development programme	We found a trainer and agreed a plan but delayed the programme because of other business development priorities – we will complete this in 2018/19

■ completed
 ■ not completed/ delayed
■ good progress but not finished

WHAT WE SAID – WHAT WE DID

What we did

What we're doing in 2018/19

- 1 We will introduce a better Direct Debit payment option which allows customers to pay the rent on any date and at a frequency (daily, weekly, 4-weekly, monthly etc.) which suits them.
- 2 Supporting the Fair Deal we will introduce a new anti-social behaviour policy which sets out our expectations of acceptable and unacceptable behaviour.
- 3 As part of our digital strategy we will introduce a customer app which will enable customers who use smart phones or tablets to access information about their tenancy and report issues to us.
- 4 We will make greater use of SMS (text message) technology when we want to get a message out quickly to a group of customers such as at a housing scheme to advise them of a problem, or an action we are taking.
- 5 We will complete a number of planned improvement projects to homes which will include installing:
 - 110 kitchens
 - 55 bathrooms
 - 15 level access showers or wet rooms
 - 90 central heating boilers
- 6 We have set targets for increasing the number of safety inspections we carry out so that you can be confident your home is checked for electrical safety, asbestos and general property condition.

WHAT WE'RE DOING 2018/19



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