

staffs housing



Annual report to tenants 2018 - 2019

It's not just a home...

it's a community!

Welcome to the 2018/19 annual report and our new Staffs Housing brand.

This year's report is a special one. Not only are we going to tell you about the work we've done over the last 12 months to give you all the homes and services you expect. We're also introducing our new Staffs Housing brand and the work we do as a part of the Honeycomb Group.

Read on for everything you need to know about the calls we've taken, the repairs we've fixed and the houses we've made into homes. And when you're done let us know what you think. Any comments or questions? Just get in touch - check out the back page for details.

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Our new look

We've been on an exciting journey and invested in a project that has looked at how we tell the story of our organisation and present the different parts of what we do to customers and partner organisations.

We found that our Staffs Housing name was valued, respected and recognised. We just needed to freshen it up and officially call ourselves Staffs Housing, like most of you already do!

We also found that our current Group model was confusing and that customers, partners and staff struggled to explain what all of our brands collectively did. The changes we have made mean we are clearer about all of the things that we do, what we stand for and the promises we make to our customers.

So Staffs Housing is a part of Honeycomb Group and this is what we look like:



HONEYCOMB
GROUP



Turn over to find our more on our brands and how we all work together as Honeycomb Group.



Champions for happy homes

We're Honeycomb Group - a team of social-minded brands championing happy homes in our region by providing homes and services and support, which help people across Staffordshire and its surrounding areas feel secure, connected and confident.

www.honeycombgroup.org.uk



Quality affordable homes built around you

Staffs Housing is a leader in providing quality affordable housing in Staffordshire, Cheshire and the surrounding areas, ensuring there are no barriers to home-seekers finding a place they're proud to call home.

www.staffshousing.org.uk



The heart of change

Glow is a charity brand on a mission to end relationship abuse, campaigning for change and providing support throughout Staffordshire and its surrounding areas. Through a full-circle approach, Glow seeks to address the issues from every angle, ensuring that no member of the community is vulnerable to an abusive relationship.

www.findtheglow.org.uk



MAKING HOMELESSNESS HISTORY

Concrete is a local charity brand, support network and campaigner leading the fight to erase homelessness in Staffordshire and its surrounding areas. Through a community-led approach, Concrete helps those without a plan, without a voice and without a home build concrete futures by tackling the underlying issues that keep people from finding a secure home of their own. The future is Concrete.

www.thisisconcrete.org.uk



Bringing your home to life

Revival is the local home improvement and support specialist, providing Stoke-on-Trent, Staffordshire and its surrounding areas trusted home repairs, improvements, adaptations, expert advice, and a range of friendly wellbeing services to ensure everyone is happy in a home they love. No matter your need or circumstances, our trusted team can help bring your home to life.

www.thisisrevival.org.uk

We take our customer relationships seriously. These are the promises we have made to all Staffs Housing customers.

We're real



Finding and maintaining a home can be stressful. The last thing you want is a 'sugar-coated' experience. We promise to just be ourselves and talk to you person-to-person. We'll be there to laugh with you, to handle the tough times, and to make it enjoyable.

We're supportive



We're here to help connect you to a new home and build a solid platform to continue your property journey. Our range of customer support services ensures you've got the tools and advice you need to settle in, manage your finances and enjoy your new home.

We're reliable



Building trust with our customers is our #1 focus. We talk straight, we're honest throughout the process and we always ensure we keep our promises to you. We've got your best interest in mind so you can depend on us.

We're current



Your needs are always changing and so are we. We're working hard to ensure you always get the best housing, the best service and the best experience. We're embracing new technology, new solutions and new processes to make searching for and settling into your new house simple.

Growth in Homes for Rent

During 2018/19, we completed **23** new homes for rent in Stoke, Crewe and Sandbach. We also bought **59** tenanted homes from Bromford in Staffordshire Moorlands.

Looking ahead to 2019/20, we are due to complete **49** new homes:

10 homes in Blurton, Stoke-on-Trent

20 homes in Dresden, Stoke-on-Trent

19 homes in Leighton, Crewe



“ *I moved to Stoke on Trent for my job and I needed a home. Everything was done so quickly and I have a very good housing officer.* **”**

House and Home

97% tenant satisfaction with our letting process

Our average time to re-let a home was

21 days

(Our target was 17 days)

£880,336

of additional income or debts reduced was achieved by our money advice team for customers

“ *Our housing officer was wonderful to deal with. She is conscientious and wastes no time getting the job done.*

”

“ *I am very happy in my new home and found the services of all staff very good and caring.* **”**

264
homes let

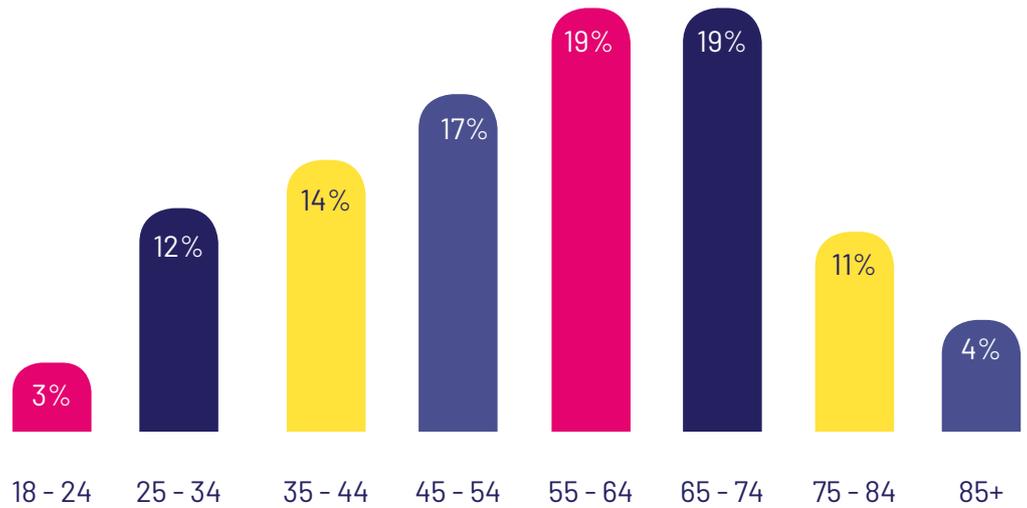
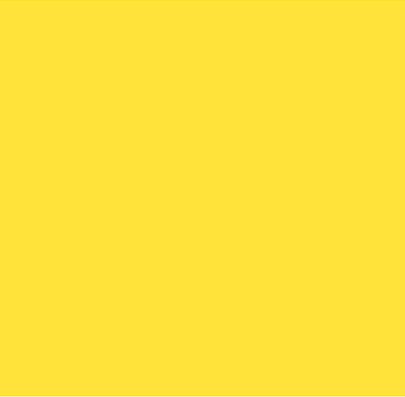
22
shared ownership homes sold

34
tenants transferred to another Staffs Housing home

5
shared ownership homes purchased in full

9
households exchanged homes
(mutual exchange)

Our Customers



Ages of Staffs Housing tenants

Our Homes

3,045 homes managed

741

Rented houses

438

Flats & bungalows for over 55s

868

Rented flats

179

Supported housing homes

223

Leasehold/shared ownership homes

33

Market rent homes

437

Sheltered & extra care homes

13

Properties managed for others

113

Keyworker homes



52%

of rented homes have one bedroom

39%

have two bedrooms

9%

have three bedrooms or more



Health and safety

- Our Quality Building Officers visited our schemes every three months to inspect their condition, check safety and identify and fix any hazards.
- All our schemes had up to date fire risk assessments and improvement plans where needed.



We completed **7,589** responsive repairs, that's around 146 a week.

88% customer satisfaction with our day to day repairs service.

In 2018/19:

100% of schemes had up to date fire risk assessments

100% gas safety checks had been completed

99.4% of homes had electrical wiring inspection reports

94.5% of priority asbestos inspections completed

100% of relevant schemes had up to date Legionella risk assessments and testing

Maintained and Safe

We spent a total of **£3,229,500** on repairs, maintenance and improvements

£1,197,900

on day to day repairs and preparing empty properties to let

£2,031,600

on improvements and safety checks

Equivalent to
£1150

per rented home

What we're doing

- Developing our ICT systems so we can make better use of our property information and improve planning for improvement works.
- Increasing the number of safety inspections we do to your homes.
- Continuing to invest in energy efficient heating that will help you pay less for your fuel bills.



In 2018/19, we installed:

114 kitchens

53 high efficiency boilers

56 bathrooms

68 energy efficient electric heating systems

Your involvement

97

tenants got involved with activities such as testing our services (*mystery shoppers*) attending meetings to give feedback (*focus groups*), and discussing performance and areas for improvement (*assurance group*)

Examples of how you've made a difference

We've made changes to make sure empty properties are all prepared to a same standard (*mystery shoppers*)

We've taken steps to explain more of the non-housing activities we are involved in (*customer focus groups*)

We've written this Annual Report and included content suggested by customers (*customer consultation group*)

We've made changes to the way we collect feedback after repairs (*customer assurance group*)



Involvement tenants have also helped us with the rebranding process

- You told us what you thought about Staffs Housing and what is important
- You told us what you expect to see on the new website
- And you advised us on how to explain the changes we are making

We'd love to hear from you

If you'd like to get more involved, contact Katie or Jo in our customer engagement team.

We arranged

257 Live and Learn courses for customers

87 wellbeing courses

85 vocational skills

75 interests and hobbies

10 computer courses

In 2018/19 we reviewed our plans for engaging with customers and we will be making improvements and trying new involvement approaches during 2019/20.

Get in touch if you'd like to take part in our Live and Learn courses.

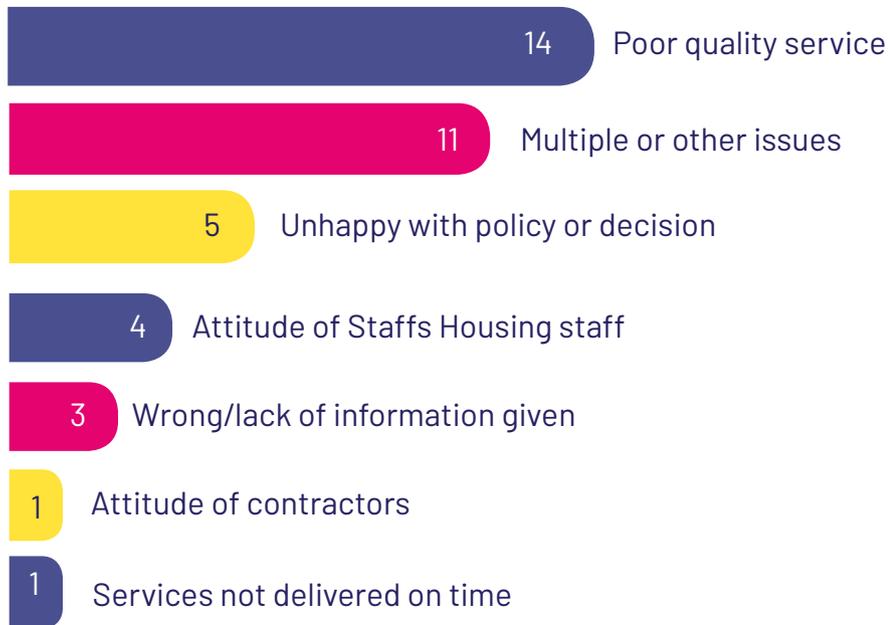


**Sometimes
things go wrong**

What we've learnt from your complaints

- Keep customers informed, even when nothing is happening, to show we are still working on the issue.
- Give advice on how to manage condensation in your home.
- Make sure customers know that we insure the building, but they are responsible for contents.
- Make sure we look at wider impacts of repairs problems and see if it affects similar properties.

We had **42** complaints in 2018/19



81% of complaints were resolved at the first stage in the complaints process (*within 10 working days*)

22 complaints were upheld (*we agreed with the complaint*)

20 were not upheld (*we disagreed and explained why*)

ASB Anti Social Behaviour

This year we have installed CCTV in another one of our schemes and put up fencing and lighting to make sure more customers feel safe at home. It's really important to us that the schemes you live in are clean and tidy too so we carried out a tidy up day with some of our residents, staff and partners at Priory Road in Stone. Get in touch if you'd like to do something similar in your area.

82 new cases of anti social behaviour dealt with (ASB) (*166 in 2017/18*)

5 starter tenancies ended because of anti social behaviour (*1 in 2017/18*)

4 Notice issued taking legal action to recover possession of a tenant's home due to ASB. (*1 in 2017/18*)



Money and Value

Where our income came from and how we used it.

Our total income in 2018/19 was **£18.4m**

This was mainly from rents, services charges and shared ownership sales.

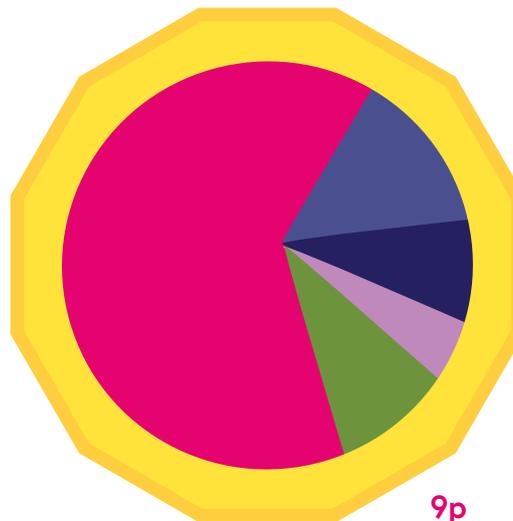
Every pound is invested in repairs, improvements, new homes and covering business costs.

We are a not-for-profit business, and for more detailed information check out our annual accounts published on our website.

Income

Where each £1 of our income came from

63p
Rent



15p
Property sales

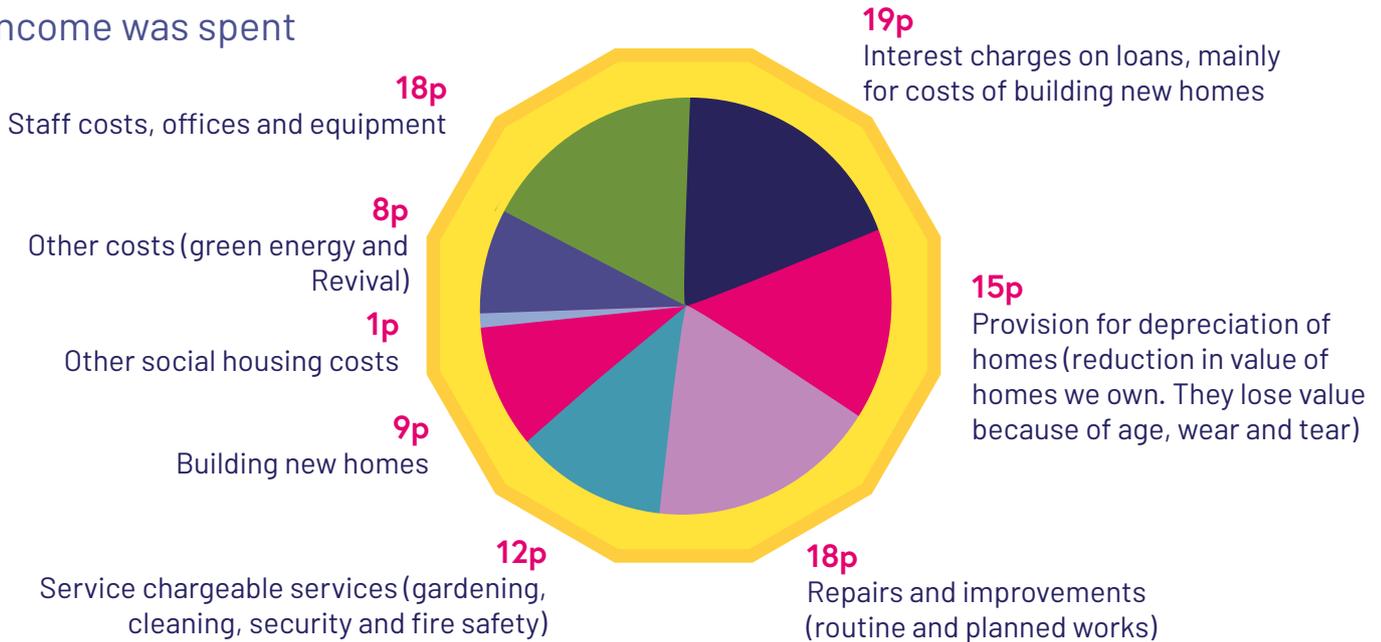
8p
Service charge income

5p
Other social housing income

9p
Other income (green energy
and Revival)

Expenditure

How each £1 of our income was spent



39% of tenants now pay by direct debit, giving you a hassle free way to pay and save time and money on rent collection.

Our target is for most tenants (over 50%) to pay this way.

1.85% of rent due was outstanding (rent arrears) compared with 1.95% in 2017/18.

Our target was for rent debt to be below 2.5% of rent due.

We lost **£95,000** (0.79% of social rent income losses) because of empty homes.

This was £4,600 more than our target.

9 tenants lost their homes because they didn't pay their rent (11 in 2017/18).

Our target is no rent evictions because of rent debts.

We collected **£17,102** for rechargeable repairs - compared with £9,906 in 2017/18

What we said - what we did



We'll introduce a new Direct Debit system

Our new system means you can now choose which date you pay your rent and how often you make payments.

We'll create a customer app to make it easier for you to contact us

We're currently developing our customer app for customers who use smart phones and tablets. You'll be able to download it next year.

We'll get all our staff trained in customer service

We're currently running the customer services training programme with all our front line staff. The rest of our staff will be taking part in the course in 2019/20.



We'll update our Anti-Social Behaviour policy

Our updated policy includes our Fair Deal and incorporates guidelines brought in by the government.

We'll use more text messages to let you know quickly if there's a problem or any actions we are taking.

We've been using texts to let you know when there's problems with TV aerials, communal heating or power cuts in the area. We also send regular updates from when an issue has been reported right through to when it has been resolved.

We'll complete planned improvement projects to homes which will include installing: 110 kitchens, 55 bathrooms, 15 level access showers or wet rooms and 90 central heating systems.

This year we have installed:

- 114 kitchens
- 56 bathrooms
- 15 level access showers or wet rooms
- 53 central heating systems or boilers replaced
- 68 electric storage heating systems replaced

We'll increase the number of safety inspections we do in our homes for electrical safety, asbestos and general property condition

Our Quality Building Officers visited our schemes every 3 months to inspect their condition and identify and sort out any hazards. We also carried out 649 electrical safety inspections.



What we're doing in 2019/20

1

We will test and introduce a new lettings system, so customers can search for and rent our homes easily, at a time that suits them

2

We will improve the way we collect your feedback about repairs and maintenance so that we respond quickly and learn from customers straight away

3

We will introduce safe storage facilities at West End Village for mobility scooters to ensure we comply with fire regulations

4

We will improve our catering services at West End Village, Rowan Village and Bradeley Village

5

We will introduce new technology which will improve the way we collect information on our properties, so we can improve our planning for improvement programmes

6

We will continue to invest in improvements, by replacing or upgrading:

109 kitchens **65** bathrooms **70** boilers **15** adapted
bathrooms **74** electric
heating systems

7

Improve fire safety in housing schemes by upgrading fire doors and safety systems where needed

8

Reduce the time it takes to let homes to an average of 17 days

9

We will build 49 new homes

10

We will resolve more complaints at the first stage (within 10 working days)



Here to help

How you contacted us in 2018/2019



01782 744533

We answered **42,442** calls, most of those were within **15 seconds**.



www.staffshousing.org.uk

We had **42,173** visitors to our website



308 London Road,
Stoke on Trent, ST4 5AB

We welcomed **14,467** visitors in our reception



www.facebook.com/staffordshirehousing

We had **445** more likes on Facebook and our posts were seen by over **158,500** people.



hello@staffshousing.org.uk

We responded to **32,119** emails to our mailbox address



www.twitter.com/staffshousing

We welcomed **343** new followers on Twitter

We're open from 8.30 - 5.30 Monday to Friday.

Email us: hello@staffshousing.org.uk

Call us: 01782 744 533

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Staffs Housing is a part of the Honeycomb family:



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glow

