



# Tenants ANNUAL REPORT 2017

[WWW.SHROPSHIREHOUSING.ORG.UK](http://WWW.SHROPSHIREHOUSING.ORG.UK)



## Introduction

Each year we report to all our tenants on the standards set out by our regulator, the Homes and Communities Agency.

These standards are set out under seven headings, which are:

1. **Tenant Involvement and Empowerment**
2. **Home**
3. **Tenancy**
4. **Neighbourhoods and Communities**
5. **Value for money**
6. **Governance and Financial Viability**
7. **Rents**



We also keep you updated throughout the year on activities we are doing through the tenants newsletters and use colour coded stickers to tell you which standard they apply to.

## New Era, New Name

With the merger of Herefordshire Housing and Shropshire Housing Group, a new name has been decided upon. The Group will now be called Connexus.

Each housing association within the Group will keep its own individual branding, but the Group's identity has changed.



# Connexus

People > Places > Partnerships





# Tenant Involvement and Empowerment

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The standard covers customer service, choice and complaints, involvement and empowerment and understanding and responding to the diverse needs of tenants.

The association has a clear complaints policy and offers a range of choices on how to make a complaint. As part of improving our services, the housing association has an online form where anyone can report a repair at any time without having to login. We also have online forms for many other queries including requesting permission for a pet, making a complaint and reporting anti-social behaviour.

## PERFORMANCE INFORMATION

**97.1%** Complaints dealt with in target time



In the last year the Tenants and Residents Improvement Panel (TRIP) has reviewed Customer Service and the Assets team's planned investment programme.

In their review of Customer Services, TRIP found that delivery of customer service by the two teams, general enquiries and repairs reporting, was very good. TRIP reported that the teams worked well under pressure and were

dedicated to the service. TRIP made 16 recommendations for improvement of the service. These highlighted how internal communication between officers responsible for services and the customer services team could be improved.

TRIP also reviewed the asset management service and how planned maintenance is delivered to tenants. Planned maintenance includes replacement of kitchens and bathrooms, along with external painting and other programmes. TRIP found that the assets team were professional and the plan

of investment is delivered in a logical way. Recommendations included asking tenants if they have experienced any problems with the products supplied and increasing communication with the customer services team, who often deal with initial queries.







A recommendation of a previous TRIP review was the introduction of grounds maintenance inspectors, made up of tenants who receive this service. The feedback from inspectors is looked at and acted on by the grounds maintenance contract monitoring team.

# Home

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The Home standard covers quality of accommodation and repairs and maintenance.

In the last year the organisation has spent £3.4m on improving homes throughout Shropshire and north Herefordshire. This was how it was spent:




	Kitchens	152
	Bathrooms	105
	External doors	152
	Roofs	37
	A rated heating boilers	164
	Air source heat pump systems	36



## Repairs

The organisation has changed the way it schedules repairs. This means that we have been more efficient and effective in the way we schedule repairs, allowing operatives to complete more jobs in a day and enabling other operatives to be transferred to other works areas. The four area teams work on a four week cycle.

## PERFORMANCE INFORMATION (at 31.03.17)

SSHA	 Better performance than last year
MMHA	 Worse performance than last year
	 Same performance as last year



Emergency repairs completed in target %



Average time to complete a repair (days)



Appointments kept %



Properties with a current gas safety certificate %

## Tenancy

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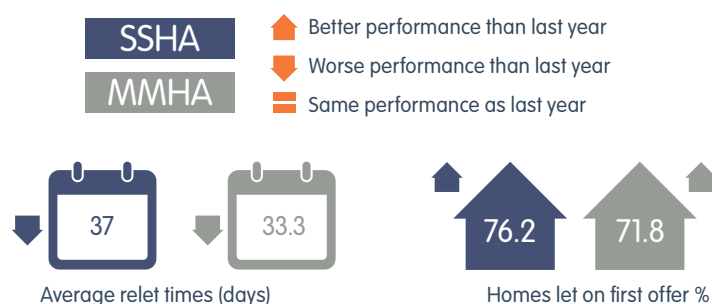
**This standard covers allocations, mutual exchanges and tenancy management.**

In the last year we have relet 377 homes to new and existing tenants wishing to move to a different home. The best way to move to a new home is through mutual exchange. Twelve tenants also moved to a new home through mutual exchange. Shropshire HomePoint run a mutual exchange service for tenants who wish to find someone else to exchange with.

We are working with all members of Shropshire HomePoint to improve their service to you, and have begun to ask tenants leaving their current homes what we can do to improve them.



### PERFORMANCE INFORMATION (at 31.03.17)



## Neighbourhoods and Community

**The standard covers neighbourhood management, local area co-operation and anti-social behaviour.**

We consult tenants at a local level to set priorities for the local surroundings. These priorities then form the neighbourhood plan for that area. There are now neighbourhood plans for over 20 areas and we are continuing to complete more this year. We also consult tenants on changes to communal services, such as grounds maintenance services.

The organisation works with other partners in local areas including Local Joint Committees, Shropshire HomePoint and Shropshire Council's Strengthening Families team to ensure the opinions and voices of our tenants are heard at the highest level of local decision making.

The housing association takes anti-social behaviour seriously and works in partnership with the Safer Stronger Communities Partnership, and we are also members of the Domestic Violence Forum.

You can also report anti-social behaviour on our website at any time.

[www.shropshirehousing.org.uk/asb](http://www.shropshirehousing.org.uk/asb)

For information and help with domestic abuse, visit [www.shropsdas.org.uk](http://www.shropsdas.org.uk)

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### Community Development Fund

This year the Community Development Fund has continued to support local community projects with over £48,000 worth of funding handed out to many different community projects across Shropshire.

Projects supported this year have included:



Dementia friendly film screenings

£2500 for Wem Town Hall for dementia friendly film screenings. Classic films are shown with comfortable sounds levels, warm lighting, and an interval with tea and biscuits.



The Get Together Fridays craft group

£1600 for Get Together Fridays craft group at the Rocksring Centre, Ludlow. The group aims to develop confidence and practical skills for the members.

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## Value for Money

**Value for money is not just about saving money, its about using it wisely to provide good value services for tenants. This year examples have included:**

**£760 saved** on training a member of staff to deliver first aid training throughout the organisation, replacing the need to pay other companies to provide this training.

**£2,452 saved** on restricting the types stationary that could be ordered through the online suppliers catalogue.

**£716.25 saved** over 6 months by changing suppliers of tiling corners and trims for kitchens and bathrooms in tenants homes.

**£8378.00 saved** since January 2015 on tracing former tenants for arrears ourselves, rather than using an agency

## Governance and Financial Viability

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**We follow the National Housing Federation's Code of Governance which sets out standards for how we run our organisation. We currently comply with the main points of the Code.**

We are also assessed by the Homes and Communities Agency. We currently have the highest possible rating for governance, G1, and a V1 for financial viability, also the highest rating.



# Rents standard



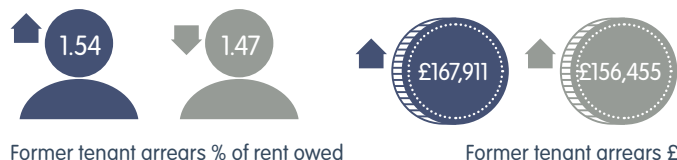
**Rent is set in line with our rent setting policies. These policies are decided in accordance with Government guidelines. Currently this means that most rents in the social housing sector will reduce by 1% for four years. 2016/2017 is the second of those 4 years.**

To be fair to all tenants, we set rents at levels that can be afforded by households in low paid employment. Rents are set at a level that makes sure we cover the costs of repairs and maintenance of the properties, the management of tenancies and loan repayments for the original cost of the buildings.

## PERFORMANCE INFORMATION (at 31.03.17)

SSHA  
MMHA

- ▲ Better performance than last year
- ▼ Worse performance than last year
- ▬ Same performance as last year



## EQUAL OPPORTUNITIES STATEMENT

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of age, disability, gender reassignment, marriage & civil partnership, religion or belief, race, sex, sexual orientation or pregnancy & maternity. This document is also available in:



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