



Summer Newsletter

Customer Conference

“Have Your Say!!”



Join us at your annual Customer Conference, find out about how we have delivered services to all our customers in the last 12 months, and hear about and have your say on what HHA plans for the future months and years. The meeting will be an informal get together and discussion and will be held on:

Wednesday 7 September

at

The Welcome Centre, St Andrew’s Church, Starbeck.

Please come along at a time that suits you at either

11am–1pm or 5pm – 7pm, buffet and refreshments will be served.

Please confirm your attendance by contacting 01423 884018 or by emailing

info@hhal.org.uk

Tenancy Audits



Frances and Richard your Housing Officers are busy setting up your tenancy audits. Just to remind you these visits are a chance for us to keep our records up to date, as well as ensuring the information we hold about your home is in line with our stock survey.

New Developments , New Spaceys !



In July 2016 HHA took *Spacey Houses* ownership of a small development of two 1 bedroom flats and one 2 bed house for affordable rent and a 2 bed house for sale on a shared ownership basis. By working with Harrogate Borough Council, HHA are able to provide much needed homes for local people in Pannal. All rented properties have been let to customers. If you are interested in the shared ownership property please look at the Harrogate Borough Council website under affordable housing.

More development due..... In 2017 HHA will also be acquiring 22 new homes for affordable rent and shared ownership in the village of Hampsthwaite. These new homes will be offered through Harrogate Borough Council to applicants who can demonstrate a local connection to Hampsthwaite. This opportunity helps HHA support the provision of 2,000 affordable homes that are being developed in the Harrogate District

Universal Credit

The roll out of Universal Credit to the majority of qualifying households in Harrogate commenced on 29 June 2016. If you are affected by the changes to your benefits and require support to access your on line account, then please call into our office or contact us and we will be happy to help you.

Are you satisfied ?



HHA will be carrying out a customer satisfaction survey in the Autumn to gauge how you feel about the services you receive from us and our contractors. Please look out for this survey and please help us work with you to make sure we provide you the best level of service by submitting the form.

Applegarth Homes and HHA join together.



Following a recent consultation with customers of Applegarth, the Trustees and the board of HHA it has been agreed that Applegarth Homes will become a subsidiary of Harrogate Housing Association. This process will take place over the next 6 months.

This will mean that Applegarth will retain their individual identity but be safe in the knowledge that they have the financial security which comes with being attached to a larger association.

You may know that HHA currently provide management services to the customers and Trustees at Applegarth, so customers will see no difference in the service provided to them.

Changes and new faces in the office



There have been a couple of changes in staff at the office that we thought you may be interested in :-

Ben Hunter Apprentice Admin Officer - Ben has been successful in getting a full time position at Debenhams and has decided to pursue a career with them and we wish him all the best in the future. We are hoping to recruit another apprentice to the administration role as soon as possible.

Frances Thornton Housing Officer- We are pleased to advise you (if you didn't already know) that Frances is expecting a baby in November this year. We will be recruiting a housing officer to cover for her maternity leave shortly.

Sandra Bottomley Finance Assistant - As many of you know Debbie Herridge left the Association in February 2016. In April we were fortunate to recruit Sandra into the Finance Assistant role. Sandra previously worked at the cash office at Sainsbury's and is a welcomed new member to the team.

History of Applegarth Homes

Applegarth Homes was built in 1939 by Miss Jane Birdsall Walker in memory of her parents.

In 1962 Applegarth Homes become a Alms-house charity. There are 10 flats and customers must be over 60 years of age and live within the former West Riding of Yorkshire to be eligible for the scheme.

Insulation

Earlier this year the Association had been working with a cavity wall and loft insulation contractor to survey our existing properties on levels of insulation currently provided and to recommend properties that could benefit from any additional provision.

The contractor has not been able to provide us with details of properties where we could utilise this work, as the majority of our properties are very well insulated. We will continue to work to find energy saving incentives that will benefit you.



Website

Have you visited our website www.hhal.org.uk? There are lots of interesting articles and information about Harrogate Housing Association on there including a new way to pay your rent through Allpay.

CUSTOMER ANNUAL REPORT 2016

Each year we like to inform our customers about how we have worked over the last 12 months to improve our performance and the service we have offered to you.

Like most other Associations we are always looking at how we continuously improve what we do with the new challenges and opportunities that face us. I am sure that we can continue working with you to deliver more improvements in the next 12 months.

We have highlighted below some of the key pieces of information on our performance for you.

YOUR HOME

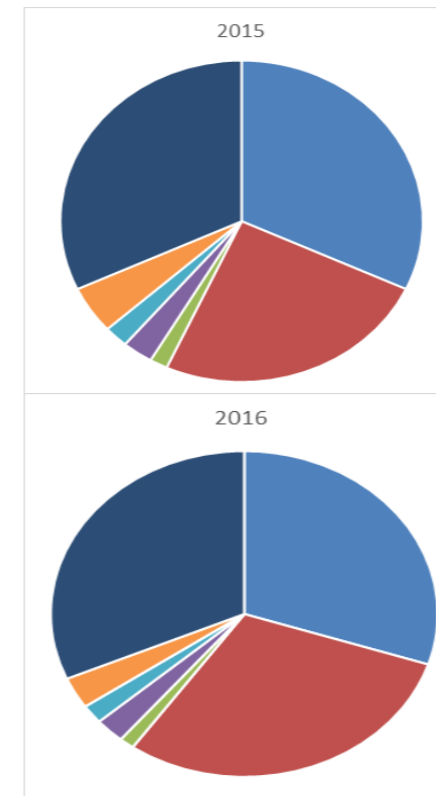
Service Area	Performance up to 31/3/15	Performance up to 31/3/16	
Customers satisfied with the way the repair was handled	98%	99%	😊
Customer Repair completed at first visit	98%	100%	😊
Percentage of all repairs completed on time	80%	98%	😊
Gas Safety Certificates	100%	100%	😊

YOUR TENANCY

Service Area	Performance up to 31/3/15	Performance up to 31/3/16	
Re Letting of empty properties (average)	11 days	5 days	😊
Current Tenant Arrears (CTA)	£12,568	£11,441	😊
CTA as a % of the rent due to be received	1.48%	1.22 %	😊
Former Tenant Arrears (FTA)	£14,571	£16,587	😞

At HHA our income comes from the rents that we charge you. We try and manage this money in an efficient, effective and value for money way. Over the last 12 months we have worked hard to improve our performance and deliver value for money. In the window and doors contract we were able to gain savings by procuring one contract rather than ad hoc replacements. The focus continues to be working to recover debts that are owed to us.

HOW DO WE SPEND YOUR MONEY?



- Staff costs
- Legal, professional and audit
- Computer systems
- Interest
- Repairs/improvements
- Insurance
- Other costs

As you can see from the charts the Association's main areas of spend are staff, repairs and interest payments. There has been an increase from last year on the repairs spend which demonstrates the investment that the Association has made in its existing properties, we know this is a key priority for our customers. Staff provide customer service and manage the Association. Interest payments are paid on loans to purchase new properties and enables us to provide homes for more people.

RENT COMPARISONS – PROVIDING VALUE FOR MONEY?

	2 Bedroomed House per week* (average)	3 Bedroomed House per week* (average)
Private Rented	£183	£200
HHA Rented	£98	£120

*Zoopla 2016

We have compared the rents of the properties that we charge for your home and those on the private rented market. It is interesting to see the difference for similar type properties in the same type of locations.

Planning Ahead

As part of our drive for continuous improvement we are looking at planning more works and getting better deals that are competitively priced. We can re invest any savings that this generates into your home. We are working on a 5 year plan to maintain and improve our existing stock.