

Customer Conference Continued investment in Find out what's going on!



We will soon be arranging our Annual Conference to meet you and tell you what has been happening at HHAL and also what plans are in place for the future. Come along and join us for a light lunch and a cup of tea and get "in the know". Meet us on

**WEDNESDAY 11 OCTOBER 2017
AT 12PM**

10 HIGH STREET HARROGATE

Look out for your invitation to the meeting. You can also contact Angela on 01423 884018 or Lisa Saltiel, Chair Customer Liaison Committee on clc@hhal.org.uk, to confirm you will be coming or find out more.

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 :-

Mo Mather Admin Officer - Joined us in July and has over 20 years of experience in working in large administration departments.

Frances Thornton Housing Officer- Will be returning back to work in January 2018. Frances will come back 4 days a week.

Bharat Mistry Housing Officer, Bharat started with us in July and will cover Frances's maternity leave until her return in January. Bharat has worked in housing for over 20 years in various organisations throughout the North East.

Neil McFarlane Housing Officer, Neil has now finished his contract with us and left on 28 July.

Michelle Culpin Finance Assistant- started with us in March and has over 17 years of working in finance with the NHS.

Continued investment in customers homes.

HHAL have been working to improve the quality of homes for customers. In the last financial year we invested £165,000 in homes. This included kitchen replacements, window replacements and re roofing. This year we have already started investing by carrying out works that customers have told us are very important to them. We are on track to invest a further £115,000 in your homes.

Here are some of the improvements we have carried out over the last 12 months.

Avenue Grove Window Replacement



Franklin Mount Window Replacement



Kitchen Replacements



As part of how we plan for future investment we will be undertaking a Stock Condition Survey later on in the year. This survey will provide useful information on the condition and expected replacement cycles of the main elements of your home. These elements include, bathrooms, kitchens, heating and window replacements.



Summer Newsletter

Latest Customer Satisfaction Survey What You Think Matters !!

In October 2016 we commissioned Acuity to carry out a satisfaction survey on the services we provide for you. We carry out this survey about every 3 years and aim to improve on the parts of the service that matter to you. Thankyou for your responses, this year we received a response rate of 53%. The survey demonstrated that overall satisfaction with the services provided by HHAL (Harrogate Housing Association) has improved since 2013 from 72% to 87%. Below are some of the results in key areas :-

Repairs and Maintenance

Overall satisfaction with the service = 77%
Satisfied with the last repair = 81%
Ease of reporting a repair = 82%
Repair done right the 1st time = 63%

Perceptions

HHAL provides an efficient & effective service = 78%
Satisfied with the quality of your home = 87%
Satisfied that the rent provides for value for money = 87%



Customer Service

Those satisfied with the overall experience at last contact = 80%
Easy to contact HHAL = 89%
Kept informed of progress = 68%
Satisfied with the final outcome of contact with us = 71%

Communication and Information

Satisfied that HHAL keeps you informed = 82%
Satisfied that you have an opportunity to make your views known = 77%
HHAL listens to your views and acts on them = 64%

Working with customers we have developed an action plan to continually improve our service to you. If you would like to get involved in doing this then please contact us on 01423 884018 or Lisa Saltiel, Chair of the Customer Liaison Committee by emailing clc@hhal.org.uk

CUSTOMER ANNUAL REPORT 2017

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 31/3/16	Performance up to 31/3/17	
*Customers satisfied with the way the repair was handled	99%	100%	😊
*Customer Repair completed at first visit	100%	100%	😊
Percentage of all repairs completed on time	98%	99%	😊
Gas Safety Certificates	100%	100%	😊

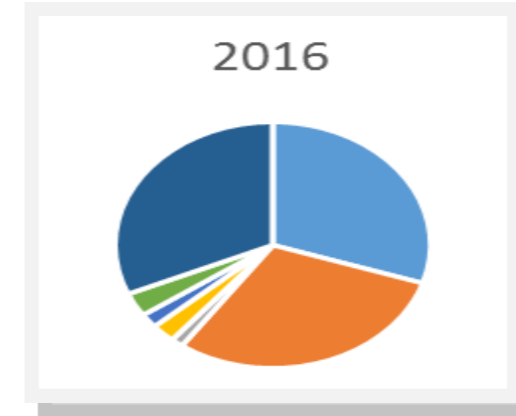
* Call back surveys

YOUR TENANCY

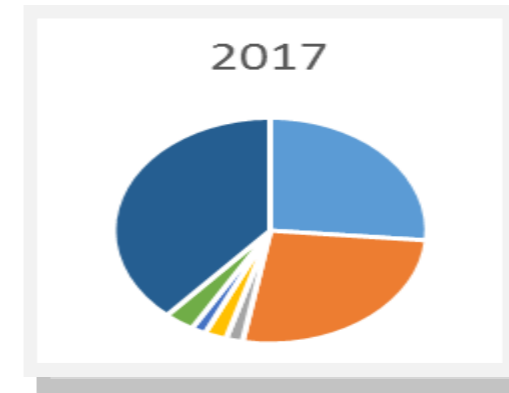
Service Area	Performance up to 31/3/16	Performance up to 31/3/17	
Re Letting of empty properties (average)	5 days	7 days	😞
Current Tenant Arrears (CTA)	£11,441	£11,273	😊
CTA as a % of the rent due to be received	1.22%	1.2 %	😊
Former Tenant Arrears (FTA)	£16,587	£16,518	😊

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



As you can see from the charts the Association's main areas of spend are staff, repairs and interest payments. There has been a slight decrease from last year on the repairs spend. HHA are continuing to invest each year in repairs and improvements in your homes as we know this is important to you. 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	£167.00	£183.00
HHA Affordable Rented	£124.62	£133.85

*Zoopla 2017

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 aim to publish the 3 year plan on our website – www.hha.org.uk