

Stock Condition survey. What happens next ?



You may be aware that we commissioned a stock condition survey for our older properties early this year. We have recently received the detailed information back from the surveyors that will enable us to plan for future improvements to our properties. Once all the data crunching has been completed we will be able to set out a plan of our work over the next couple of years.

Fire safety matters



Since Grenfell most Housing Associations have reviewed their approach towards all aspects of fire safety. Those customers with internal shared communal areas, seeing the most change. Each scheme will now see weekly fire checks and monthly emergency lighting tests and there are restrictions on the storage of items within these communal spaces. We have provided the evacuation procedures to be used in case of a fire emergency. Our Fire Safety Policy is available to view on our website www.hhal.org.uk. For all customers if a fire starts in your home you should

➡ **GET OUT**

➡ **STAY OUT**

➡ **CALL THE FIRE BRIGADE OUT**

Debt Relief Orders (DRO)

A Debt Relief Order (DRO) is an order made by a court when the court agrees that an individual can't afford to pay their debts. If awarded these debts are written off, there are qualifying conditions that will need to be satisfied in order for the DRO to be awarded. If any debt to HHA is included then if you are a joint tenant we can still pursue this debt for the amount outstanding from the joint tenant

If you are awarded a DRO HHA can still pursue action against you for the possession of your home as you have broken a condition of your tenancy, whether you have a current court order against you or not. Anyone struggling to pay rent should contact us on 01423 884018.

Office Refurbishment

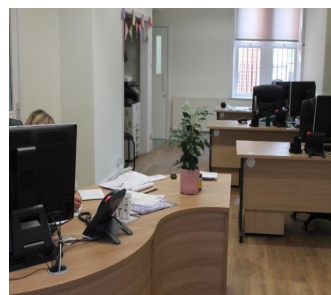
If you haven't been into our office on High Street recently you may not have noticed that the office has had a bit of a makeover recently.

It was felt that the old office layout was not as welcoming to our customers as it should be and sometimes felt quite restricted when people wanted to come in and talk to us.

The new layout of the office was completed in March 2018 after 3 weeks of works to knock down the partition wall and create a more open and accessible reception area and office. We hope that all our customers think that it is a great improvement on the old office. Below are the pictures of the old and new office layout.



Before



After

Welcome to Applegarth Homes

In October 2017 Applegarth Homes joined with Harrogate Housing Association. In a seamless transition residents should not have seen any major changes to the service they have always received from Harrogate Housing Association. This will be residents' first newsletter and I hope that you all find it informative and useful.



CORE lettings information

You may recall that when you signed up for your home we filled in a "CORE" form where we asked you a few questions. Under GDPR we need to let you know about the data collection. Please check our website www.hhal.org.uk under news and events.



Summer Newsletter

Customer Conference

"Have Your Say!!"



Join us at the annual Customer Conference and find out how we have delivered services to all our customers in the last 12 months. 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 26 September 2018

at 12pm– 2pm

In the Burton Room,

10 High Street, Starbeck.

Please confirm your attendance by contacting 01423 884018 or by emailing

info@hhal.org.uk

Privacy Policy

On May 25 2018 the General Data Protection Regulation (GDPR) came into law and organisations such as ourselves MUST comply with this new legislation. You will find with your Newsletter a copy of HHA's Privacy Notice. It describes how we use the personal information we collect about you or that you provide to us. Our aim is to ensure our policy is clear and remains compliant and transparent.



New Developments

1. Hampsthwaite



2. Bishop Monkton

1. Grange Park, Hampsthwaite

In April 2018 HHA took ownership of 10 homes on a popular new development in Hampsthwaite. The homes are a mixture of 1, 2 and 3 bedroom houses for rent with 2 of the 2 bed roomed homes available on a shared ownership basis. By working with Harrogate Borough Council, HHA are able to provide much needed homes for local people in Hampsthwaite. All rented properties have been let to customers and there will be a further release of 12 homes in the months ahead for those with a local connection to Hampsthwaite.

2. Bishop Monkton. We shall shortly be acquiring 3 out of our 6 new homes on the development. The properties include homes for rent, and 2, 2 bed homes for shared ownership. There will be a mixture of 1, 2 and 3 bed roomed homes on the site. These new homes will be offered to applicants who can demonstrate a local connection to Bishop Monkton. The remaining 3 properties will be handed over to us by the Developer later in the year.

CUSTOMER ANNUAL REPORT 2018

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. Repair performance remains good although slightly down on last year. The impact of customers moving on to Universal Credit has had a significant impact on the arrears position. Rent arrears will continue to be our main focus.

YOUR HOME

Service Area	Performance up to 31/3/17	Target to 31/3/18	Performance up to 31/3/18	Status
Customers satisfied with the way the repair was handled	100%	100%	99%	●
Customer Repair completed at first visit	100%	99%	99%	●
Percentage of all repairs completed on time	99%	99%	97%	●
Gas Safety Certificates	100%	100%	100%	●

YOUR TENANCY

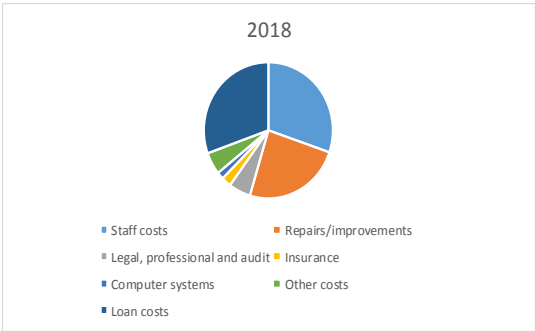
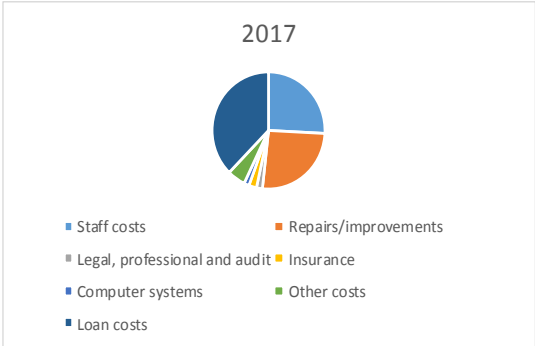
Service Area	Performance up to 31/3/17	Target to 31/3/18	Performance up to 31/3/18	Status
Re Letting of empty properties (average)	7 days	7days	14 days	●
Current Tenant Arrears (CTA)	£11,273	£10,500	£15,377	●
CTA as a % of the rent due to be received	1.2%	1.1%	1.58 %	●
Former Tenant Arrears (FTA)	£16,518	£16,000	£18,585	●

Repairs performance is slightly down on last years' figures but the Priority 1 and 2 repairs are still within the targets set. Priority 3 jobs are slightly down compared to the target, in total for the year this represents 6 jobs out of 277. The delays are a combination of delays due to the weather, re-arranged appointments with customers and delays in sourcing the parts for the repair from the contractor. The aim going forward is to continue to provide an excellent repair service and deliver high levels of customer satisfaction.

The current tenant arrears performance figures for the year demonstrates the impact that the further roll out of Universal Credit has had on the level of arrears owed to the Association. This is further exacerbated by late, delayed and missing payments of rent on the processing of the new benefit. Whilst we are monitoring accounts we have limited contact with Universal Credit which is due to the requirements of customers in receipt of the benefit having to manage their rent payments directly with Universal Credit and the DWP (Department of Work and Pensions). In recent months we have been successful in making contact with Universal Credit and whilst this may not have speeded up the process on payments and queries, we are aware of the delays and we manage and monitor the accounts appropriately.

The letting of empty properties has not been achieved within target for the year, there have been 3 properties in particular that were void for over 7 days as there was little demand for this type of property. Every effort has been made to house suitable applicants, including the request for nominations from the council. This had caused delays of several days until we were able to allocate the properties. In addition a couple of properties had been vacated in poor condition which required works to be done to them which has again delayed the allocation process.

HOW DO WE SPEND YOUR MONEY?



As you can see from the charts the Association's main areas of spend are staff, repairs and interest payments. There has been a decrease from last year on the repairs spend which was due to one of the kitchen contractors letting us down in replacing some kitchens. Staff costs have increased due to providing Housing Officer cover during maternity leave with temporary staff recruitment required to cover this period. There has also been a increase in legal and professional costs which are largely down to the costs incurred for the stock condition survey. A reduction in loan costs this year is due to some large one off costs in 2017.

RENT COMPARISONS – PROVIDING VALUE FOR MONEY?

	2 Bedroomed House per week* (average)	3 Bedroomed House per week* (average)
Private Rented	£170	£200
HHA Rented	£120	£135

*Zoopla 2018 Starbeck, Harrogate