



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 25 September 2019
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

Managing your Home Safely



We have updated our policy on how we manage your home to ensure that it remains a safe place to live. The policy is available on our website. If you have any concerns about your home then please contact us, either via the website at www.hhal.org.uk or by contacting the office on 01423 884018.

No heating and/or hot water?

Please keep the number for SURE your gas contractor handy in case you need to ring them. Their number is **0151 728 5760**

Positive Footprints launch

We are working with Positive Footprints Network in supporting the delivery of the “Raising Aspirations Project” for children and young people in our local Primary Schools.

The project enables primary school children from our community to “discover their potential in the world of work”. It aims to raise the children’s aspirations for their future and supports how they can develop employability skills which will help them overcome barriers and build their resilience. We have funded the project in 4 schools in our area :-

- Starbeck Primary
- St Roberts Primary
- Hookstone Chase Primary
- Willow Tree Primary

These areas have been chosen as the schools are where the majority of our customers’ children go. This project is supported by the Customer Liaison Committee and our staff who have been getting involved in events, such as the Careers Carousel where local businesses talk to pupils about their careers and what their roles involves. The project will have a positive impact for those schools and our customers’ children who have engaged with it.



Ifrah, Apprentice Housing Officer at the Career Carousel at Starbeck Primary School

CUSTOMER ANNUAL REPORT 2019

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. We aim to continue working with you to deliver more improvements over the next 12 months. We are always looking at how we can continuously improve what we do with new challenges and opportunities that face us. We have highlighted below some of the key pieces of information on our performance. In brief, repair performance remains good, although some repairs went out of their timescale. We are working with our contractors to ensure that repairs are delivered on time and that we deliver an excellent repairs service to you. The arrears shows a much improved position and we will continue to monitor all accounts closely.

YOUR HOME

Service Area	Performance up to 31/3/18	Target to 31/3/19	Performance up to 31/3/19	Status
Customers satisfied with the way the repair was handled	99%	99%	100%	●
Customer Repair completed at first visit	99%	99%	100%	●
Percentage of all repairs completed on time	97%	99%	95%	●
Gas Safety Certificates as at 31 March	100%	100%	100%	●

YOUR TENANCY

Service Area	Performance up to 31/3/18	Target to 31/3/19	Performance up to 31/3/19	Status
Re Letting of empty properties (average)	14 days	7 days	2.35 days	●
Current Tenant Arrears (CTA)	£15,377	£15,000	£11,915	●
CTA as a % of the rent due to be received	1.58%	1.1%	1.09 %	●
Former Tenant Arrears (FTA)	£18,585	£19,000	£19,216	●

For the last 4 years the rent that you pay has gone down by 1% each year. Following a change in government legislation this rent reduction will cease from April 2020. From April 2020 all rents will now INCREASE at the same time on the first Monday in April. Your rent increase is determined by the government, at CPI (consumer price index) + 1%. You will receive a notification of the increase 4 weeks before the date of the increase. You will therefore need to ensure that you amend your standing order payments or advise Universal Credit/Housing Benefit of the increased amount of rent.

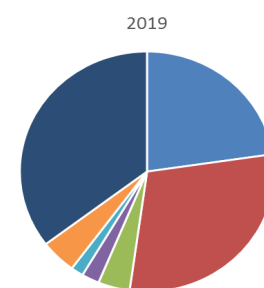
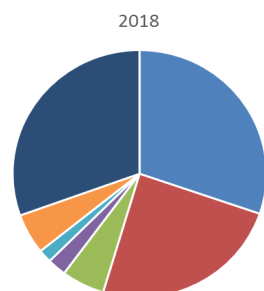
Repairs performance is slightly down on last years' figures. In total for the year there were 26 jobs out of 607 that did not meet their target. The delays are a combination of delays due to the weather, re-arranged appointments to fit in with customers and delays in the contractor attending. Contractors are chased every week to ensure that repairs are completed on time. Going forward we aim to continue to provide an excellent repair service and deliver high levels of customer satisfaction.

Customer satisfaction levels remain high at 100% for the repair service

The current tenant arrears performance figures for the year shows a positive position and Housing Officers are working hard to mitigate the impact of roll out of Universal Credit and supporting customers to get their rent paid on time. The roll out of Universal Credit in Harrogate for all applicants commenced on 24 July 2019, if you need any help or support if you are moved on to this then please contact us.

The letting of empty properties has been achieved well within target for the year, at 2.35 days against a target of 7 days. There was a total of 36 voids in the year, 20 of which were due to the acquisition of new homes on new development sites.

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 an increase from last year on the repairs spend which reflects the investment made in our homes in replacing bathrooms and kitchens. Staff costs have reduced slightly and the recruitment of our Apprentice Housing Officer will help keep costs low in the future. The interest payments have increased in the year due to the acquisition of 35 new properties and the associated mortgages required for their purchase.

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

RENT COMPARISONS – PROVIDING VALUE FOR MONEY?

	2 Bedroomed House per week* (average)	3 Bedroomed House per week* (average)
Private Rented	£183	£221
HHA Rented*	£121	£123

*Zoopla 2019 Starbeck, Harrogate HHA rented do not include social rent properties which will be lower than those above

Improving Homes



We have been utilising the data produced by the recent Stock Condition survey which identified a number of homes that require replacement bathrooms and new kitchens this year.

Our housing staff have been out and visited these homes and confirmed the work is required. As a result we have issued orders for 18 new bathrooms and 11 kitchen replacements to be delivered this year. We will be delivering the work with our partnering contractor NEO and they are ready to commence work at the end of August with the whole the contract to be completed in around 6 weeks.



Customer Satisfaction Survey 2019

We have recently received the outcomes of the satisfaction survey. A big thankyou to everyone who completed this survey. The results indicate that the overall satisfaction in respect of our services has increased from 87% in 2016 to 91% this year.

More detailed outcomes will be presented at the customer conference on **25 September 2019**. We are working hard to address any points raised by you in the feedback, so thankyou for this.

Do you have a comment or not happy with something?..... Then contact us either via the website www.hhal.org.uk using the Contact Us form or email us on info@hhal.org.uk. or if you prefer to contact a member of the Customer Liaison Committee on clc@hhal.org.uk. Alternatively you can ring us on **01423 884018**, we would like to hear from you.



Zero Tolerance on Anti - Social Behaviour



We have successfully taken Eviction action against one of our customers who had been behaving in an anti social manner. This customer had made life in the community very unpleasant. By working with other customers, local residents and the police we were awarded the Immediate Possession of the property. We will not tolerate this behaviour from customers, members of their household and/or their visitors. Any customer that engages in this type of behaviour **WILL** have action taken against them that could lead to them losing their home.

The policy on Anti-Social behaviour will be reviewed and relaunched in December 2019 and a copy will be available on our website. The policy will also distinguish the difference between Anti-Social Behaviour and Noise Nuisance and what action we will take to manage these issues.

Walkabouts and Audits

You may have noticed Frances and Ifrah in your area carrying out the walkabouts and conducting Tenancy Audits. As a result of these visits we will be issuing works to rectify any repairs found and taking forward any other matters. A painting schedule has also been created and this work will be quoted for and then issued shortly. The next round of Walkabouts can be found on our website www.hhal.org.uk.

Welcome to Ifrah

Ifrah started as Apprentice Housing Officer with us in March 2019. As part of her apprenticeship with us she is also studying for the Chartered Institute of Housing qualification. Ifrah is managing a small patch of properties and is getting to grips with all the Housing Officer responsibilities. She has settled really well into her role.

