

Looking Good for painting !



In the Customer Satisfaction survey you told us that you wanted an improvement to the appearance of the neighbourhood.

As part of this improvement we have committed an external painting programme for the terraced properties in Starbeck. This work will paint the wooden areas of the property and will help to "spruce" up the area for local residents. This work has been awarded to Mitie and they will have completed all the painting before the end of August 2020.

Customer Satisfaction Survey 2020

We are due to carry out our bi annual survey on customers' perception of how HHA, as a landlord, have provided a service to you. This survey is likely to be circulated to customers at the end of the year and is anticipated that the results will be known in 2021. We do need to hear from you and would really appreciate your contribution. You can also find out the different ways to get involved with or contribute to the service improvements identified. You can do this in a way that suits you !!

More detailed information will be provided later and don't forget that you will be entered into a draw if you participate in the survey and return the form, for a voucher worth £50! That's got to be worth it ?

Do you have a comment/compliment 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



Empty Nest?

Have all your children grown up and left the nest? Do you have more bedrooms than you really need? If so contact us on **01423 884018** and talk to us about the great incentives we can offer to you if you choose to downsize to a smaller property. It could save you money !!

Walkabouts and Audits

You may have noticed Frances and Ifrah in your area carrying out the estate walkabouts or you may have received a call from them about your Tenancy Audit. As a result of these visits/calls we will be issuing works to rectify any repairs found and taking forward any other matters. Why not join Frances and Ifrah on the next round of Walkabouts—just ring us and let us know when you would like to attend:-

Date: PM	Scheme/area:	Housing Officer
10-07-20	Globe Street, Wentworth Crescent, Fairways	Ifrah
16-07-20	Harrogate Central – Studley Road, Franklin Mount, Pinewood Drive	Frances
21-07-20	The Avenue, Pearl Street, Regent Place/Mount, Harrison Grove & Albert Place	Ifrah
31-07-20	Cawthorn, Fairfax, Wedderburn, Stonefall, Victoria, Stanhope, Ellen Grove, Knaresborough Road, Swarcliffe, Kingsley Farm	Ifrah
11-08-20	Knaresborough inc Blind Lane, The Laurels, Stockwell Avenue & Walkers Fold, Bishop Monkton	Ifrah
13-08-20	East Starbeck – Avenue Grove, Ave Street, South Beech Ave, Prospect Close	Frances
17-9-20	Rural East Green Hammerton	Frances

Welcome to Anne !

Anne was successful in being appointed as our new Administration Officer back in February 2020. Unfortunately before Anne could start with us the lockdown was imposed and she was unable to start as soon as we both wanted. The good news is that Anne will be starting with us on 1 September 2020. Anne brings with her a great background in dealing with customers and will be a great asset in the team.



Summer Newsletter

Covid19 Update



We hope that you and your family are all keeping safe and well during this difficult time. We had to quickly change how we worked when lockdown was announced for the protection of both you and our staff. During lockdown we contacted you all and we were able to answer questions and queries, deal with repairs despite the office being closed. We are now working towards a more normal service but -

The Office remains closed to callers.

You can still contact us either by phone or email and staff will help. Please do not call unannounced into the office, however, if you have an important issue that you need to speak to your Housing Officer about you can do this at the office **by appointment only**. We respectfully ask that you wear a face mask and gloves for a visit to the office and you will only be able to enter the office via the rear entrance door. Whilst at the office you must practice the social distancing rules. As the Government relaxes the guidelines it is our intention to have our Housing Officers out and about managing the areas where you live. As the situation changes HHA will keep you updated on our website www.hhal.org.uk or you can contact us on **01423 884018**. Alternatively you can also send us an email on info@hhal.org.uk

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**.



You are Not Alone

Self isolation can be difficult and the restrictions with going out and meeting people have been challenging for everyone. If you have been finding this time difficult then please contact either us, or the agencies that can help you. Here are some of those agencies that can help:-

Harrogate Community Support Organisation is a point of contact for those who are alone and isolated by the pandemic and have no other local support. Tel **01423 813096**

For Financial Advice contact Debtline Tel **0808 8084000**.

Anyone struggling to make payments of rent and / or maintain the agreements they have made with us **should contact us. We are here to help you and your family.**



Maintaining Your Home

During the current restrictions we have continued to safely carry out emergency and urgent repairs to customers' homes. We are also now carrying out routine repairs.

We ask that our contractors operate within the government guidelines for safe working in your home, this includes gas servicing and electrical safety checks.

You can report a repair in the normal way, you will be asked to confirm that you are **NOT** self isolating or showing any symptoms of Coronavirus. If you, are please advise us as we need to ensure the safety of both you and our contractors.



CUSTOMER ANNUAL REPORT 2020

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. There has been a reduction in current tenant arrears compared with the position at March 2019. The acquisition of 6 new rented properties has also added to our housing stock, benefitting local families.

Repairs performance is slightly down on last years' figures. In total for the year there were 41 jobs out of 684 that did not meet their target. The delays are a combination of access issues due to Coronavirus, the contractors having difficulty obtaining materials, 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 98% 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. They have been supporting customers affected by furlough due to COVID 19.

The letting of empty properties has been achieved well within target for the year, at 5.9 days against a target of 7 days. There were a total of 22 voids in the year, 6 of which were due to the acquisition of new homes on new development sites.

YOUR HOME

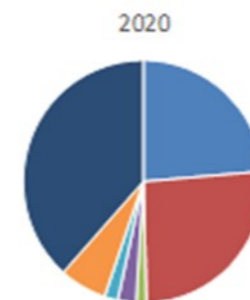
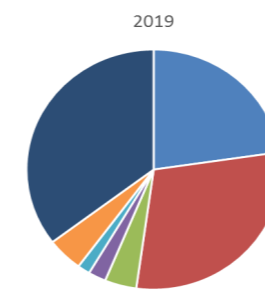
Service Area	Performance up to 31/3/19	Target to 31/3/20	Performance up to 31/3/20	Status
Customers satisfied with the way the repair was handled	100%	99%	98%	●
Customer Repair completed at first visit	100%	99%	97%	●
Percentage of all repairs completed on time	95%	99%	94%	●
Gas Safety Certificates as at 31 March	100%	100%	100%	●

YOUR TENANCY

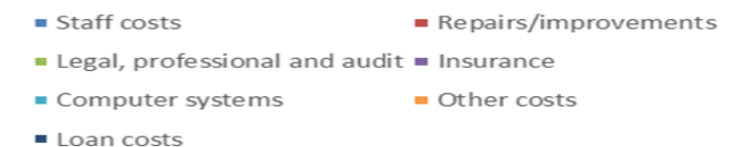
Service Area	Performance up to 31/3/19	Target to 31/3/20	Performance up to 31/3/20	Status
Re Letting of empty properties (average)	2.4 days	7 days	5.9 days	●
Current Tenant Arrears (CTA)	£20,156	£21,000	£17,252	●
CTA as a % of the rent due to be received	1.84%	1.74%	1.38 %	●
Former Tenant Arrears (FTA)	£19,216	£19,000	£22,769	●

It remains a high priority to ensure that your rent payments are made and any agreements to reduce your arrears are maintained. The Housing Officers are available to help you with any issues you may have. Please contact us on 01423 884018. During lockdown our repairs service had to be restricted to those most urgent repairs, now as restrictions lift we are able to carry out more repairs but we still have to respect the social distancing rules. Letting of vacant homes have also been a priority for us especially following the handover of our new developments.

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. Staff costs have increased slightly from last year, this is due to the recruitment of the Apprentice Housing Officer. This role has allowed us to improve the management of our neighbourhoods and provide positive customer relationships. The repair spend shows a reduction, this is due to the latter half of the year being affected by the impact of lockdown and COVID 19. This curtailed the amount of repairs reported to us and investment in planned works. We have also, in the year, provided 8 new homes 6 rented and 2 shared ownership. The cost of acquiring these new homes and further homes in 2020/21 has increased our loans and therefore the interest payments.



RENT COMPARISONS – PROVIDING VALUE FOR MONEY?

	2 Bedroomed House per week* (average)	3 Bedroomed House per week* (average)
Private Rented	£160	£170
HHA Rented*	£123	£125

*Zoopla 2020 Starbeck, Harrogate HHA rented do not include social rent properties which will be lower than those above