

Satisfaction Survey 2020 In December 2020 we carried out a satisfaction survey on how we deliver our services to you. Thank you for providing your responses it has been really good for us to see where we are getting things right and where we need to improve.

The overall satisfaction levels came out at 94%, which is really good and is an increase from the last survey in 2019 which was 91%.

Another important outcome of the survey was around the *net promoter score*. This is a figure used to measure the loyalty of customers to a company. All Housing Associations measure how people feel about their association using this score. Any score over 50 is considered good and HHA scored 57, which is a very positive position.

The areas that had the least satisfaction were in the following areas

- Repairs and maintenance of your home
- Neighbourhood as a place to live
- Kept informed of progress

HHA has an action plan that we are working on to improve these key elements. A copy of the action plan is on the website www.hhal.org.uk. Some other useful information on delivering services to you:-

Theme	Measure	Outcome
Maintaining Building Safety	Compliance with health and safety : Gas safety Electrical safety Fire safety Asbestos Water safety	All properties have in date and valid safety certificates
Effective Handling of Complaints	<ul style="list-style-type: none"> • % of complaints resolved within agreed time-scales • Satisfaction with complaints handling 	<p>100% complaints resolved in agreed time-scales.</p> <p>All have been satisfied with the way complaints handled.</p>
Responsible Neighbourhood Management	<ul style="list-style-type: none"> • Number of complaints relating to anti-social behaviour. • Satisfaction with landlord's handling of anti-social behaviour. • Satisfied on how we are managing your area 	<p>49 (2020/21)</p> <p>89% of customers feel safe in their home</p> <p>75% of customers are satisfied with their neighbourhood</p>

Let's Get Out and About !

Did you know that we carry out Estate Walkabouts on at least on a 8 weekly basis to inspect the external areas. Officers will be carrying out . Why not join Frances, Robert or Ifrah on the next round of Walkabouts—just ring us and let us know when you would like to attend. If you would like to see when the area you live is due please check our website on www.hhal.org.uk

CALLING INTO THE OFFICE?

Following consultation with customers we are now operating an appointment only access to our office. Please do not call to our office unannounced, as there may not be anyone available to help you. If you have an important issue that you need to speak to your Housing Officer about you can do this by contacting the office on **01423 884018**. Alternatively you can also send us an email at info@hhal.org.uk. We respectfully ask that you wear a face mask for a visit to the office.

Make sure you are covered !!

It is important that you make sure that you have contents insurance for all your possessions including TV, washing machine. HHA insure the building but not your contents. Please make sure that you have appropriate contents insurance for your belongings- you never know when you may need it.

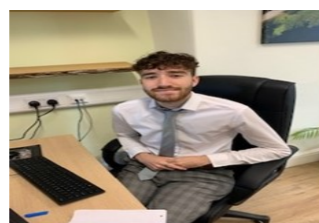


No heating and/or hot water?

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

Welcome to Robert !

Robert started with HHA in March 2021 as Housing Management Apprentice. He is studying for a professional qualification and has a small patch to manage. So he is very busy !



Robert has lived in Starbeck all his 21 years and attended Starbeck Primary school. He is working with the other Officers Frances and Ifrah, who are supporting him in his role.

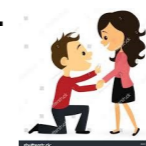


Summer Newsletter

Lets Get Engaged.....

Are we compatible?

Are we singing from the same hymn sheet?



Do you want to tell us about what is important to you?

Do you feel we are getting things right for you, your home and your area?

Then lets get together to get engaged on 7 September 2021.

Any one attending will automatically be entered into a raffle for a £25 voucher. So, to stand a chance of winning **Call us on 01423 884018 to find out more**

Rent Reminder !



Just a reminder that your rent should be paid in advance—this is a condition of your tenancy agreement and ideally should be a month in advance. If you are struggling to make your rent payments please contact your housing officer on **Tel 01423 884018** or send an email to info@hhal.org.uk. They will be able to help.

BE AWARE

We have been made aware that some customers have been contacted by someone pretending to be from Amazon or BT—saying their internet hasn't been working properly and has caused a problem with their phone. This was a scam. Be vigilant and aware and hang up. Never disclose personal or bank information over the phone to anyone.



That's a wrap ! As part of the Association's drive to create more energy efficient homes we commissioned external insulation works on 77 High Street.



Before works



After works

The works included an industry recommended insulation product that should make the brick built property warmer during the winter and with the installation of new boilers too this should make a positive impact on the heating bills for customers. We will be working with customers to monitor the impact on their heating costs to see what difference this has made to their bills. The Association is still waiting for the go ahead for the Green Homes Grant to carry out other energy efficient works to some of our other properties. The Association is going to deliver a number of energy efficient works on its older properties over the coming years, targeting our oldest properties first to improve the thermal comfort for customers.

Lets Chat at the Conference



St Andrew's Church - Welcome Centre
Wednesday 6 October 2021
at 5.30pm to 7.00pm
Cheese and Wine event

Join us at HHA for an informal get together about what has been happening and what we have planned for the next year. There will be a cheese and wine event for us to go through the plans and we would love to see you there. If you are interested in attending then please contact us by calling **01423 884018** or email info@hhal.org.uk.

CUSTOMER ANNUAL REPORT 2021

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 (see lets get engaged on page 1). 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. Some of this is down to availability of materials and we are also working with our contractors to ensure that repairs are delivered on time and that we deliver an excellent repairs service to you. There have been decreasing current tenant arrears compared with the position at March 2020. The acquisition of 4 new rented properties has also added to our housing stock, benefitting local families.

YOUR HOME

Service Area	Performance up to 31/3/20	Target to 31/3/21	Performance up to 31/3/21	Status
Customers satisfied with the way the repair was handled	98%	99%	99%	●
Customer Repair completed at first visit	97%	99%	95%	●
Percentage of all repairs completed on time	94%	99%	94%	●
Gas Safety Certificates as at 31 March	100%	100%	100%	●
Electrical Certificates as at 31 March	100%	100%	100%	●

YOUR TENANCY

Service Area	Performance up to 31/3/20	Target to 31/3/21	Performance up to 31/3/21	Status
Re Letting of empty properties (average)	5.9 days	10 days	2.9 days	●
Current Tenant Arrears (CTA)	£17,252	£18,000	£16,025	●
CTA as a % of the rent due to be received	1.38%	1.4%	1.18 %	●
Former Tenant Arrears (FTA)	£22,769	£20,115	£20,810	●

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. There have been some issues around access due to the restrictions following down but these have all been dealt with and we will still check on self isolation status of customers and will continue to respect the social distancing and wear PPE when required by our customers. Letting of vacant homes was also a priority for us especially following the handover of our new developments.

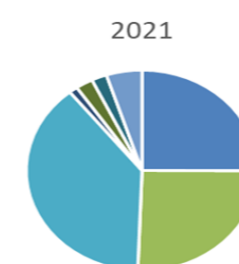
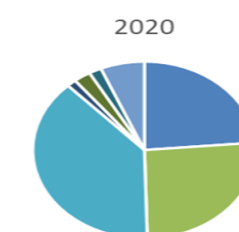
Repairs performance is slightly down on last years' figures. In total for the year there were 35 jobs out of 629 that did not meet their target. The delays are a combination of access issues due to Coronavirus, the contractors having difficulty obtaining materials, re-arranged appointments to fit in 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 have remained constant during the year, but there is still some small issues mainly around contractors making an appointment and completing works first time and we are working hard to improve those into the current remain good at 98% for the repair service. It is worth noting that external repairs will not always require the contractor to make an appointment with you

The current tenant arrears performance figures for the year shows a positive position, Housing Officers 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 2.9 days against a target of 10 days. There were a total of 19 voids in the year, 4 of which were due to the acquisition of new homes on new development sites.

HOW WE SPEND



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

The Association's three main areas of spend are staff, repairs and interest. Each is important to the Association in different ways. Staff deliver customer service and manage the Association, repairs are the most important service to customers and interest is on loans obtained to purchase properties which enables more homes to be provided. The mix between these categories reflects the narrative on page 1, i.e. reduced overall repairs spend pending receipt of the green homes grant meaning it forms a smaller proportion of the total spend, which is slightly less in 2021 than 2020. Repairs and investment in existing properties will form a larger proportion of the total in the future as investment in energy efficiency

RENT COMPARISONS – PROVIDING VALUE FOR MONEY?

	2 Bedroomed House per week* (average)	3 Bedroomed House per week* (average)
Private Rented	£180	£210
HHA Rented*	£125	£138

*Zoopla 2021 Starbeck, Harrogate HHA rented do not include social rent properties which will be lower than those above