



Summer Newsletter



A Community Get Together !!

On Saturday 25 June HHA and the local community at South Beech Avenue, Avenue Grove and Prospect Close all got together to enjoy the start of building a better community for Starbeck. On the day 29 families came out to enjoy the fun, including creating hanging baskets, back yard boxes for growing your own vegetables, catching a ride on a fire engine and taking part in a free raffle with prizes kindly donated by local businesses. All we asked those who attended was to fill in a quick survey. The survey asked what local residents loved about the area they lived in and what they thought could be improved. We got a really great response from everyone, and there was a great sense of neighbourliness and community spirit in the area. What everyone wanted us to do was to work on tidying up the area and look at a safer place for smaller children to play out on. So that is what we are going to do! Watch this space.....



Lets have a Chat.....

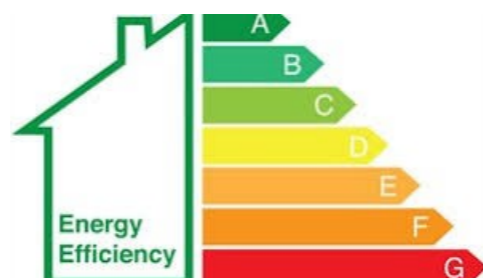


St Andrew's Church / Welcome Centre
Wednesday 5 October 2022
5.30pm to 7.00pm

Customers like you, have planned and arranged the next informal get together with us. The conversations are shaped around what the customers want to see HHA do in the next 12 months. This will be an informal and relaxed chat and we would love to see you there. If you are interested in coming along, let us know by calling us on **01423 884018** or email info@hhal.org.uk.

Keeping Warm and Well

HHA has been exploring ways it can secure funding to carry out works to make the least energy efficient of our homes warmer. To do this HHA are hoping to be able to supply and fit external wall insulation. This work will be targeted at some of our older properties which are traditionally less efficient than the more modern built ones. The start of this work is to obtain a current Energy Performance Certificate (EPC) that will identify what works are required to improve the energy efficiency of your home. Those customers affected have received a letter from us advising that an assessor appointed by HHA will be in contact.



Are you covered? In our last summer newsletter we reminded customers about the importance of getting your own contents insurance for your possessions.

Last March one of our customers, Tracey, suffered a devastating fire at her home on Avenue Grove. She lost practically everything she had, and the pictures below show how bad the fire was, thankfully no one was hurt and we were able to re house her family.



Unfortunately she didn't think she would ever need insurance, so didn't bother to get any insurance cover. Tracey said *"I was left traumatised and upset by the fire. I never thought that anything like this would happen to me, but it did. People don't realise that you lose things in a fire, things that are impossible to replace. I lost everything and I would highly recommend that everyone gets the appropriate contents insurance for their own peace of mind"*

Tracey and her family spent over 12 months out of their home whilst the property was repaired.

Safe to say Tracey has now made sure she has her possessions covered and says her friends and neighbours have made sure that they have got the appropriate contents insurance for their home too.

So if you currently don't have contents insurance please take a look at any of the comparison websites for a quote. You need to make sure the insurance covers the amount and type of cover you need. Remember though Buildings Insurance is covered by HHA! So you just need contents insurance.

Get Smart with a Smart Meter

Getting a Smart meter could help you save money on your bills. The meter shows how much energy you are consuming, you are then aware of the true cost of what you are using and you can alter your consumption accordingly. Smart Meters are also available for those with a prepayment meter too. Just contact your energy supplier or go to <https://www.uswitch.com/gas-electricity/guides/smart-meters-explained/>

You don't need our permission to get a smart meter installed, so why not see if this can help you budget for the up and coming energy costs increase.



Practicing what we preach— HHA's Values

At HHA we work hard to deliver what our customers want and feel that we do this by demonstrating our core values as an organisation. These values should be reflected in everything we do. They are:

Local To invest and sustain our business solely in the Harrogate District. Enabling local people to create a home near family and work. Based in the centre of the community we serve, we have a real understanding of our customers' needs. We are part of the community and want to make our neighbourhoods better places to live.

Approachable We welcome interaction with our customers. We build rapport with people and have relationships based on mutual trust and respect. Discussions with customers are done in an open and honest way and you will be listened to and taken seriously.

Customer Focused Customers are fundamental to everything we do. We understand the issues that are important to them and work with them to shape our services and investments.

We would love to hear about examples where, when dealing with us, we have delivered to the values or where you think we haven't and how we could improve. Call us on Tel: 01423 884018 or email at info@hhal.org.uk. You can contact us anonymously by emailing clc@hhal.org.uk

Satisfaction Survey 2022

The time is upon us again when HHA carry out a survey on how you feel we have delivered services to you. The survey is due out in December 2022 and we will be sending lots of reminders out to ensure that you do not miss your chance to have your views heard. Don't forget we also offer a free prize draw to win a £50 voucher if you return the completed survey! So don't miss your chance. HHA has an action plan from the 2020 survey that we are working on to improve our service to you. A copy of the action plan can be found on the website on www.hhal.org.uk/news-and-events/

Ordination Celebration !!

Finally, many congratulations to Caroline, one of our customers and Customer Liaison Committee member, who has recently been ordained into the Church of England.

Working and supporting her local community, just like us Caroline is committed to making places a better place to live.



CUSTOMER ANNUAL REPORT 2022

Each year we like to inform you about how we have performed over the last 12 months, and how we have tried to improve our service to you. We have been focussing on carrying out more Estate Walkabouts and using this as an opportunity to post inspect the quality of our repairs service. All our planned Estate Walkabouts are published on our website for everyone to view. As part of the improvements to our service we have been contacting customers to see if there is anything we need to be made aware of concerning you or your household that would help us improve our service to you. We will note this on our system so we can work to continue to improve our offer to you. You will also have received a Home Review in the last year, this has allowed us to review the information on our system and pick up any issues that you may have. These will be completed every 2 years so we can keep up to date with any issues or comments you have. 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 continue to work with our contractors to ensure that we deliver an excellent repairs service to you. The acquisition of 15 new affordable homes has also added to our stock, benefitting local families.

YOUR HOME

Service Area	Performance up to 31/3/21	Target to 31/3/22	Performance up to 31/3/22	Status	Performance comparison HA <1000 properties
Customers satisfied with the way the repair was handled	100%	99%	100%	●	95.5%
Customer Repair completed at first visit	100%	99%	99%	●	90%
Percentage of all repairs completed on time	95%	99%	98%	●	95%
Gas Safety Certificates as at 31 March 2022	100%	100%	100%	●	All expected to be 100%
Elec. Certificates as at 31 March 2022	100%	100%	100%	●	All expected to be 100%

YOUR TENANCY

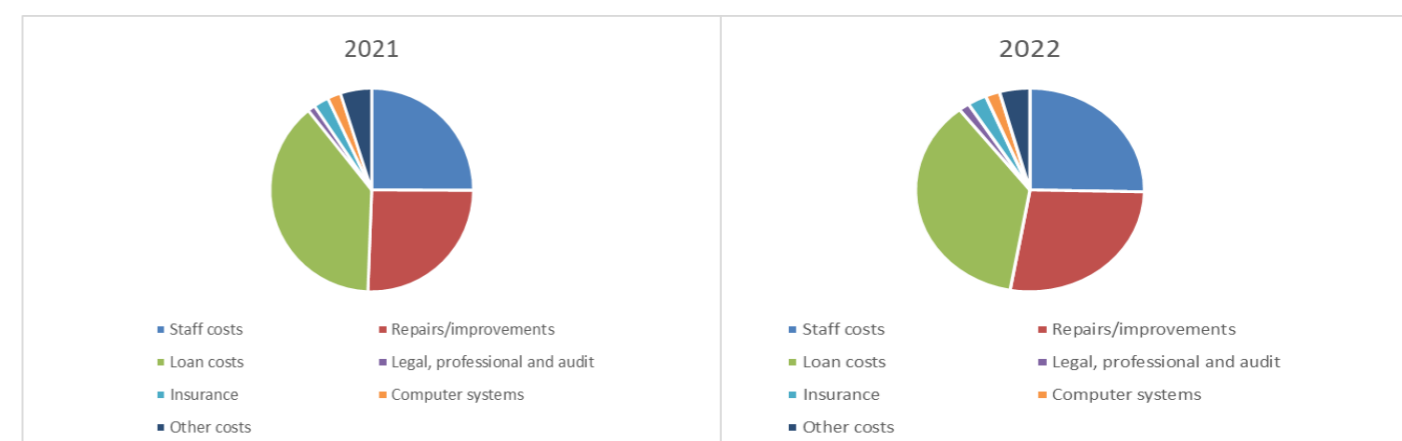
Service Area	Performance up to 31/3/21	Target to 31/3/22	Performance up to 31/3/22	Status	Performance comparison HA <1000 properties
Re Letting of empty properties (average)	2.4 days	5 days	5.4 days	●	28 days
Current Tenant Arrears (CTA)	£17,252	£16,000	£13,541	●	Not Relevant
CTA as a % of the rent due to be received	1.38%	1.2%	0.94 %	●	2.3%
Former Tenant Arrears (FTA)	£22,769	£9,763	£13,361	●	Not Relevant

The above table shows the performance information for HHA with comparison data taken from other small Housing Associations with under 1000 properties and represents a median performance figure. The table shows that HHA performs very well in comparison to other associations. In respect of safety, gas and electric certificates are all 100% which means that all of our properties have an in date certificate. This is an industry requirement. In addition all our properties are fitted with carbon monoxide detectors, smoke detectors and /or fire alarms. If you believe that your home does not have one of these fitted then please contact us on Tel 01423 884018. It remains a high priority for you to pay your rent and any other agreements to reduce your arrears and ensure they are maintained. The Neighbourhood Officers are here to help if you are struggling making payments, so please contact them.

Repairs performance has improved on last years' figures. In total for the year there were 23 jobs out of 936 (307 more jobs than last year, a lot of which came about following our Home Reviews) that did not meet their target. The increase in volume is as a result of some repairs not being reported by customers during a time when COVID was a real concern. Contractors are chased every week to ensure that repairs are completed on time, any unavoidable delays will be communicated to you by either text, phone call or email which ever is your preferred method of contact. Going forward we aim to continue to provide an excellent repair service. Repairs completed on time has improved from 95% last year to 98% this year. Although this is better there are still some delays in delivery which have been caused by contractors not being able to make appointments and also delays in obtaining materials which prevented them from being completed first time. We are working hard to improve these delays.

The current tenant arrears performance figures for the year shows a positive position and Neighbourhood Officers are working hard to mitigate the impact of the cost of living increase customers are faced with. They continue to help support customers to get their claims for Universal Credit processed and paid on time. We do understand the difficulties our customers can face, please contact us if you are struggling to pay your rent we may be able to assist you. The letting of empty properties has dipped slightly at 5.4 days. These empty properties required more repairs than normal due to the condition they have been left in and were in areas that were more difficult to let, and also there were acquisitions of new affordable homes that have impacted the figures.

HOW DO WE SPEND YOUR RENT?



RENT COMPARISONS – PROVIDING VALUE FOR MONEY

	2 Bedroomed House per week average	3 Bedroomed House per week average
Private Rented*	£182	£239
HHA Rented*	£124	£135

*Zoopla 2022 Starbeck, Harrogate HHA rented do not include social rent properties which will be lower than those above

The table demonstrates the cost of renting between private renting and the Association. The rent HHA charges provides a home that is more affordable for our customers. It also demonstrates the importance of our continued commitment to acquiring more affordable housing through our development strategy, providing homes near to family and work.