



HOW DO WE MEASURE UP?



Summer Newsletter



Lets Get Together and Have a Chat about..

what you want to see HHA do in the next 12 months. The Customer Liaison Committee (CLC) would love for you to attend our next meeting. Last year we had a great time over a glass or two of wine and some food, talking about rising energy costs. The CLC injected some fun in the evening by re creating that famous card game "Play Your Cards Right HHA Style."



Customers got together last year to
PLAY YOUR ENERGY CARDS RIGHT

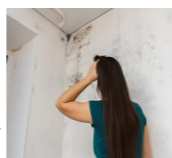
So this year why not come and joins us at St Andrew's Welcome Centre On Wednesday 18 October 5.30pm to 7pm

The CLC have planned and arranged the next informal get together. This will be an informal and fun event and will be focussing on the 2 main areas YOU asked us, in the satisfaction survey to get better at. These are complaints and managing communal areas. There will be fun activities and prizes to be won in a great relaxed atmosphere where you can meet other customers and staff. There may also be some amateur dramatics on show from some of the CLC members !! We would love to see you there!!

If you are interested in coming along, let us know by calling us on **01423 884018/ email info@hhal.org.uk**

Nobody wants Damp and Mould.....

It is a fact that, from time to time, no matter how old or new your property is you may get either damp, mould or condensation in your home. This is especially true in the winter time. Here at HHA we take it very seriously and want you to report any signs to us as soon as you can. It may be something as simple as condensation that might need a wipe down or it might be down to a leak or a gutter problem. When you report an issue we promise to respond quickly to your concerns, so please report any signs to us immediately. We will come out, inspect and take the action that we need to help get rid of the problem. We will also provide guidance on how you can help reduce condensation and mould growth in your home by doing little things such as not drying clothes on radiators and opening or venting your windows. **Together we can get this sorted so if you have an issue call on 01423**



884018/email info@hhal.org.uk / drop in the office and let us know !

Energy Works - Good News



Surveys to 50 out of 52 properties have now been completed for our submission to carry out energy efficiency works. We are now applying for the relevant planning permission to be able to start the work. So watch this space !!!

Welcome Kirsty !!

Kirsty has started with HHA as our new Assistant Neighbourhood Officer. You will be seeing her out and about so why not say hello, she is looking forward to meeting you!!



The recent Customer Satisfaction Survey (December 2022) included a change in the questions we asked you. These are called the **Tenant Satisfaction Measures** and were introduced by our Regulator and apply to all associations carrying out surveys with customers. These measures are intended to make landlords' performance visible to tenants and comparable to other landlords and so you can hold us to account. The standard questions allow you to compare our performance and see how well we are doing in key areas. The survey covered 12 Tenant Perception Measures, some of which are new since the last survey and are all listed below and compared to other similar sized landlords. There are also 10 Management Information Measures not included in the survey that the Regulator has told us to share with you too. The table on the page opposite shows this information, if you want to know more then why not get in touch with us.

Tenant Perception Measures*	Survey 2022	Landlord Comparison Median	How HHA compare
1. Overall Satisfaction	85%	85%	😊
2. Has your landlord carried out a repair to your home in the last 12 months? If yes how satisfied or dissatisfied are you with the overall repair service	85%	85%	😊
3. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it.	80%	83%	😐
4. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?	83%	82%	😊
5. How satisfied or dissatisfied are you that your landlord provides			
a) a home that is safe?	90%	89%	😊
b) Listens to your views and acts upon them?	85%	78%	😊
c) Keeps you informed about things that matter to you?	83%	84%	😐
d) Treats me fairly and with respect?	86%	87%	😐
6. Landlords response to complaints handling(received in the last 12months)	50%	54%	😞
7. How satisfied or dissatisfied are you that your landlord keeps the communal areas clean and well maintained?	68%	78%	😞
8. Makes a positive contribution to the neighbourhood?	73%	73%	😊
9. Approach to handling Anti-Social Behaviour?	75%	69%	😊

The above table shows the performance information for HHA with comparison data taken from other small Housing Associations and represents a median performance figure. The table shows that HHA performs very well in comparison to other associations in most areas. There is always room for improvement and we take your comments very seriously. You told us to get better on managing the communal area spaces and also to improve on how we respond to complaints. So we have got together with the Customer Liaison Committee and have a plan to improve this part of the service and want to hear your views at the next Get Together (see page 1). We aim to provide better communication on the services in communal areas and also provide quicker and more clearer solutions to the areas of complaints that you raise with us. If you would like to know how you can give your thoughts on the improvements we can make then please get in touch with either Frances by email to frances@hhal.org.uk or Kirsty kirsty@hhal.org.uk and meet up with them on their next Estate Walkabout, dates of those up and coming walkabouts are on our website www.hhal.org.uk.

HOW DO WE MEASURE UP?



There are 10 Management Information Measures that are provided below which cover how we, as a landlord, have performed. We have also provided a benchmarked comparison against other landlords of a similar size. The calculation on some of these measures, such as complaints, requires the results expressed per 1000 homes. This means that the formula scales up the actual number, in reality there were 8 complaints in the year, 1 of which went to stage 2, in respect of ASB cases HHA had 1 case reported. Our repairs performance for those repairs with a 7 day and a 28 day target show that we are performing above the median for landlords. The team continue to work hard to chase contractors and get your repair work done as quickly as possible, within timescale and to a good standard. We also carry out checks on our repair service and have received very positive comments from you. What do you think of how HHA has performed? Why not contact us and tell us what you think?

Contact us on 01423 884018 or email us on info@hhal.org.uk.

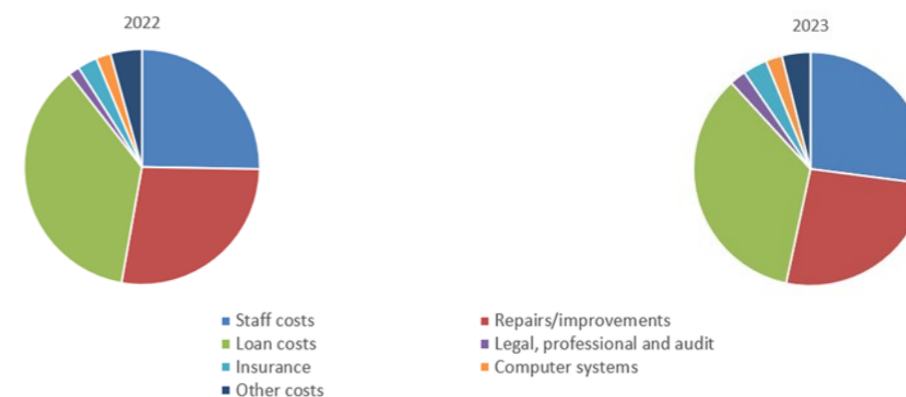
Management Information Measures *	HHA	Landlord Comparison Median	How HHA compare
1. Complaints relative to the size of landlord (per 1000 properties)			
Stage 1 Complaints	26	17	☹️
Stage 2 Complaints	4	0	☹️
2. Complaints responded to within Complaint Handling code timescales (per 1000 properties)			
Stage 1 Complaints	100%	83%	😊
Stage 2 Complaints	100%	63%	😊
3. ASB cases relative to the size of landlord (1000 properties)			
Number of cases (per 1000)	4	9	😊
Proportion of Hate Crimes	0	0	😊
4. Homes that do not meet the Decent Homes Standard	0	0	😊
5. Repairs completed within target timescale			
Emergencies (within 24hours)	100%	100%	😊
Non Emergencies (includes those 7 to 28 days)	96%	95%	😊
6. Gas safety Checks	100%	100%	😊
7. Fire Safety Checks	100%	100%	😊
8. Asbestos Safety Checks	100%	100%	😊
9. Water Safety Checks HHA have no properties requiring this check	N/A	N/A	
10. Lift Safety Checks HHA have lifts requiring this check	N/A	N/A	

*Acuity Benchmarking Club Report 26 June 2023

HOW DO WE SPEND YOUR RENT?



The money you pay in your rent goes into providing for the key elements that enable the Association, as a business, to carry on functioning. The charts show that 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. As reported last year, an increasing percentage of the spend is on repairs and investment in our existing properties. This investment continues and will include some significant investment in the energy efficiency of 52 properties. We are still committed to delivering our planned maintenance programme for this year, which will include kitchens, bathrooms, boiler replacement, painting and fencing works. Look out for this work being delivered.



If you would like a more detailed summary on our financial performance for 2022/3 then visit this link to our website www.hhal.org.uk/about/performance-reports/ and take a look at our accounts.

RENT COMPARISONS – PROVIDING VALUE FOR MONEY

Here are some interesting comparisons of rent charged in the Harrogate Area

	2 Bedroomed House per week average	3 Bedroomed House per week average
Private Rented*	£200	£250
HHA Rented**	£144	£152

*Zoopla 2023 Starbeck, **Harrogate HHA rented do not include social rent properties which will be lower than those quoted above

And FinallyIf you are struggling with buying essential things that you or your family need, then why not speak, in confidence to Frances or Kirsty, they want to help you!! They could help provide these items for you or put you in touch with people who can help. Why not contact them at the office and arrange an informal chat with them, on 01423 884018. **That call could make all the difference to you !!!**

