



2018

Housing Solutions Annual Report to Tenants



Our journey into 2019

2017/18 has been another incredibly busy year at Housing Solutions. We have continued to work hard to build more homes for local people and provide existing customers with excellent services and support them in many ways.

Investment

This year we invested £17million building 198 new homes in the local area, giving more local people the chance to get onto the housing ladder. This was against a target of 159, exceeding that target by 25%. We also completed our flagship over 55's Extra Care Scheme, The Birches, which comprises 60 one and two bedroom apartments for shared ownership and social rent in Woodley.

This year we trebled the value of our shared ownership stair-casing from £0.6million in 2016/17 to £1.9million in 2017/18 which helps us to fund our development programme.



This year we invested

17m

in building new homes



successfully delivered

198 new homes

in the local area.

Giving more local people the chance to get onto the

housing

ladder





New look

This year we invested in our offices providing a welcoming place for you to meet with staff and an enjoyable place for our staff to work. We also chose to refresh our brand earlier this year, we didn't change our name or our values as we know these two things make us who we are, but we refreshed the way they look to align with our new office environment.

A visit from the Prime Minister

Our great partnership working and root to branch customer centric approach was a main focus this year, with a visit from Prime Minister and Local MP Theresa May back in March. The Prime Minister came to meet with customers helped back into work through our Strive Business Start-up Course, and others who have been helped onto the property ladder through the Do-It-Yourself Shared Ownership programme run in partnership with the Royal Borough of Windsor and Maidenhead.

We also took part in a sector wide production with the Chartered Institute of Housing and ITN Productions which highlighted the work that housing associations across the country are doing to tackle the housing crisis.

The Financial Inclusion Team

The work by our Financial Inclusion Team to help customer say in their homes and access the benefits they are entitled to has increase this year with the team seeing 869 people access £255,000 of additional benefits, an increase of more than £100,000 on last year. Over the last five years the Financial Inclusion Team has helped our customers obtain over £850,000 of additional benefits.

Growing development

We are looking forward to another excellent year at Housing Solutions, continuing our investment in growth by delivering a further 152 new homes which keeps us on target to have achieved 1,421 new homes by 2020. As well as focusing on improving our performance and achieving high levels of customer satisfaction.

And finally...

I would like to thank all of our customers for their valuable input this year, as well as all of our staff who have worked incredibly hard to make the success of this year possible. Their passion and enthusiasm to fulfil our corporate objectives, whilst continuing to keep the show on the road is what makes Housing Solutions the success it is.

ORLA GALLAGHER
CHIEF EXECUTIVE

**Helped customers obtain over £850k
of additional benefits**



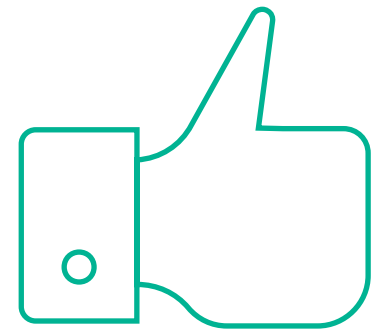
**Developing 152
new homes**



**1,421 new homes
by 2020**



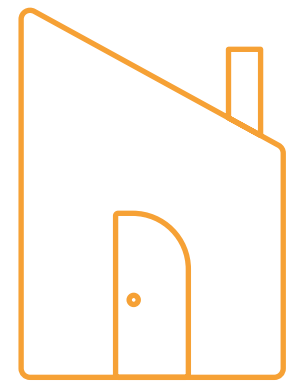
Key highlights from the year 2017/18 including:



ACHIEVED
G1/V1
IDA rating

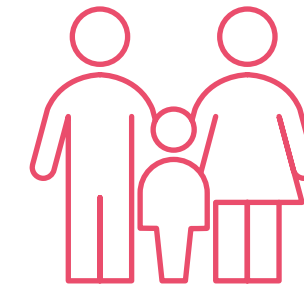
A+

Credit rating with
Standard & Poor's

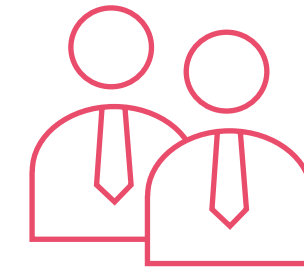


198
new homes
AGAINST TARGET OF 159

1,287
OUT OF 1,421 HOMES
delivered / in pipeline



Financial Inclusion
Team helped
869
customers



85%
staff satisfaction
(increased by 16%)



841
residents registered
on customer portal

Maintenance & repairs



customer
satisfaction
93%
with most
recent repair

15%
increased planned
maintenance spend

88%
repairs complete
in first visit

229
repairs logged online

10%
reduced responsive
repairs costs



17m
invested in
new homes

£225k

obtained in additional benefits for
customers (£850k in last 5 years)

£150k

in procurement savings

£312,805

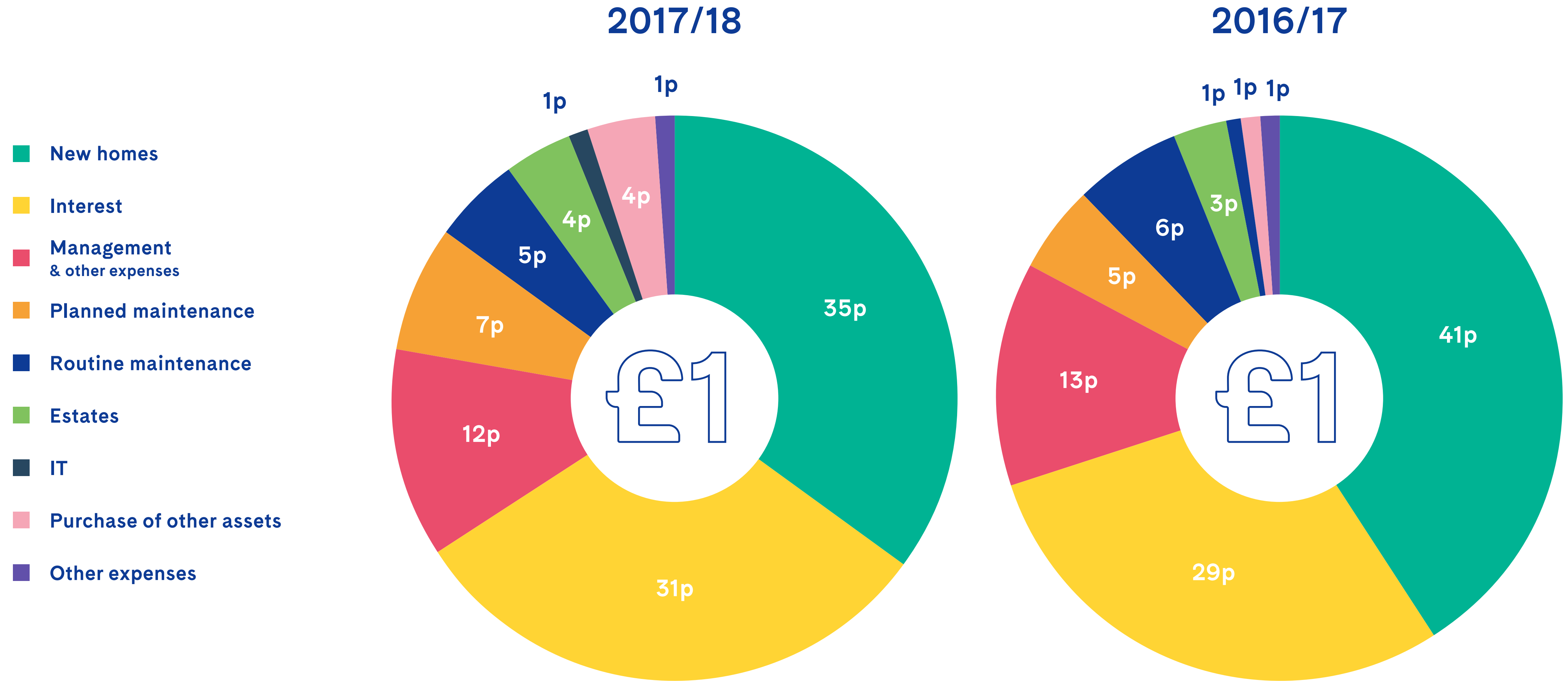
rent payments made online through
customer portal

2.27%

in arrears



For every £1 we spend:





Our 2017/18 investment included:

£615k 

on new kitchens & bathrooms

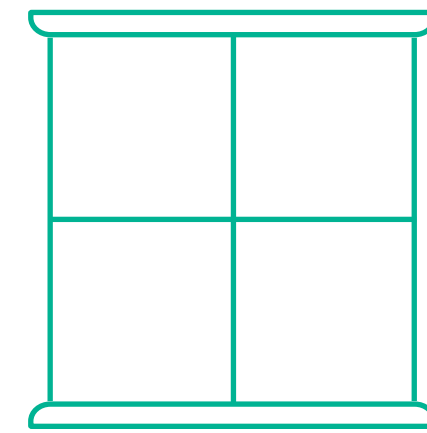
35 new kitchens

37 new bathrooms

£500k
on boilers

£475k
on re-roofing programme

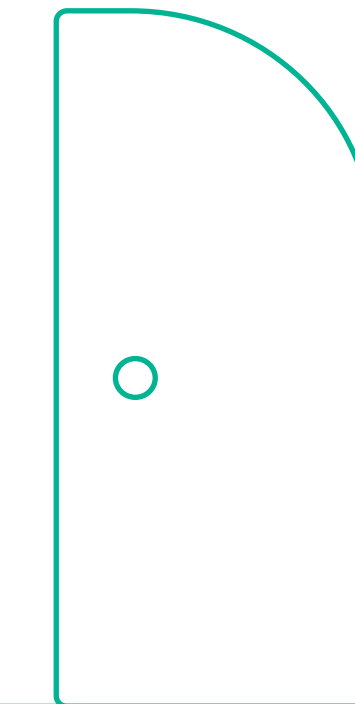
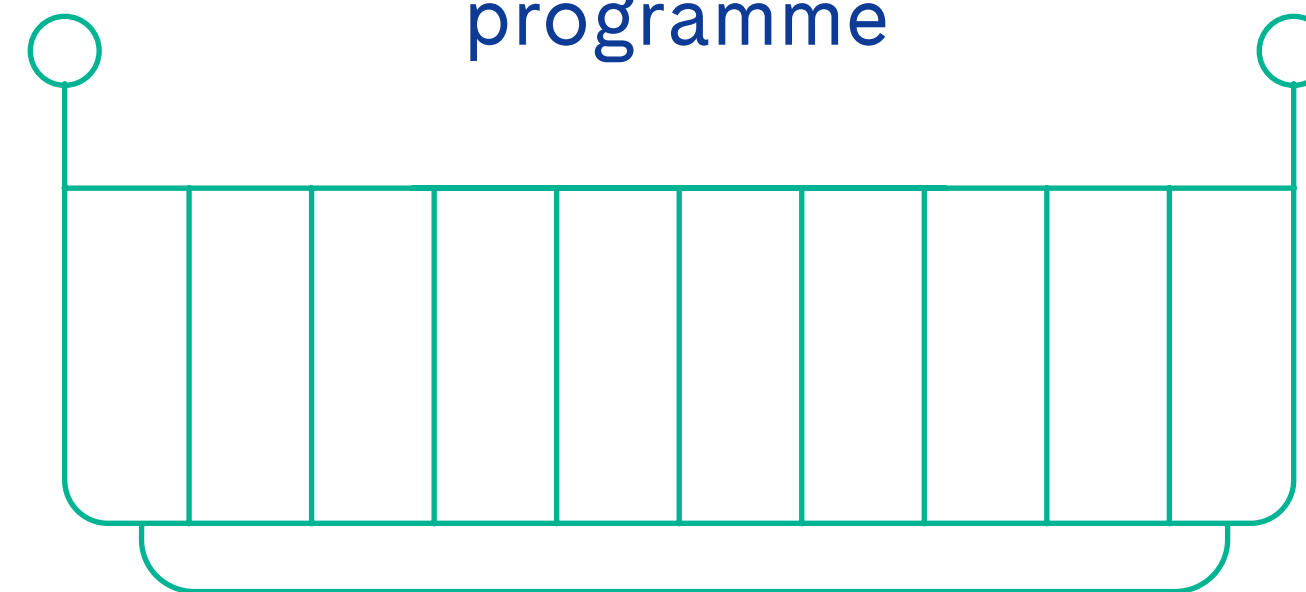
146
new boilers



£250k
window replacement

£195k 
on EICR electrical works

£115k
balcony replacement programme



£90k
on doors
74 new doors

£85k estate improvements



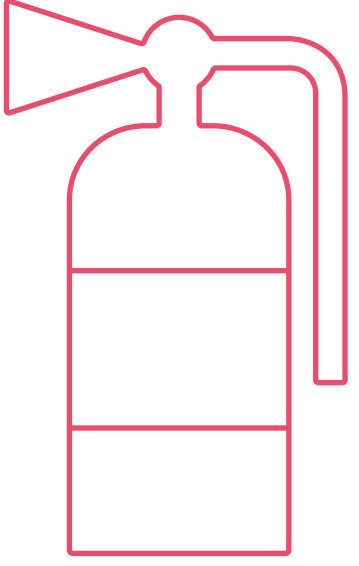
£50k
on extractor fans





Outside of our Planned Maintenance budget we also spent an additional £500k on internal and external decorations which benefited over 580 tenants.

£300k



on fire prevention works
– plan to increase to £1.1m in 2018/19



100%

gas safety

68,617 calls



handled by the customer contact centre



70% of calls answered with 40 seconds

78% of calls dealt with first point of contact

243 neighbourhood inspections complete in the year

17 mutual exchanges



Finally CSR:



£10,000

raised for corporate charity Thames Hospice

Thank you from everyone at



[housingsolutions.co.uk](https://www.housingsolutions.co.uk)