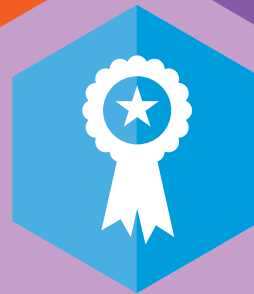
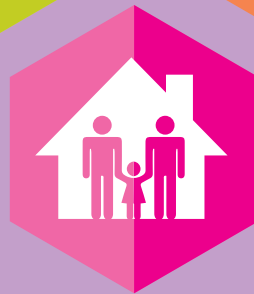


Annual Report to tenants & Value for Money Self Assessment



2014 / 2015



The Wrekin
Housing Trust



A look inside...

(Click icon to view)



Home Standard



87.9

% Response repairs completed on the same day



Tenant Involvement and Empowerment Standard

95%



Overall satisfaction with the Trust as landlord



Neighbourhood and Community Standard

Reduced ASB by

25%



Tenancy Standard

% Rent collected for 2014/15



99.2%

Value for Money Standard

Amount of efficiencies made



£1.87 million



Home Standard

Repairs

% Response repairs completed on the same day	13/14 % 85.8	14/15 % 87.9
% Customer satisfaction with repairs completed right first time	13/14 % 90.8	14/15 % 88.4
% Customer satisfaction with the repair that has just been completed	13/14 % 95.4	14/15 % 96.1

37,469 repairs carried out during the year

Development

New homes added	858	Invested	£93,000,000
Currently on site	1035 homes	Number of apprenticeships generated	83

Improving homes

Amount invested in improving homes **£8,225,242**

Bathrooms	Kitchens	Windows	Boilers
253	244	705	992

31% More than budgeted

Energy Efficiency grant received **£98,000**

Average SAP rating

2015 %	2014 %
71.2	70.7

Customer satisfaction with improvements **9.68/10** (2015)

Amount saved through efficiency measures **£1,450,000** (Planned improvements)

Properties with an up-to-date gas safety check

100% fourth year running

Keeping your home safe

Amount spent keeping homes safe **£3.15 million**

rewiring, electrical tests, asbestos removal & management and fire safety upgrades

Efficiency → Heating repair visits per property

2015	2014
1.16	1.3

SAVINGS £64,500

% properties meeting Decent Homes standard **99.59**

Tenant Involvement and Empowerment Standard



Adaptations

439 Minor **72** Major
SPEND → £480,000

Adaptation type	No. completed 14/15
Grab rails, handrails, stair rails and lever taps	→ 247
Bathrooms, showers and level access showers	→ 39
Paths, ramps, steps, doors and gates	→ 22
Other	→ 203



Support Services

Amount spent on upgrading alarms **£75,000**

Number of schemes upgraded

7

Number of emergency calls needing follow up **38%**

Savings to other organisations over the year **£80,000**

Additional funding generated **£94,000**



Complaints

Number of complaints

2015 **168** | 2014 **174** | 2013 **266**

3.5% Reduction since 2014

% complaints resolved within two days **50%**

Top 5 reasons for complaint

31% Communication | **17%** Perceptions

14% Quality | **12%** Attitude

13% Delay



Resident Involvement



2014/2015
 Number of volunteer hours

5,000

TOTAL VALUE OF VOLUNTEER TIME

£37,000



Customer Service



STAR SURVEY

	13/14	14/15
Overall customer satisfaction	95%	95%
Satisfaction with repairs and maintenance	89%	93%
Satisfaction with views taken into account	80%	89%
Satisfaction with being treated with fairness and respect	95%	95%
Satisfaction with value for money for your rent		86%



Contact Centre

Number of calls handled **133,469**





Neighbourhood and Community Standard



Community Fund

Number of successful organisations **40**

Amount awarded **£27,800**



ASB

Number of ASB cases dealt with

578



Reduction in case numbers since 2014/15

25%

3.8%

% of cases that were severe

Number of households evicted due to ASB

2

TOP 5 TYPES OF ASB

36% Noise

15% Neighbours

11% Pets / dogs

8% Verbal abuse

5% Nuisance from groups



Homecheck

Number of Homecheck visits requested

2014/15 **769**

Previous year **1032**

Number of Homecheck visits carried out

2014/15 **608**

Number already known

142

Advice given to tenant

350

Vulnerable tenant identified

73

Additional housing management support provided

203

Referred for specialist help

40

Tenancy Sustainment



% starter tenancies not renewed

11.2% 2014/15 **13.9%** 2013/14

990

Benefit Health Checks carried out



Tenancy Standard



2014/15



Lettings

Number of lettings

1320

Average relet

14.53 days

2013/14 = 11.2 days

Rent loss due to voids

2015

0.31%

2014

0.41%



Satisfaction

2015

9.5

2014

9.5 |  | 

Transfers **189**

Mutual exchange
82

Leave it Clean value

£12,730



Rents

2015

Rent charged during the year

51,800,000

% Rent collected for 204/15

2015

99.2

2014

99.29

Current tenant rent arrears arrears at 31.03.15

2015

394,144

2014

268,278

Current tenant rent arrears as a % of rent collectable

0.76%

Number of evictions 2013/14

2015

41

2014

38



Money Matters

Number of cases supported

2200

Discretionary awards

£95,751

Backdated Housing Benefit secured

£218,181

Additional weekly benefit generated

£566,807

Total additional benefit generated

£860,716

New Credit Union customers

20

Amount of borrowing secured **£62,000**

Savings generated through Energy Extra **£26,000**

Court Costs 2015 **£30,155** 2014 **£78,121** 



Value for Money Standard



THE POUND



Income

Income **42.0%**

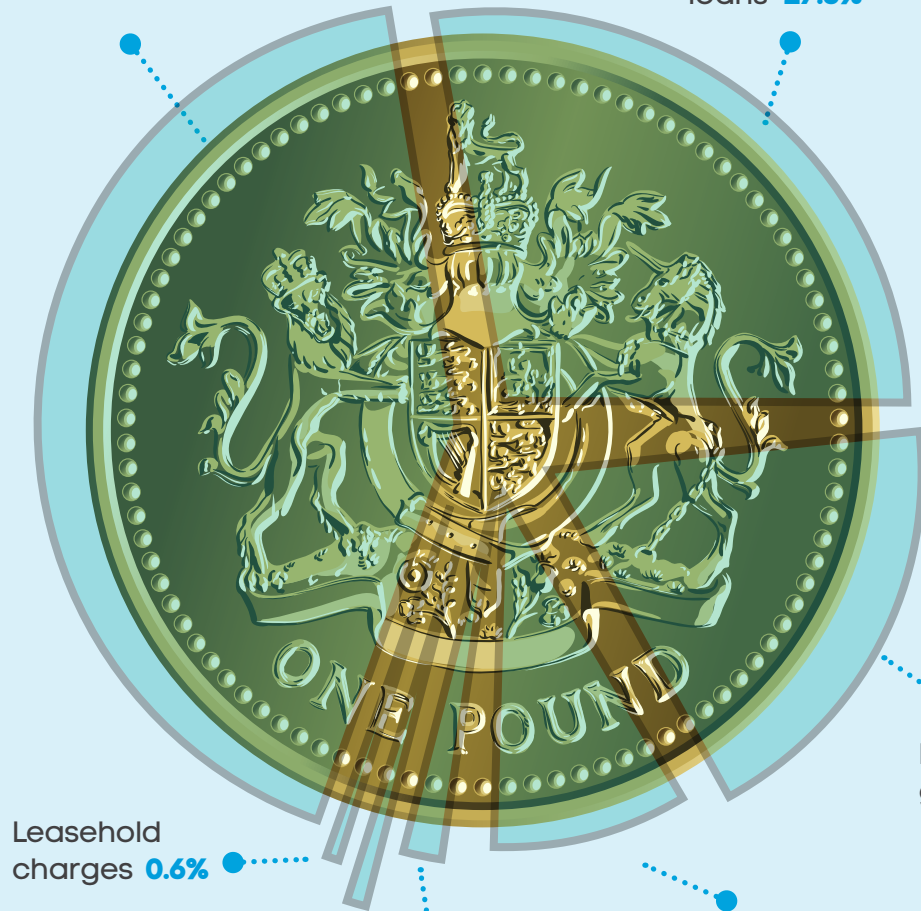
Development loans **27.6%**

Leasehold charges **0.6%**

Garage and shared ownership rents **1.4**

Trading activities **1.4**

Property sales **8.9%**



Expenditure

Bad debts **0.2**

Other **1%**

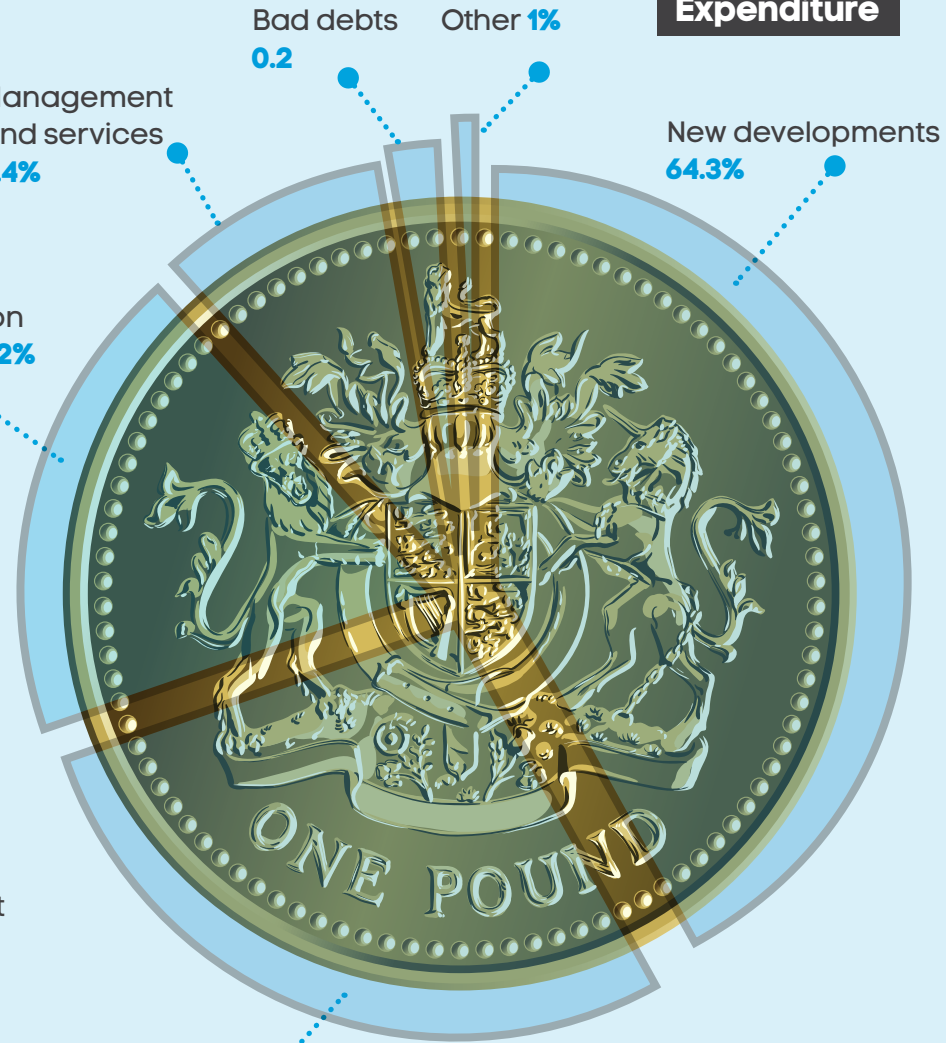
Management and services **9.4%**

New developments **64.3%**

Interest on loans **10.2%**

Development grants **18.5%**

Repairs and improvements **14.9%**



Value for Money Standard

Read our full VFM self-assessment here

Reduce Costs

We set the 2014/15 operating costs budget 10.2% lower than in 2008/9 and we achieved our objective of reducing operating costs by 10% in five years, saving a further £564,000 within this lower budget.

We achieved an operating surplus of **£1.87** million better than budgeted, while investing £93 million in developing or acquiring 858 homes.

Through our Asset Renewal Strategy the value of our homes has increased to £456 million from £438 million in 2013/14. We also reduced the need to spend £3.6 million over the next 10 years in capital works costs.

Invested in

On site with 1035 more homes and plan to develop or acquire 2910 over the next four years.

Invested £21.25 million in repairing and improving tenants homes.

Invested £600,000 in neighbourhood and environmental work.

Increase Quality

Improved customer satisfaction with services

Overall satisfaction with the Trust as landlord



2014/15

95%

2013/14

95%



Overall satisfaction with repairs and maintenance



2014/15

93%

2013/14

89%



Maintained Performance

100% of properties with an in date gas certificate for fourth year running.
Top quartile KPIs benchmarked with HouseMark.

Improve Social Value

Provided 1320 people with a home. Through our own services and the development process we created 94 apprentices and 44 other training places.

Our Money Matters team generated £860,716 additional benefits for tenants.



Reduce Costs



Increase Quality



Improve Social Value



Build New Homes & Invest in Current Stock



Value for Money

