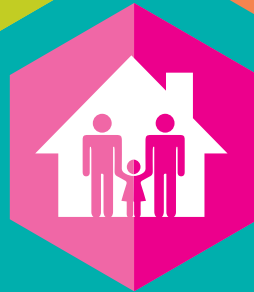


Annual Report to tenants & Value for Money Self Assessment

 2013 / 2014 



The Wrekin
Housing Trust



A look inside...

(Click icon to view)



Home Standard



85.5

% 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

18%



Tenancy Standard

% Rent collected for 2013/14



99.49

Value for Money Standard

Amount of efficiencies made



£4million



Home Standard



Repairs

% Response repairs completed on the same day	2014 % 85.5	2013 % 88.8
% Customer satisfaction with repairs completed right first time	2014 % 90.76	2013 % 87
% Customer satisfaction with the repair that has just been completed	2014 % 95.43	2013 % 95

39,407 repairs carried out during the year



Development

New homes added 393 Invested **£39,000,000**

Currently on site 399 homes Number of apprenticeships generated **68**



Improving homes

Amount invested in improving homes **£8,183,25**

Bathrooms	Kitchens	Windows	Boilers
253	234	591	937

Energy Efficiency grant received **£1,300,000**

Average SAP rating **2014 % 70.7** **2013 % 69.6**

Customer satisfaction with improvements **2014 % 97.6** **2013 % 99.54** Amount saved through efficiency measures **Planned improvements £1,409,731**

Properties with an up-to-date gas safety check

100% third year running

Keeping your home safe



Amount spent keeping homes safe **£2,656,783**
rewiring, electrical tests, asbestos removal & management and fire safety upgrades

Efficiency → Heating repair visits per property **2014 1.3** **2013 1.54**

SAVINGS £7.23 per property

% properties meeting Decent Homes standard **99.80**



Tenant Involvement and Empowerment Standard



Adaptations

491 Minor **88** Major
SPEND → £545,000

Adaptation type	No. completed 13/14
Grab rails, handrails, stair rails & lever taps	→ 351
Bathrooms, showers, level access showers	→ 76
Through-floor lift	→ 1
Paths, ramps, steps, doors, gates	→ 70
Safety items	→ 48
Other	→ 33



Support Services

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

Number of schemes upgraded **34**
 Number of emergency calls needing follow up **38%**

Savings to other organisations over the year **£16,000**

Additional funding generated **£94,000**

Complaints

Number of complaints

2014 **174** | 2013 **266** | 2012 **553**

36% Reduction since 2012

40% % complaints resolved within 2 days

Top 5 reasons for complaint

23% Communication | **20%** Perceptions

12.5% Quality | **11.5%** Attitude

9% Delay



Resident Involvement



Savings against budget 2013/2014 **£70,000**

	Volunteer Hours	Value
Tenants' Panel	3212	£19,272
Customer Assurance Panel	162	£972
Tenant Audit Group	292	£1752
Quality Inspectors	30	£180
Stafford Tenants Association	286	£1716
Other	65	£390

TOTAL VALUE OF VOLUNTEER TIME £24,282



Customer Service



STAR SURVEY

	2014	2013
Overall Customer Satisfaction	95	96
Very satisfied	✓ 77	69
Satisfaction with repairs & maintenance	89	91
Very satisfied	✓ 71	67
Satisfaction with views taken into account	80	87
Very satisfied	✓ 65	54
Satisfaction with being treated with fairness & respect	95	97
Very satisfied	✓ 84	78



Contact Centre

Number of calls handled **127,907**





Neighbourhood and Community Standard



Community Payback Scheme

Offenders hours into the scheme **6565**

Bags of rubbish removed under the scheme **4285**

Just one of the many things they do



ASB

Number of ASB cases dealt with

771



Reduction in case numbers since 2012/13

18%

4%

% of cases that were severe

Number of households evicted by ASB

7

TOP 5 TYPES OF ASB

36% Noise

15% Neighbours

6% Verbal abuse

5% Drug abuse



Pets/dogs **5%**



Homecheck

Number of Homecheck visits requested **1032** Previous year 980

Number of Homecheck visits carried out **814** 2013/14

Number already known **218**

Advice given to tenant **582**

Vulnerable tenant identified **100**

Additional housing management support provided **194**

Referred for specialist help **40**

Tenancy Sustainment % successful starter tenancies

89%

40 more people sustained their tenancies

Efficiency saving = **£120,000**



Tenancy Standard



Lettings

Number of Lettings

1040

Average relet

2013/14 **11.2 days**

Dec 2013 = 11.8 days

Rent loss due to voids

2013/14

Dec 2013

0.41% | **0.43%**

savings against budget

£317,000



Satisfaction



2013/14 **9.54**

Dec 2013

9.5

Transfers

150

Decorating vouchers

£120,000

Mutual exchange

117

Leave it Clean value

£21,600

Increase since 13

£3,700



Rents

Rent charged during the year

2014	2013
53,042,279	49,000,000

% Rent collected for 2013/14	2014	2013
	99.29	99.4

Current tenant rent arrears at 31.03.14

2014	2013
268,278	283,000

Current tenant rent arrears as a % of rent collectable

0.51%

Number of evictions 2013/14

2014	2013
38	29

Money Matters

Number of cases supported

1700

Discretionary awards

£174,000

Backdated Housing Benefit secured

£242,000

Bedroom tax repayments achieved

£65,000

Additional weekly benefit generated

£26,000

Total additional benefit generated

£1,547,841



New Credit Union customers

209

Amount of borrowing secured

£72,000

Savings generated through Energy Extra

£13,000

Court Costs 2014 **£75,121** | 2013 **£87,539**

Reduction in **CO₂** **73457kg**



SAVINGS

Total efficiencies made against budget **£4m**

This will help generate **80** new homes

Invested in current stock

£21.7M

Reduction in operating costs since 2009

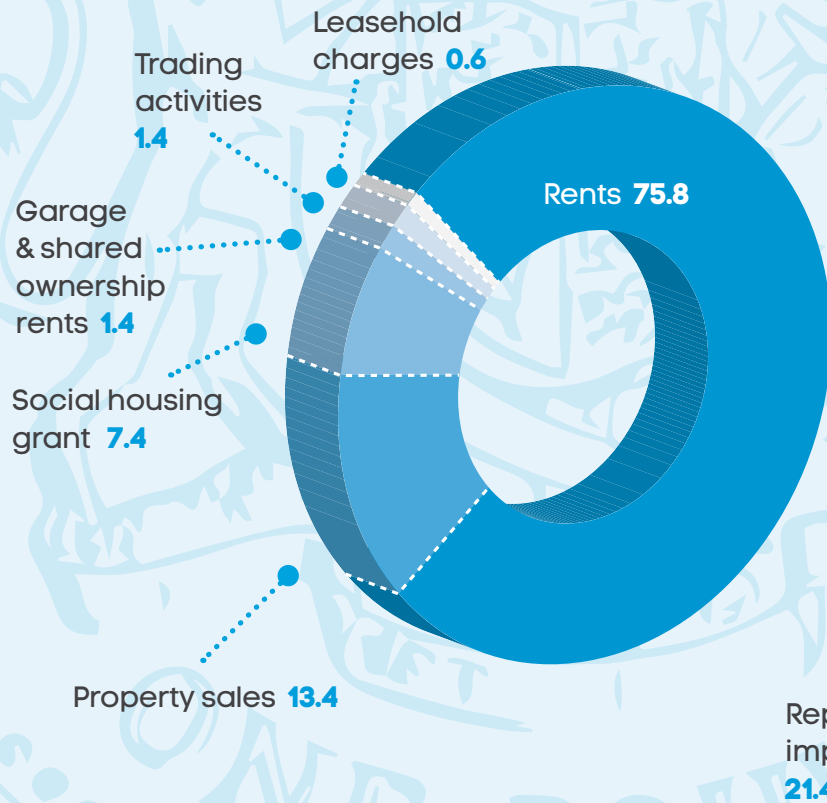
↓ **10.2%** ↓

Value for Money Standard

THE POUND

Read our full VFM self-assessment here

Where each pound of income comes from %



Where every pound is spent %

