

Customer Feedback

We continue to engage with and listen to a significant number of our customers (circa 40% of customers) annually to learn from them and shape our organisation. We do this through touch-point satisfaction surveys, perception survey, engagement work and our Customer Voice Panel.



Here's a look at how satisfaction levels are performing in 2021-22

Touch-point	2019/20	2020/21	Q1 2021/22
Overall Landlord	84% (1232)	83% (884)	84% (288)
New Tenancy	92% (172)	85% (127)	96% (27)
Contact Centre	86% (3188)	86% (3126)	85% (737)
Responsive Repairs	84% (1552)	86% (1430)	84% (335)
Estates: Block Cleaning	73% (1908)	69% (706)	65% (195)
Estates: Grounds	68% (As above)	66% (1254)	69% (395)

Our commitment is to keep on listening to customer feedback, acting on what they tell us and making the service improvements you require.

Complaints Handling

Measure	2019/20	2020/21	Q1 2021/22
Number of Complaints Received	433	257	139
Complaints Resolved Within Timescales	96%	18.2%	72%

Taking action to reduce Customer Effort



Ease of making complaint

66%

Satisfied of the 29 responses received in 2021/22

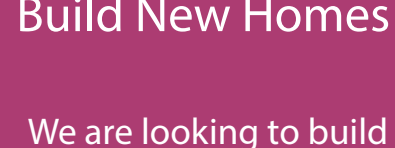
Satisfied with our handling of the complaint

45%

Satisfied of the 29 responses received in 2021/22

We've now added overall satisfaction with complaint handling to our survey.

Our Strategic Delivery Plan continues to deliver...



Build New Homes



We are looking to build 753 affordable homes over the next 5 years, taking our total delivery to 1,100 by 2026.

2021-22



0 new homes started on site in 2021-22



39 homes have been completed

Since 2017-18



421 new homes started on site



347 homes have been completed

Pipeline for starts on site



99 units 2021-22

Update on Key Development Strategies

West Vale

Plans to transform the area where the tower blocks, Crossbank House and Summervale House, now stand are continuing to progress.

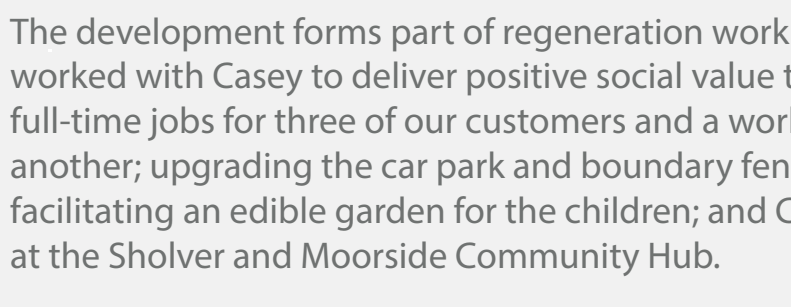


In June, Oldham Council approved our plans for a £12m investment in 88 new affordable homes on the site. Twenty six houses are planned - a mix of two, three and four-bedroom family homes - along with 62 apartments, each with one or two bedrooms.

Work is underway to disconnect services at the tower blocks and demolition is now scheduled to begin in mid-Oct and last until Jan 2022.

Our preferred partner to deliver the build is North West based contractor, Crossfield Living, which has progressed to the second stage of a two stage tender process. A full appointment is planned by the end of 2021, enabling a start on site by Spring 2022, and homes due for completion in Autumn 2023.

29 new homes delivered at Hillside Development in Sholver



In July we completed 29 new homes in partnership with our development partner, Casey, at the £4.7m Hillside scheme in Sholver.

The homes – all for affordable rent – comprise six four-bedroom, eleven three-bedroom and six two-bedroom homes, along with six one-bedroom apartments.

The development forms part of regeneration work in the Sholver neighbourhood and we worked with Casey to deliver positive social value through the build. This included creating full-time jobs for three of our customers and a work experience placement for another; upgrading the car park and boundary fencing at the nearby Hillside Nursery and facilitating an edible garden for the children; and Casey staff volunteered their time painting at the Sholver and Moorside Community Hub.



Excellent Landlord



This is what we've achieved in Q1 2021/22

PROPERTY SAFETY TEAM

3,125 gas safety checks



692 electrical safety checks



91 new boilers fitted



66 fire risk assessments



396 fire risk actions



PROPERTY CARE TEAM

6,947 repairs overall



239 out of hours repairs



821 emergency repairs



1,394 urgent repairs



3,940 non urgent repairs



324 planned repairs (large works)



79 adaptations



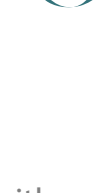
27 disrepair works



Compliance Performance

We've managed to maintain compliance levels to a very high standard.

99.99% Gas Servicing



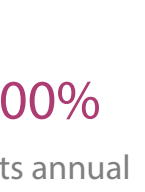
100% Of communal areas with a current fire risk assessment



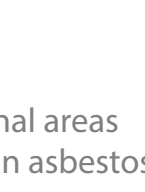
99.99% of properties with a current EICR



100% Passenger lifts annual insurance examination items completed



99.23% of properties requiring an asbestos survey that have been completed



100% Home lifts annual Insurance examination items completed



100% of communal areas requiring an asbestos re-inspection that have been completed



100% Compliance monitoring shop premises



Creating Thriving Communities



Our impact in the community

Customer Engagement and Customer Voice Panel

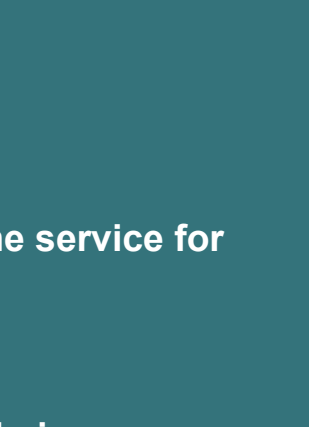
We have a Customer Engagement Programme which aims to capture customer feedback to directly shape our services, policies and processes to better suit customer needs.

The Customer Voice Panel (CVP) consists of 55 members.

14 CVP members attended the performance challenge sessions in April 2021.

There were 24 Neighbourhood Champion Estate inspections carried out in April 2021.

There were a total of 20 different CVP engagement activities from April to June 2021.



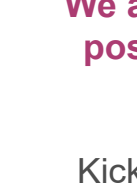
Making a difference in the community



We have opened 130 new cases via referrals into the service for customers in need of support in Q1 2021/22.



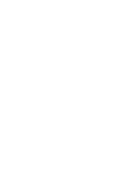
We supported customers to save circa £81K from their food shopping bills in the same period by using our Bread and Butter partnership service. We also helped customers to achieve over £112K in one off monetary gains (debts written off and thousands claimed in benefits).



Our Directions team continue to support our customers into employment - in Q1 2021/22, 43 customers that we supported into work reached 6 months in continuous employment.

Kick-starting job support for our young customers

We currently have 15 Kickstart participants in the business including three which have already started / will start in September 2021.



One of our participants has left to take up a full-time permanent role, a further one is serving notice before starting a permanent role in October. We are in the process of recruiting for a further 10 roles, with another 7 positions being renewed in November. We hope to reach a total of 45 Kickstart roles recruited in 2021.

Kickstart is a scheme created by the Department for Work and Pensions to create employment opportunities for young people, to help them gain experience in industry which will support in securing future employment.