

Customer Feedback

We continue to engage with and listen to a significant number of our customers (circa 31% 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	Q2 2021/22
Overall Landlord	84% (1232)	83% (884)	84% (288)
New Tenancy	92% (172)	85% (127)	94% (56)
Contact Centre	86% (3188)	86% (3126)	85% (1466)
Responsive Repairs	84% (1552)	86% (1430)	85% (628)
Estates: Block Cleaning	73% (1908)	69% (706)	62% (365)
Estates: Grounds	68% (As above)	66% (1254)	64% (619)

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

Complaints Handling

Measure	2019/20	2020/21	Q2 2021/22
Number of Complaints Received	433	257	290
Complaints Resolved Within Timescales	96%	18.2%	76%

Taking action to reduce Customer Effort



Ease of making complaint

67%

Satisfied of the 45 responses received in 2021/22

Satisfied with our handling of the complaint

47%

Satisfied of the 45 responses received in 2021/22

Our Strategic Delivery Plan continues to deliver...



Build New Homes



We are looking to build 738 affordable homes over the next 5 years, taking our total delivery to 1,100 by 2026.

2021-22



39 new homes started on site YTD

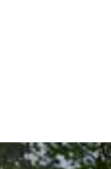


54 homes have been completed YTD

Since 2017-18

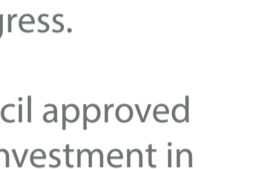


460 new homes started on site



362 homes have been completed

Pipeline for starts on site



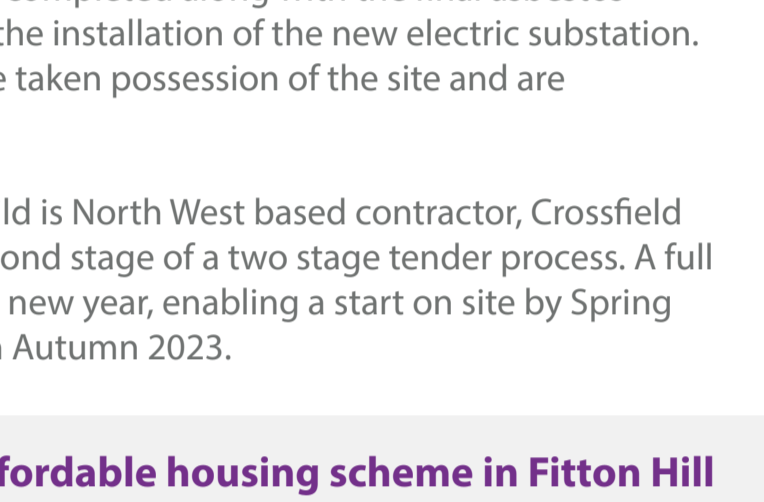
87 units still to commence on site in 2021-22

Update on Key Development Strategies

West Vale

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

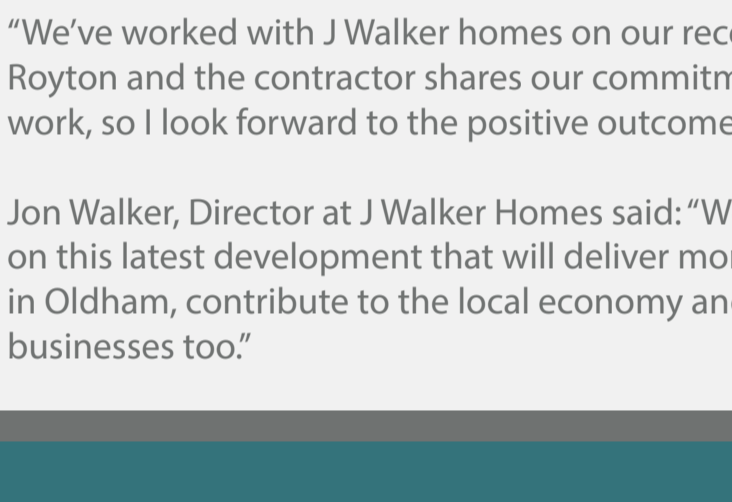
In June, Oldham Council approved our plans for a £12m investment in 88 new affordable homes on the site. Twenty six houses are planned - a mix of two, three and four-bedroom family homes - along with 62 apartments, each with one or two bedrooms.



Service disconnections have now been completed along with the final asbestos removal works to the plant rooms and the installation of the new electric substation. DJ Hughes demolition contractors have taken possession of the site and are commencing with the soft strip.

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 for early in the new year, enabling a start on site by Spring 2022, and homes due for completion in Autumn 2023.

FCHO on site with a £4.4m affordable housing scheme in Fitton Hill



Local housing association, First Choice Homes Oldham (FCHO) and Middleton-based building contractor, J Walker Homes have signed a contract to build 24 new homes for affordable rent in Fitton Hill.

The development on the site of St Cuthbert's Church at Tanners Fold will comprise of three-bedroom, family homes.

With planning permission granted in September this year, work has started on site and homes are due for completion in March 2023.

The £4.4m scheme is part of FCHO's strategy to help meet increasing demand for affordable homes across the region and has received £936k funding from Homes England.

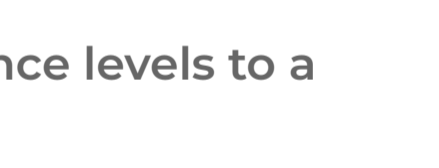
Joel Owen, FCHO Development Director said: "The lack of affordable housing in the borough is a significant challenge and the new homes at Tanners Fold are part of our plan to deliver 738 new, affordable homes by 2026 and help improve the lives of local people.

"Getting into contract on this scheme moves us closer to delivering our targets and it's another example of a land and package deal brought to us by a contractor to help us keep up momentum on supply of new homes.

"We've worked with J Walker homes on our recently completed Royley development in Royton and the contractor shares our commitment to generating social value through its work, so I look forward to the positive outcomes we can create together through this build."

Jon Walker, Director at J Walker Homes said: "We're pleased to be partnering with FCHO on this latest development that will deliver more much needed new affordable housing in Oldham, contribute to the local economy and create opportunities for local people and businesses too."

Excellent Landlord



This is what we've achieved in 2021/22 at Q2

PROPERTY SAFETY TEAM

5,933 gas safety checks



1,114 electrical safety checks



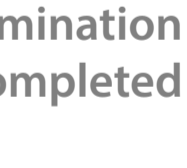
161 new boilers fitted



180 fire risk assessments



687 fire risk actions



PROPERTY CARE TEAM

13,837 repairs overall



486 out of hours repairs



1,769 emergency repairs



3,493 urgent repairs



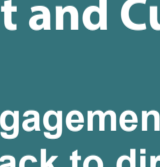
6,805 non urgent repairs



727 planned repairs (large works)



192 adaptations



62 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

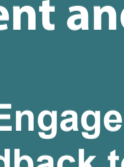


100% of properties with a current EICR

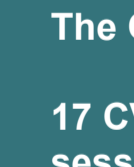
100% Passenger lifts annual insurance examination items completed



100% 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

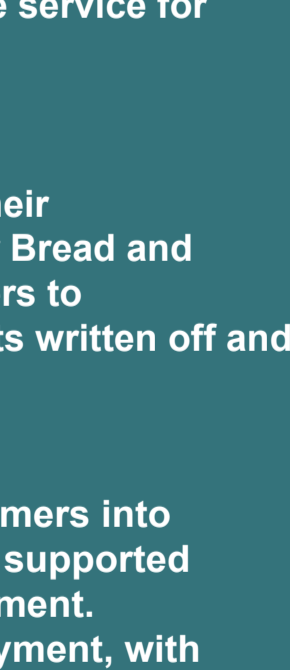
We have a Customer Engagement Programme which aims to capture customer feedback to directly shape our services, policies and processes to better suit customer needs.

The Customer Voice Panel (CVP) consists of 68 members.

17 CVP members attended the performance challenge sessions in October 2021.

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

There were a total of 14 different CVP engagement activities from August to October 2021.



We have opened 111 new cases via referrals into the service for customers in need of support in Q2 2021/22.



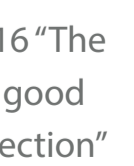
We supported customers to save circa £72K from their food shopping bills in the same period by using our Bread and Butter partnership service. We also helped customers to achieve over £100K in one off monetary gains (debts written off and thousands claimed in benefits).



Our Directions team continue to support our customers into employment - in Q2 2021/22, 23 customers that we supported into work reached 6 months in continuous employment. Additionally 58 customers have moved into employment, with the help of the service.

Kick-starting job support for our young customers

We currently have 19 Kickstart participants in the business and 2 further roles are currently in recruitment.



2 participants have now secured roles in FCHO and a further 2 have secured permanent roles outside of FCHO. Additionally, 5 participants have completed their placements and are still receiving support to find work.

We anticipate that the total number of Kickstart placements supported by FCHO will reach 60 by March 2022 and this is the highest number supported by any employer in the Oldham Borough.

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.

Live Well Service

Stay connected with FCHO

At the end of quarter 2 we had 320 customers on the Live Well service and 12 new customers decided they would like to access the service. 13 customers came off the service. Since 2014 we have had 624 customers access the service.

Quote from customer Mr Arthur Yearn, 75, who has been on the service since 2016 "The service is excellent, I would give it 10/10. The advisor is helpful, supportive and a good listener. It's good to know there's always someone you can talk to anytime for direction" 23/11/2021.

Daughter of customer Anne Coyne, 80, when asked about the service her mum receives said "helpful with anything she needs, she can pick up the phone & they'll help her as much as they can"

Removal of the £20 Universal Credit (UC) increase

An action plan has been developed which includes the following actions:

- Marketing Campaign internal and externally has now began to ensure customers and colleagues are aware and have the information they need around the UC reduction.

- Customers who are likely to be affected by the UC reduction have been identified to enable support to be offered.

- Proactive targeting of customers has begun with 128 customers contacted to discuss the UC reduction. From this 23 have engaged with the team and have been or are being actively supported, 56 didn't require support and the remaining 49 have not yet engaged but are still being proactively targeted. The team are continuing to work through the customers who are likely to be affected by the UC reduction.