

First Choice Homes Oldham Annual Report 2018/19

Improving lives in Oldham



Welcome from Vinny



The last 12 months have seen some big and exciting changes here at First Choice Homes Oldham (FCHO). Everything we do is to improve lives in Oldham. That's the reason we exist.

Over the past year we have been working hard to improve satisfaction and encouraging customers to have a greater say in how our services are delivered.

I'm delighted to report that our approach is working, and that satisfaction with services across the business is on the rise.

We're also reshaping the way our business works with our new Community Impact Team. The team will be totally focused on projects and initiatives that will make sure people have more money in their pockets and more disposable income. This will be a major focus of FCHO in the future.

Of course, the past year has not been without its challenges, from supporting our tenants through the changes brought about by Universal Credit to tackling the effects of the housing crisis and the growing demand for safe, affordable housing – we know we still have a journey ahead, but together we can tackle these obstacles head on with the vision and determination we pride ourselves on.

2018/19 saw us upscale our development programme to provide much needed homes in Oldham. We recently delivered our 100th new build home, with over 4,300 households applying to live in these homes. Quite simply, that tells us we need to build more homes and build them faster.

We're also investing in our existing homes too. In 2018 we announced plans to carry out significant refurbishment work to two of our tower blocks. We also decided to demolish two of our tower blocks, which were unpopular with our customers. Once demolished we will build family homes on the cleared site.

As we look forward we will continue to remain focused on being a great landlord, fighting poverty and building the homes that people need.

Thank you,
Vinny Roche, Chief Executive

Our vision
improve lives
in Oldham

What do we want to achieve?

- Deliver improved and efficient services for our customers
- Increase the number of new homes in Oldham
- Increase the disposable income of our customers

What will we do?

- Improve and enhance our services to customers
- Listen to our customers and use their feedback to improve the customer experience
- Deliver our ambitious development programme and secure new sites for building quality homes
- Support our customers with "make a difference" services to maximise their income
- Provide training and employment opportunities for customers
- Upskill our customers to improve their employment prospects

FCHO in numbers



11,571
Homes we own and manage



408
Our colleagues



0.72%
Rent loss due to voids



2,700
Tenants on Universal Credit
(23% of customers at March 2019)



100.07%
Rent collection
(up from 99.2% last year)

Delivering excellent landlord services



4,000
Customers provided feedback via satisfaction surveys

Results from satisfaction survey 2018/19

Landlord satisfaction	79%	Responsive repairs	92%
Satisfied with new tenancy process	88%	Estates: Block cleaning	69%
Contact centre performance	86%	Estates: Grounds	68%

Complaints



321
Complaints in 2018/19
(down 72 on last year)



99.9%
Complaints responded to within target timescale



1 in 2
Complaints are upheld in favour of customers

Repairs and improvements



£17.69m
Invested in major repairs



90.65%
Repairs sorted first time



100%
Properties with a gas safety certificate



100%
Properties at Decent Homes standard



26,300
Responsive repairs carried out



£4m
Invested in responsive repairs

Creating thriving communities

Employment, skills and learning

DIRECTIONS



223
Sustained employment for at least six months (exceeding our target of 159)



90
Work experience placements undertaken



80
Training sessions delivered



55
Accredited qualifications awarded



71
Volunteering opportunities



1,633
Young people supported with employment advice



162
Customers supported to return home from hospital



Awarded "Best in Greater Manchester" accolade for 'Discharge with transfer of care cases'

Health and wellbeing

Community engagement



£84,103
Awarded to community projects

Building new homes



27
Homes completed up to 31st March 2019



266
Homes currently being built

Awards Shortlisted for



Affordable Housing Scheme of the Year Award



Best Shared Ownership Development (urban)
Best Affordable Housing Development (in construction)



Best Small Development (under 30 homes)