



**TEIGN HOUSING'S ANNUAL REPORT 2018/19**

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# INTRODUCTION

Welcome to our review of 2018/19. It's been a busy time at Teign Housing, launching a new customer portal and embedding a new internal IT system, which is designed to join more of the dots when you make enquiries and access our services.

We've also continued our investment in your homes, ploughing £3.6m into improvements and completing a host of energy efficiency works to drive down your fuel bills. This desire to help residents save money has been heightened by the arrival of Universal Credit during this year. In September 2018 Universal Credit was rolled out in Teignbridge, with 259 residents affected, as at the end of March. We are pleased to have been able to help 160 residents get back some £75k in benefits.

As many of you will know, our teams have also been working hard to support the residents of Buckfastleigh following the gas explosion in March. We had exceptional feedback from partners and residents thanking us for our clean-up operation and ongoing re-housing work. We continue to work with the Health and Safety Executive and – as

previously promised – will share with you the results of their investigation as soon as we have them. In the meantime, I'm sure you'll join with me in wishing all affected residents a continued recovery.

As well as covering off our performance from 2018/2019, this report also looks ahead to our plans for the coming year. We have already pledged to almost double the number of homes we are building to respond to a growing need, and also to transform our offer to our independent living residents.

I'd like to take the opportunity to thank all our involved residents for their skills, time and energy this year and remind all residents that your feedback – whether you've had a positive or negative experience – is valued. We are proud of our 87% customer satisfaction rating achieved in our

latest STAR Survey, and it's only through considered feedback that we can learn how to improve on this further.

We recognise that the achievements within these pages are very much joint ones, and so I'd also like to thank our partners for their continued support. Together we will create more opportunities and brighter futures.

**Andy Jones**  
**Chair of Teign Housing**



# TENANT INVOLVEMENT & EMPOWERMENT

**Providing you with the opportunity to influence our work.**



## SCRUTINY PANEL

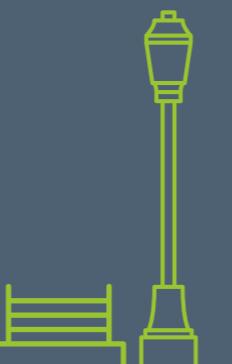
Our Scrutiny Panel has had another successful and packed year, which included conducting three reviews of service. The involved residents gave up their time and experience for free to support other residents, by completing a follow up voids review, an annual review of Consumer Standards and a Planned Maintenance Review. Actions raised and areas of improvement are now monitored quarterly at the Service Board meetings.



## SATISFACTION WITH INFLUENCING OUR WORK

Each year we survey our involved residents to find out their views on how they are consulted and their satisfaction with how we listen and change things as a result of their involvement.

This year, more than 95% of the members of the Service Board, Scrutiny Panel and Tenants' Forum said they agreed or strongly agreed that they were happy with consultation, the information provided, and feedback on how their views were taken into account. None of those who took part in the survey said they were dissatisfied in any area questioned.



We will build on the comments to improve the training and feedback even further.

We welcome involvement from all residents, whether you can attend a group or would like to take part in another way.

**To get involved and officially feedback your views, then email [getinvolved@teignhousing.co.uk](mailto:getinvolved@teignhousing.co.uk) or call 01626 322751.**

## MYSTERY SHOPPING

Each year we complete a mystery shop to test the quality of information we provide to residents. Seven tenants helped us complete this year's investigation, completing different scenarios. Teign Housing staff are not given notice of when they are taking place.

This year the tenants tested how we return missed calls, how we handle a request for a direct debit to be set-up, how reports of minor accidents are dealt with, appointment making for our DigiBugs service, making a complaint and repairs reporting.

Different emails, web chats and calls were made, and a full report presented to the management team. The report showed that we answer the phone for repairs quickly and calls to our Customer

## IN 2019/20 WE WILL:

- Add an online form to the website to make it easier to record a complaint
- Reduce the time you have to wait to receive a response to your complaint to 10 working days (was 15 working days)
- Launch a new and improved webchat function on the website, following a successful trial last year
- Have an Involved Tenant on our Stage three Complaints Panel.

## AT A GLANCE

**95%**

of involved residents satisfied that their views are taken into account



Three scrutiny reports completed



21 residents involved in influencing our work in our formal engagement groups

All figures as at end of March 2019



# OUR SERVICES

**Offering all residents a fair, high-quality service which is accessible and delivers value for money.**



## DIGITAL SERVICES

We want to make it easier for people to access our services quickly, at a time that suits them. We continue to strive to improve access for our residents by providing an enhanced digital offer, based on our residents' needs.

Our new customer portal 'My Teign Account' launched this year, enabling residents to report repairs online, pay their rent securely, view their rent account and much more. We will continue to add new services to the portal, which can be accessed via our website through desktop computers, laptops and mobile devices.

## COMPLIMENTS

Thank you to everyone who has taken the time this year to write to us or call us about a member of our team who has gone that extra mile or provided a great service. Each month we publish service stars to recognise employees who have received such thanks. This year more than 100 service stars were awarded.

## CALL HANDLING

This year we introduced online live chat as a new way of reaching our customer hub.

	Target	Actual 2018/19	Actual 2017/18	Actual 2016/17
Telephone response rate - calls to our main number answered within 20 seconds	90%	85%	89%	92.3%
Number of calls	-	27,396	27,972	37,782



## COMPLAINTS

We received 49 complaints during the year 2018/19, a decrease of 16 compared to the same period last year.

	Target	Actual 2018/19	Actual 2017/18	Actual 2016/17
Complaints answered on time	100%	91%	96%	93%



To ensure we learn from complaints we monitor what they are about to find any common themes:

## NATURE OF COMPLAINTS

Service area	2018/19	2017/18	2016/17
Allocations	0	2	3
Anti Social Behaviour	0	3	3
Estate services	0	0	1
Tenancy management	9	1	4
Rents and service charges	0	7	3
Repairs and maintenance	36	50	24
Staff and customer services	2	0	2
Other	2	2	1
<b>TOTAL</b>	<b>49</b>	<b>65</b>	<b>41</b>

Importantly, we've significantly improved satisfaction with how complaints are handled. We've spent time reviewing our process, which has seen satisfaction jump from 50% last year to 80% this year.



## OUR SERVICES cont'd.



### EQUALITY AND DIVERSITY

Treating all of our residents, staff and contractors with fairness, respect and understanding that everyone has different needs, is central to our approach. We set up a staff and involved resident group called "Respect for People" to look at equality and how we can ensure we are supporting all our residents.

As an example, we attended the inaugural meeting of the National Advisory Group for Gypsy and Travellers and are now standing members hoping to effect change for the direct benefit of our residents. We have also trained two staff to be mental health first aiders.



*In 2018/19 we introduced the role of Dementia Champion and successfully rolled out dementia awareness training for all our Independent Living Advisors and Respect for People Group team members.*

### AGEING WELL

During the year we completed a consultation exercise with around 2,000 residents who benefit from our Independent Living Service.

The headline results include:

- **67%** gave us a score of four or more out of five, for the service quality
- **21%** said they'd be willing to pay for additional services if they were introduced
- **86%** said they rated their accommodation four or more out of five.

We have already completed the majority of actions raised, including repairs, putting more information on noticeboards on services and providing detail on planned maintenance.

We will continue to consult with residents on what the future of the service should look like. Our TeignCare service supported 1,322 residents during the year, with the response times to any issue exceeding both the British Standards Institution and Telecare Services Association. Just over 95% of all calls were answered in under 90 seconds.

### IN 2019/20 WE WILL:

- Ensure at least 90% of residents are happy with our services across the business
- Boost the number of enquiries resolved first time to 75%
- Launch new service standards
- Launch a new digital strategy to add to our online service offer to residents.



# HOME

**Maintaining all our homes at or above the Government's Decent Homes Standard by providing a repairs and maintenance service for all homes and communal areas. Building new affordable homes to meet local needs for a range of people.**

## REPAIRS

How quickly and how we manage repairs is one of the things we know you value most. In return for your rent, we carried out 9,357 repairs between April 2018 and March 2019.

Our repairs service is run by Templer HomeBuild, a wholly owned subsidiary of Teign Housing which is supervised by Ian Williams. In April 2018 they also took over the gas and compliance contract.

Following a period of getting the business up and running, we are pleased that resident satisfaction with repairs rose to 97.4% and 99.3% of jobs were fixed first time.

In addition to planned improvements we spent over £2.1m on your homes delivering responsive repairs and annual checks.

Service area	Target	Actual 2018/19	Actual 2017/18	Actual 2016/17
% of emergency repairs completed on time	100%	99.5%	100%	96.29%
Appointments made and kept	99.7%	99.1%	99.86%	97.51%
Number of repairs completed		9,357	11,649	10,856

## AT A GLANCE



We built **39** new homes



We carried out **9,357** repairs



We completed **99.5%** of emergency repairs on time



## NEW HOMES

We completed our first homes outside Teignbridge, and have another 11 units due for completion in Exeter shortly and 27 in Totnes.



## DECENT HOMES STANDARD

Between April 2018 and March 2019, we also made significant progress in redeveloping our own land to provide much needed homes. We have three properties under construction in Heathfield and have planning consent for six more in Buckfastleigh and Ashburton.



We also developed an attractive scheme of 18 flats in Dawlish. These were specifically designed for those downsizing and people with reduced mobility. As well as helping those people into more suitable accommodation, the scheme also saw larger homes freed up for families needing more bedrooms.

Some of the homes built were for shared ownership, giving 18 people the chance to own a share in their own property that they would otherwise not be able to afford.



## VOIDS

A property standing empty means less income for Teign Housing, which as a not-for-profit organisation, means less money for improving homes and delivering services to residents. An empty home also means someone in need of an affordable property has to wait longer.

So we are pleased to say Templer HomeBuild and our Teign Housing teams have worked together to reduce the turnaround time for re-letting our properties down to 20.5 days this year. We will look to build on this.

## GAS SERVICING

We completed gas safety checks in 100% of our properties during 2018/19. Please help us to maintain this safety record by being in when you have agreed an appointment.

## IN 2019/20 WE WILL:

- Build 76 new homes
- Maintain customer satisfaction with Templer HomeBuild repairs at 98%
- Ensure we keep 98% of appointments, and fix 98% of jobs first time.

# TENANCY



Renting our properties in a fair, transparent and efficient way and developing homes which meet the local need. Providing you with the most secure type of tenancy that we can and making sure you can maintain your tenancy with us.

## HEAD START

Our Head Start service helped more than 160 residents with free financial and employment advice.

## KEEPING IN TOUCH VISITS

We launched Keeping in Touch (KIT) visits to ensure we meet with you in your home a minimum of once every two years to talk about your tenancy and property. This is your chance to raise any questions, report any repairs and share your experience as a Teign Housing resident. Each visit results in an action log, which the staff member will follow up on. These visits also ensure we know who is living in your home and if your circumstances or contact information has changed, this helps us to keep you safe, and also assists us to provide tailored advice.

## UNIVERSAL CREDIT SUPPORT

We provide information and advice to our residents in relation to Universal Credit.

At each KIT visit we ask a number of questions so that you are fully prepared for a future switch to Universal Credit (UC).

## AT A GLANCE



We helped residents access additional income of around £75,000



We supported 160 residents with free financial and employment advice through our re-launched Head Start service



We attended 1,402 new Keeping in Touch visits

## UNIVERSAL CREDIT

0.5% increase in rent arrears compared to the previous year

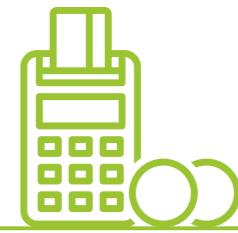
The total increase in UC residents' arrears is £72,693.38

259 residents now claim UC, an average increase of 37 per month

34.52% of our new UC residents pay by Direct Debit

## DIRECT DEBIT OPTIONS

Over 40% of residents now pay their rent by Direct Debit. It's the easiest way to pay your rent and manage your money. To make it even easier, we've changed our system so you can pay on a date that suits you and also enabled you to set this up over the phone. The call takes around five minutes, and means your rent payments will go out regularly on a date that best suits your household income patterns. Therefore you can set it up for the day you get paid, knowing then the remainder in your account can be used for other bills or payments.



## IN 2019/20 WE WILL:

- Carry out 1,800 KIT visits
- Increase the number of residents paying their rent by Direct Debit to 50%
- Deliver Project Transformation, which will offer a new service to customers in our sheltered and supported schemes and those who need help to live independently
- Increase the number of Head Start Advisors to three.

## CREDIT UNION PARTNERSHIP

During 2018/19 we partnered with Westcountry Savings and Loans, a local credit union. The credit union offers straightforward, cost-effective savings accounts and competitively priced loans to help you and your family make the most of your money. It is not for profit and may offer significantly lower interest charges than traditional banks, pay day loans or loan sharks.



# NEIGHBOURHOOD

**Working with you and other organisations to provide social, environmental and economic wellbeing and keep neighbourhoods and communal areas clean and safe.**



## ESTATE INSPECTIONS AND HOUSING SURGERIES

We introduced monthly housing surgeries to make it easier for you to make an enquiry about your home or tenancy. Our teams hold five sessions every month. There is no need to book and we regularly run family events too during the holidays. You can find a list of the surgeries on our website [www.teignhousing.co.uk](http://www.teignhousing.co.uk).

We continue to inspect all our estates every three months as we feel this is important to meet our aim to create 'safer, cleaner and greener neighbourhoods' but we are also meeting individuals and community groups more flexibly around their other commitments.



## AT A GLANCE



We gave around **£3,400** to help local projects through the Community Chest scheme



We introduced Patch Pod promises



We launched monthly housing surgeries

## COMMUNITY CHARTERS

This year we introduced Community Charters for our new developments. The first to benefit were the residents who were due to move into a brand new development at Moorhen Close, Kingsteignton. We held an interactive day so tenants could get to know each other and to let everyone shape the commitment. The charter is now on display on the noticeboard in the ground floor communal entrance.

We've since held another three Community Charter events and will draw up Community Charters for all our new developments going forward.

## PATCH PROMISES

We have introduced Patch Promises for the east and west of our area. These have seen us promise to:

1. Hold monthly housing surgeries in each community hub
2. Organise a quarterly partnership event in each patch
3. Provide, with partners, a holiday kitchen project during at least one school holiday.

This builds on the introduction of patch pods last year, which saw us split our homes into six geographic areas, each with its own Neighbourhood Services Advisor, Independent Living Advisor and Caretaker.

## CONTRIBUTION TO COMMUNITY

Our staff continued to give their own time and money to support local organisations. We raised money for Comic Relief through a cake sale and staff dress down day, and held multiple collections for the local food bank. Staff from Templer HomeBuild and Teign Housing took part in charitable events such as sponsored walks for Rowcroft and a Swimathon for Marie-Curie, with support from the Staff Forum's charitable budget. The Forum holds regular charity fundraising days and encourages colleagues to participate in local fundraising events.

## IN 2019/20 WE WILL:

- Provide another **£5,000** Community Chest funding to support local community projects that improve the lives of our residents
- Host a 'Community Charter' day for all new developments
- Hold monthly housing surgeries in each community hub, and four events with partners in every patch.

# ECONOMIC



**Charging rent in line with the standards set out by the Government. We will provide cost-effective, efficient and good quality services and homes and show how we are using our finances to provide good value for money.**

## RENT COLLECTION RATE

As a not-for-profit organisation, rental income is ploughed back into building new homes, maintaining existing homes and delivering services. It is vital that we collect the rent due to us. This year we collected 100.02% of rent due, this is over 100% because tenants are paying additional amounts in preparation for Universal Credit or getting themselves in advance with their rent.

## TEIGNCARE CONTRACT

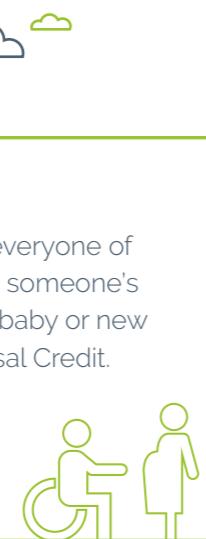
We also tendered a contract for our TeignCare service to ensure quality of service along with a better deal. This has helped ensure that what we offer is the best on the market.



## UNIVERSAL CREDIT

Universal Credit came into force in September 2018 for everyone of working age and claiming benefits in Teignbridge. When someone's circumstances change, such as moving home, having a baby or new care or health needs, they now need to apply for Universal Credit.

As of the end of the financial year 2018/19, we had 259 residents who were claiming Universal Credit.



## AT A GLANCE



We collected  
**100.02%** of rent



**259** of our residents had  
to claim Universal Credit



**70.5%** of our residents  
pay their rent in advance



We launched a new  
housing management  
system



## IN 2019/20 WE WILL:

- Develop our system further to enable staff to carry out estate inspections electronically and more mobile working
- Integrate our telephone system to enable quicker call handling
- Develop 'My Teign Account' further and improve the way you report repairs online.



## VALUE FOR MONEY STATEMENT

We have published our full Value for Money Statement on our website. This looks at how our performance compares with other landlords. Click [here](#) to access it.



## EFFICIENCY SAVINGS

We introduced new rules which mean that all new garage licensees have to pay two months rent in advance and set up a direct debit. This is helping to reduce debts on garage rent, as well as saving staff time on chasing up arrears. We have also saved money following the closure of our town centre office, known as 'the shop', as part of the local Council's wider regeneration plans. This saving will be reinvested into other services.

## NEW SYSTEM

We have invested in a new housing management system to improve efficiency. The new software means we can access data more quickly and better understand our performance. This means we can be confident where we are meeting our targets, and focus our time on areas in need of improvement. In the future it will allow us to access live information on the go, and enable our teams in the community to update your details in real time during Keeping in Touch visits and report any repairs or other issues you'd like us to look into.

## Contact us

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