



Connected

Teign Housing's Annual Report 2022/2023



Contents

Introduction	3
Excellent services	4
Together with tenants	8
Focusing on communities	10
Quality homes – repairs and improvements	13
Quality homes – new development	15
A sustainable business	16
Performance at a glance	18

Introduction

I am delighted to welcome you to this annual report, the first since I became Chair of the Board in July 2022. I'd like to extend my thanks to my colleagues on the Board for their continued support throughout the year.

During the year – rightly – a lot of focus has been put on the housing sector. The tragic death of two-year-old Awaab Ishak in Rochdale and the coroner's verdict of a link to damp and mould is a reminder of the importance of good quality homes, communication and services. These have always been our priorities, but we continue to listen to you and make improvements in our work and monitoring. Our message to any resident with damp and mould is simple; we do not expect you to live in a home with it, and please report it to us. We do not claim to get everything right first time, but we genuinely believe in creating better futures together and listening and learning. To maintain our homes, we spent more than £9.2m and also created a new, locally-based team to handle your repair calls.

Another key focus across 2022/23 and ongoing is supporting people with the cost-of-living crisis. Our new Hardship Fund saw us give £32,000 to those most in need, helping them with energy bills, school uniforms and the purchase of white goods and furniture. Through our Head Start service, we also secured £79,617.27 additional income for residents.

In addition to reacting to need now, we are also investing in the future. Our net zero and retrofitting plans will help ensure homes are more energy efficient, meaning residents can use less energy to stay warm and well.

Thank you to all our residents, partners and colleagues who contributed to another successful year.

Maureen Robinson
Chair of the Board



Excellent services

We know that delivering excellent, tailored services is essential to your well-being. Here are some changes we've made to improve your experience.



Handling your enquiries

We renamed the team who handles your calls, web chat and email to better reflect who they are there to work for and with – customers. The newly named Customer First Team deals with enquiries from residents, shared owners, leaseholders, members of the public and professional agencies.

We've worked hard to improve our customer service, including bringing in-house repair appointment booking and recruiting additional staff to the team.

This year, we began delivering in-house call quality coaching with our team to ensure that we give the best possible service in every call by assessing the content of calls, including monitoring the sentiment. This includes reflection sessions with our Customer First Advisors to identify areas for improvement. Consequently, we have seen an increase in the quality of our call handling across the team. We were delighted that the team was shortlisted for a UK National Contact Centre award.



Complaints handling

During the year we received 115 complaints, down from 151 in 2021/22. We responded to 90% of complaints within our target timescales, and 61% were resolved at the first stage of our two-stage process. Repairs remain the highest cause of complaints, which we have worked on by recruiting a new local team to handle queries rather than a remote contact centre. Eighty-two people who had a complaint resolved during the year responded to a survey, and 84% of them said they were satisfied with the complaints process.

The increase in the number of residents escalating their complaint to stage two is due to them wanting us to investigate their complaint further. We are working on improving the investigations carried out at stage one, so more complaints can be resolved promptly for our residents without needing to go to stage two.

This year we appointed a member of our Board to have lead responsibility for complaints to support a positive complaint-handling culture within Teign Housing and Templer HomeBuild. Our Board's

Resident Voice Champion attends the 'Complaints Handling at Templer and Teign' (CHATT) group with involved residents and is responsible for ensuring the Board has oversight of the complaints process.

We still have lots of work to do in this area. Only 41.2% of the 551 residents who responded to our Survey of Tenants and Residents (STAR) and said they had made a complaint in the last year were satisfied with Teign Housing's approach to complaint handling.

We also know that at the end of March 2023, we had four outstanding complaints lodged with the Housing Ombudsman. During the year, we received one determination from the Housing Ombudsman, which resulted in a finding of a service failure. Although in the next reporting year, in early April 2023, we received a further determination from the Housing Ombudsman, which resulted in a finding of four maladministration areas. As a result of both determinations, we have apologised to the residents and paid compensation. We have also looked at the concerns raised by the Housing Ombudsman so that we can learn from them.

Number of complaints received by service area – 2022/23

Repairs – Templer HomeBuild (THB)	41	35.7%
Housing	20	17.4%
Repairs – Teign Housing	18	15.7%
Compliance	12	10.5%
Planned Maintenance – THB	8	7%
Housing – Anti-Social Behaviour	8	7%
Business Support / Customer First Team	2	1.7%
Damp and Mould	2	1.7%
Development	2	1.7%
Caretaking / Grounds Maintenance	1	0.8%
Rents	1	0.8%
Total	115	100%

Complaints Performance	2021/22	2022/23
Number of complaints received	151	115
Average time (days) to acknowledge "Make Things Right" Stage 1 complaints target = 5 working days to acknowledge your complaint	0.53	1.4
Percentage of "Make Things Right" Stage 1 complaints responded to on time - Target 100%	99.3%	94%
Percentage of all complaints resolved at "Make Things Right" Stage 1	93%	61%
% Customers satisfied with how the complaint was dealt with – Target 85%	92%	84%
% Customers satisfied with complaint outcome	90%	84%

Identifying opportunities to improve health and wellbeing

Our Winter Warmer project, which sees residents aged over 55 at seven of our Independent and Wellbeing hubs invited to have a free meal, company and, on occasion, hear from local support organisations, saw nearly 500 meals served this year. The Independence and Wellbeing Team has embedded its new approach, offering home visits and more social events to help combat social isolation in the community.

Our Head Start service, which provides short-term support to reduce debt and prevent evictions, saw residents claim around £80,000 in additional benefits.



They also arranged 65 food parcels, 40 fuel vouchers to help people with their gas and electricity costs and completed 144 welcome calls to help new residents settle in and understand the support available to them in their new home.

We also supported residents to access free fire safety advice and smoke alarms, thanks to our ongoing partnership with Devon and Somerset Fire and Rescue Service. Nearly 30 residents had a free Home Safety check during 2022/23.

Dispersed digital alarms

As part of our preparation to be ready for the digital switchover in 2025, we have trialled new technology to ensure our older persons' personal alarm service is fit for the future.

Online services

In November 2022, we launched a new resident portal and - for the first time - an app. The portal was developed in consultation with residents and already has more than 650 people registered.

You can use them to check your rent account, make a payment, report a repair and update your contact details. There are other functions too, including a budget calculator.

You can download the My Teign app from both Apple's App Store and Google's Play Store. Once it's downloaded, open the app and follow the instructions. You will need to set up an account; it's quick and easy to do. You'll simply need your rent agreement reference number.

You can also access the portal and read our handy guide through your browser - [the link is on our website](#)

Lettings

In 2022/23 we had 175 voids, 14 less than in 2021/22, and the average time it took to get an empty property ready for the next resident was 25.1 days.

Satisfaction with the lettings process was 100%, and satisfaction with the standard of the property after moving in was 99% compared to 94% in 2021/22.

In 2023/24 we will:

- Promote the My Teign portal and app with the aim of having 1,250 users registered by March 2024.
- Reduce the volume of complaints escalated to stage two by 15%.
- Continue our preparations for the digital switchover.
- Increase the Hardship Fund to £37,000 so we can support even more residents with vouchers for items during the cost-of-living crisis.
- Launch an app to assist with the lettings process once a property has been allocated through Devon Home Choice.



Together with tenants



We will fully support residents to have their say about our services. If you'd like to find out more and offer your time, email getinvolved@teignhousing.co.uk

Involved resident satisfaction

Our resident involvement framework allows people to get involved and have their say. For example, the Scrutiny Panel highlights where our performance needs to improve by carrying out service reviews. We always listen to their findings and make changes to improve the service to residents.

Each year we check in with residents to ensure they feel their time and contribution is being heard and that they are happy with how their views are listened to. Across our three formal involvement groups, overall satisfaction with those measures was 100%.

The Service Board met four times during the year, and the Tenants' Forum met six times.

Most of the meetings were held on Zoom, although when meeting in-person hybrid meetings (a mix of online and in-person attendance) are an option.

If you are interested in helping shape our work, we are looking for new members to join our various involvement groups. We have a number of different groups, allowing you to pick one that suits how much time you have to offer. We offer free support and training for residents who get involved with us.

Scrutiny Panel

The resident Scrutiny Panel completed the annual review of Teign Housing's compliance with the Regulator of Social Housing's Consumer Standards and a review of Teign Housing's compensation arrangements. They also carried out a follow-up of their previous Planned Maintenance review to ensure the actions put in place are still being carried out.

As a result of their work, many changes have been introduced, including increased reimbursement if dehumidifiers are needed, extra temporary heaters for larger properties if boiler repairs require more time and a review of letters sent out about planned works.



Understanding your experience

Customer journey mapping is a way for Teign Housing to explore in detail how we can best deliver services from your perspective. By putting the residents' activities and experiences of accessing a service into a chronological order, we're able to create a journey map.

Mapping journeys that our residents experience helps us understand how easy or difficult it feels to receive services by highlighting the points of effort and frustration so improvements can be made.

In May and July 2022 we hosted two workshops with residents to gain a better understanding of their experience of reporting a repair, warts and all!

In March 2023, residents, our team, members of the police and the local council all joined forces to look at how we could work together to tackle anti-social behaviour. The group mapped out what happens from an incident being reported, through to resolution and gathering feedback.

These sessions delivered some constructive feedback and helped shape and influence decisions to bring changes to improve the customer experience.



Tenant Satisfaction Survey

In late 2022 we sent out our Survey of Tenants and Residents (STAR) to 3,864 households, including leaseholders and shared owners. We had a 33.1% response rate.

Thank you to everyone who responded. This is an important survey as the results show us what you think about the services we provide. We have reviewed the results and will focus on areas where satisfaction was lower.

Here are the headline results:



87.7% feel Teign Housing provides a home that's safe and secure



78.9% are satisfied their home is well-maintained



61.7% are satisfied Teign listens to their views and acts upon them



85% are satisfied they are treated fairly & with respect



74.6% are satisfied with the overall service Teign Housing provides



61.0% are satisfied communal areas are clean & well-maintained



82.4% are satisfied with the speed of completion of repairs



74.6% are satisfied are satisfied they are kept informed about the things that matter to them



51.3% are satisfied with the way Teign Housing deals with anti-social behaviour



81.0% of residents are satisfied with the overall repairs service



67.1% feel Teign Housing makes a positive contribution to their neighbourhood



41.2% are satisfied with the Teign Housing's approach to complaint handling

In 2023/24 we will:

- Undertake journey mapping for our Disabled Adaptations process, involving residents, staff and partner agencies.
- Hold in-person meetings with our involved residents as much as possible, offering the option to attend via Zoom if preferred.

Focusing on communities



We will provide tailored support where needed to help our residents to live well in their homes and invest our time and funds into creating great communities.



Community events

Residents have attended events across our communities which included:

- **Community Charter Days** for residents moving into new developments
- **Christmas event** – Kingsway, Teignmouth
- **Christmas event** – Buckland, Newton Abbot
- **Community Clear Up** – Haldon Ridge and Kingsway, Teignmouth
- Events for the late **Queen's Platinum Jubilee**
- Various events and activities at our **Independence and Wellbeing Hubs**, such as the **Winter Warmers project**, coffee mornings and craft groups.

Community Chest

The Tenants' Forum Community Chest is an annual fund of £5,000 that we set aside for local community projects and events. This year £3,700 was granted, including £500 to help The Station Youth Club in Newton Abbot provide summer holiday activities, £500 to Kingsteignton Swimming Pool to part-fund toddler and parent lessons, £459 for HITS foodbank to purchase a large chest freezer and £500 to Kingsway Residents' Association in Teignmouth for a community fun day.

See our website for more information or to download the application form.

Here is feedback from one of the residents of Bushell Road in Newton Abbot, who applied for funding to run a street party for the late **Queen's Platinum Jubilee**:

"We would just like to thank Teign Housing for their generous grant, which allowed us to provide a much-needed social event to the residents of Bushell Road and beyond. Without your generous gift, it would not have happened. We really are very grateful, as it has allowed us to find each other again, and have a natter over the fence when we are passing each other's houses. Thank you very much to all at Teign Housing for making this happen."

Teign Housing in Bloom

After a two-year break due to the pandemic, the annual garden competition returned with a bumper number of entries. It was lovely to meet residents and hear how passionate they were about their garden and see how creative they can be in even quite a small space.



Tackling Anti-Social Behaviour

This year we opened 62 cases of ASB. Eviction is always a last resort, and thanks to our handling of cases, mediation and other methods ensured the behaviour changed without the need for anyone to lose their home.

We invested in a new service which means you now have experts on hand outside of normal working hours to report any ASB incidents. The ASB Respect Line team has highly trained call handlers with backgrounds in housing or policing. It's free to call Respect Line; you can reach the team on 0800 075 6699. The line is open from 17:00 – 09:00, Monday to Friday and all weekends and bank holidays. During normal working hours, you should continue to contact our Customer First Team on 01626 322722.

The local Community Safety Partnership has recognised one of our team as an 'ASB Hero' for their dedication to joint working, which has been instrumental in creating strong relationships with key partners to achieve the common partnership goals.

Keeping in Touch (KIT) visits

We aim to visit each general needs household at least once, every two years and once a year for those living in our sheltered schemes, as we want to ensure you continue enjoying your home. It also allows us to make sure you are aware of new services we may have introduced since you first moved into a Teign Housing property. This year we completed 1,973 of these 'Keeping in Touch' visits. Unfortunately, due to some staff shortages and having to prioritise other core functions, we didn't meet our target of 50% of general needs tenancies and only achieved 38%. However, we did carry out a KIT visit with 98% of our sheltered scheme residents.





Estate Inspections

We carry out quarterly estate inspections in all areas where we have homes. Staff look for things like health and safety issues, repairs needed in communal areas, abandoned vehicles, fly-tipping and the general appearance of an area. We will also follow up with residents if they have an untidy garden. In 2022/23, we just missed our target of visiting each of our estates quarterly throughout the year, as between October to December 2022 (quarter three), we visited 96%.

Grounds Maintenance

This service covers regular grass cutting of communal areas from April to September as well as maintenance of shrub beds, hedges and any grounds maintenance improvements outside of the regular contract.

This year we continued our two-weekly grass-cutting schedule into November due to higher than normal temperatures. Once the grass growth stopped, the team started to work on their winter projects, including planned hedge and shrub bed work, although, during the cold snap in December, they also carried out gritting on several of our sites, as required.

To keep standards high and retain skilled team members, the Grounds Maintenance Team have been assessed and passed national Lantra qualifications for the equipment they use.

Caretaking

We want you to have pride where you live, and to support this our Caretaking Team provide a service for communal areas. Each scheme has a specific schedule, but our caretakers generally carry out litter picking, sweeping and weeding paths, mopping floors, reporting repairs and carrying out health and safety checks. We also remove fly-tipped items and graffiti.

In 2023/24 we will:

- Commit to our Senior Estates Supervisors spending more time out and about checking that the standards of the grass cutting are what we expect.
- Carry out regular surveys to get feedback about the Grounds Maintenance and Caretaking services.
- Hold regular housing surgeries so you can drop in and chat with your Community Housing Officer.
- Take part in six cost-of-living roadshows in partnership with Teignbridge District Council and Teignbridge Community and Voluntary Services.

Quality homes

– repairs and improvements

In 2017 we created Templer HomeBuild to deliver a quality, customer-focused repairs service. We continue our focus on making sure we stick to appointments, completing repairs on our first visit wherever possible, and keeping residents informed of progress.

Routine Repairs

Each year our team fix more than 12,000 repairs. Customer satisfaction with repairs is 97.9%. In 2022/23, we completed 99.9% of emergency repairs on time and made and kept 99.6% of all repair appointments. 99.3% of repairs were completed at the first visit. We also introduced a new monthly satisfaction survey so you can easily give feedback to us.

Templer HomeBuild has been awarded an internationally recognised health and safety accolade from the Royal Society for the Prevention of Accidents (RoSPA). They were awarded a RoSPA Gold Medal (5 consecutive Golds) Award, demonstrating their dedication to ensuring all staff and residents are safe during every working day.

We also changed how you report repairs to us. Previously repairs reporting went to a central Ian Williams team in Birmingham, who handled lots of repairs for different organisations. We now have a small team based in Newton Abbot that we directly employ.

The winter months saw a significant increase in repairs being reported. Compared to January 2022, 74% more calls were received in January 2023. During one week in January, 400 new repairs were reported. Therefore, in consultation with the Tenants' Forum, a decision was made to extend the target for completing routine repairs from 21 days to 30 days.



Planned Maintenance

Across 2022/23, we installed 83 new kitchens and 43 new bathrooms. We also replaced 17 roofs, windows at 136 properties and completed external redecoration to 61 homes.

We completed work on the second block of flats at Kingsway in Teignmouth. The retrofit work to Laurel block included complete re-roofing with significantly improved insulation and rainwater goods, replacement of windows, and new external wall insulation (EWI) with a high-performance render finish. This work has improved the energy efficiency of the building, as well as reduced energy costs for residents.

Damp and Mould

In January 2023, a new Damp and Mould Policy and Procedure was written and agreed, which sets out how we will identify damp and mould issues: the process for reporting and identification, how we will aim to resolve the identified problems, the timescale and implications for residents, and once resolved how advice and guidance is provided for future prevention.

Reports of damp and mould are categorised based on any history of damp or mould in the property, the profile of the household to include

health or vulnerability concerns, the number of repairs and how successful any previous work has been. This allows us to prioritise and attend within a given timescale. We use a simple triage process at the first point of contact to determine the categorisation.

If you have damp or mould in your home and haven't told us about it, please do report it so we can help keep your home healthy.

Making homes more energy efficient

Our commitment to carbon reduction and helping residents use less energy to heat homes continues. Around 60 of our least energy-efficient homes have been surveyed by an independent assessor, and recommendations from these reports will be put into place during 2023/2024.

We also completed 20 pilot projects to add or replace external wall insulation, with a view to learning from these before rolling out further. For example, at Third Avenue in Dawlish, we carried out work on eight bungalows. This included extraction of the existing wall insulation, refilling the cavity with a modern product, applying a new external insulation system, and new uPVC windows.

We've also worked closely with retrofitting organisation 'Retrofit Academy CIC' in conjunction with Devon County Council. The project was fully funded by the Government through the UK Community Renewal Fund and has seen a number of our staff achieve qualifications to support retrofitting work.

Health and Safety Compliance

We maintained our performance for Health and Safety compliance throughout the year, ensuring we carried out 100% of our gas safety checks, water testing, fire safety, asbestos and electrical testing. We carried out 97.07% of Air Source Heat Pump annual inspections, our target was 100%, but a few residents have not been at home for booked appointments.



In 2023/24 we will:

- Carry out improvements to properties at EPC Band E and F, working towards them meeting EPC Band C.
- Carry out stock condition surveys, using an external company, on around 50% of all the homes we own. This will help us plan and prioritise future planned maintenance.
- Achieve 100% in all Health and Safety compliance areas.
- Install environmental monitoring and alert systems to monitor the temperature and humidity level in homes with significant damp and mould.

Quality homes – new development



We promised to increase the scale of our development programme and ensure our homes remain affordable for our local communities.

What we've built this year



During the year, our development partners were: Belfield Developments, Cavanna Homes, Coyde Construction, Persimmon Homes, Tilia Homes and Taylor Wimpey.

As an example of our innovation to make sites possible, a small scheme at Glebelands in Buckfastleigh was completed that utilised a brownfield site of underused garages and a parking area. This scheme provided three much-needed new homes within an existing estate.

Satisfaction with the quality of our new homes in 2022/23 was 100%.

The number of homes delivered in 2022/23 was significantly less than anticipated. This has been due to a national skills and materials shortage following Brexit and Covid recovery for construction partners.

We received handover of 48 new homes in Buckfastleigh, Exeter, Exmouth, Honiton, Kingskerswell and Kingsteignton. This included 13 shared ownership houses and 35 rental properties. Our target was 83, and we expect to make up this shortfall next year, with more than 100 homes already in the pipeline to deliver in 2023/24.

Importantly, the homes developed are in a variety of locations, offering shared ownership and low-cost rents for a mix of flats and houses between one and three bedrooms to match the needs of local people. We continued to increase our stock beyond Teignbridge, with new homes in four neighbouring districts.

In 2023/24 we will:

- Receive handover of 136 new homes.
- Hold a Community Charter Day for all new developments. This is an opportunity for new residents to meet one another and introduce them to Teign Housing staff. During the session, a Neighbourhood Agreement is created, setting out acceptable behaviours and the responsibilities for managing successful tenancies.

A sustainable business



Value for Money

Each year we produce a full financial report, which includes our Value for Money Assessment. You can read our **2022/23 Value for Money** report [here](#).

At Teign Housing, we know times for some are tough, with rising costs in everyday essentials such as energy, fuel and food. As a not-for-profit organisation, no shareholders benefit from our work; our primary income comes from rents. These are invested back into your home through repairs, property improvements and running services.

The Board scrutinise financial and service delivery performance at each quarterly meeting. Value for Money is about reviewing what we do and how we do it to make informed choices about how resources are effectively channelled towards the delivery of services and corporate priorities. We aim to make the best use of our residents' money whilst balancing the cost and time with quality.

Rent collection

We need rental income so we can invest in homes and services. More than 70% of residents pay their rent in advance, and the overwhelming majority have up-to-date accounts with us. In 2022/23, we collected 99.25% of the rent due. The level of arrears was 1.71% of the annual debt, a slight increase from last year when it was 1.39%. We work with those facing genuine financial difficulty to agree payment plans to help them avoid homelessness. During 2022/23, we took legal action against five households who refused to pay or engage with us to address their high level of arrears, and this resulted in one household being evicted from their home.

To further support residents, the Income Team carried out 100 out-of-hours phone calls, shared the link to the Money Directory 118 times, made 70 referrals to Step Change, the UK's leading debt charity, requested 89 food parcels and applied for 76 fuel vouchers. In addition to this, they also set up 312 new Direct Debits.



Governance

We are preparing for greater regulation of the sector by listening more to our residents' voices to shape our services.

In late 2020, the Government published the Charter for Social Housing Residents (Social Housing White Paper), which set out ways to improve things for people living in social housing. Some of these improvements give greater powers to the Regulator of Social Housing (RSH). One of the steps they have taken is to introduce a set of Tenant Satisfaction Measures (TSMs) from April 2023.

The new measures, known as TSMs, comprise of 12 tenant perception measures, which will be measured by surveying residents, and ten landlord management information measures, which will be reported by us.

The TSMs cover five themes:

- **Keeping properties in good repair**
- **Maintaining building safety**
- **Effective complaints handling**
- **Respectful and helpful engagement**
- **Responsible neighbourhood management.**

These measures let tenants see how their landlord is doing and give the RSH an idea of which landlords might need to improve things for their tenants. We will report the findings annually through our annual report and on our website.



Cyber Security

We take the security of the data we hold about you extremely seriously. As well as having a dedicated member of staff who leads on all things cyber and data protection related, we carry out annual awareness training for all staff.

We conduct annual internal and external network penetration testing, employing legitimate hackers to attempt to penetrate the Teign Housing internal and external network. As part of this exercise, we carry out a Cyber Essentials Plus assessment. Cyber Essentials is a Government backed scheme that helps organisations against a range of the most common cyber-attacks. Cyber-attacks come in many shapes and sizes, but the vast majority are very basic in nature, carried out by relatively unskilled individuals. They are the digital equivalent of a thief trying your front door to see if it's unlocked.

All our laptops are encrypted, meaning if one was misplaced, access would be prevented. It is similar to our mobile phones; if one was reported lost or stolen, our IT team could remotely wipe any access and data.

In 2023/24 we will:

- Carry out the recruitment of a new independent Chair of the Board to take over next year.
- Send a Tenant Satisfaction Measure survey to all tenants and shared owners.
- Introduce recurring card payments, as we know that some residents are wary of setting up Direct Debits, increasing the choices in the ways to pay.
- Formalise a Consumer Standards Working Group in preparation for the new Consumer Regulation.

Performance at a glance



Here are our key performance statistics for 2022/23



97.9%

of residents were satisfied with our repairs services

(an increase from 97.6% last year)



99.9%

of emergency repairs were completed on time

(2021/22 performance was 97.9%)



4.15%

of calls to our contact centre went unanswered

(compared to 5.4% last year)



99.6%

of repairs appointments made were kept

(99.7% in 2021/22)



100%

of properties had their annual gas safety check



£79,617.27

additional income secured for residents, via our Head Start service

Contact us:

Millwood House, Collett Way, Newton Abbot, TQ12 4PH

01626 322722 | customerhub@teighousing.co.uk | teighousing.co.uk