



Customer annual review

2020-21



Welcome

Welcome to our Customer Annual Review. What an incredibly challenging year it has been for everyone.

The year has been dominated by the coronavirus pandemic and we've done everything we can to continue to provide services as well as letting and building more new homes.

We know that many of you have faced personal and financial challenges over the last year. We've seen more customers need financial advice and support and more people in need of homes. We supported over 1,000 customers with regular check in calls and helped with tasks such as shopping for some.

Our teams have worked hard to continue to provide services and the safety of our colleagues, and our customers have always been at the forefront of our decision making.

Despite all these challenges we've continued to move forward with our plans. We launched a formal partnership with North Somerset Council to drive forward our ambition to build 2,000 new homes over the next ten years.

We've let over 400 homes and made improvements in the way we manage complaints, anti-social behaviour and carried out over 13,000 urgent and emergency repairs.

A lot of work has been happening in the background to improve our digital offer. In 2021 – 22 we will see the introduction of a new automated payment line and the launch of a portal where you'll be able to see your rent, make online payments and report repairs.

As we turn the corner on the pandemic, we want to offer more ways for you to get involved in improving the way we offer services.

On behalf of all the team at Alliance, I'd like to thank you for your patience over the year.

Louise Swain
Chief Executive



Our customers have always been at the forefront of our decision making.





Our operational performance

Number of colleagues

478



2019/20: 493 <<

Number of homes owned

6,495

2019/20: 6,468 <<

Average rent arrears

2.00%

2019/20: 1.88% <<

Operating margin

22.7%

2019/20: 23.7% <<

Average re-let period

88 days*

2019/20: 29 days <<

Meeting our customers' needs

77%

Number of customers

8,376



2019/20: 8,646 <<



Number of new homes

43



2019/20: 78 <<

Number of hours of care delivered

99,922

2019/20: 118,251 <<

Number of complaints

549

2019/20: 652 <<



2019/20: 73% <<

Number of new windows

209



2019/20: 284 <<

Number of repairs

15,489

2019/20: 18,655 <<

Number of new heaters & boilers

126

2019/20: 153 <<

Number of compliments

183



2019/20: 196 <<



Delivering our strategic plan

Plan A: Our five-year strategy 2017-22

Purpose



We're a **dynamic, fair** and **community minded** housing association delivering new homes and trusted landlord, care and support services.

Vision



To **improve lives** and **benefit communities**.

What we want to be known for



- Increasing the supply of housing.
- A great customer experience.

We will achieve this by



- Being a great **proactive** and **trusted** partner.
- Being **commercially adept**, competing and excelling in everything we do.
- Investing in our people, creating an **agile and trusting** organisation culture
- Innovation, embracing change and technology to **constantly improve** and **maximise** efficiency.

Values

Ambitious for all

Genuine

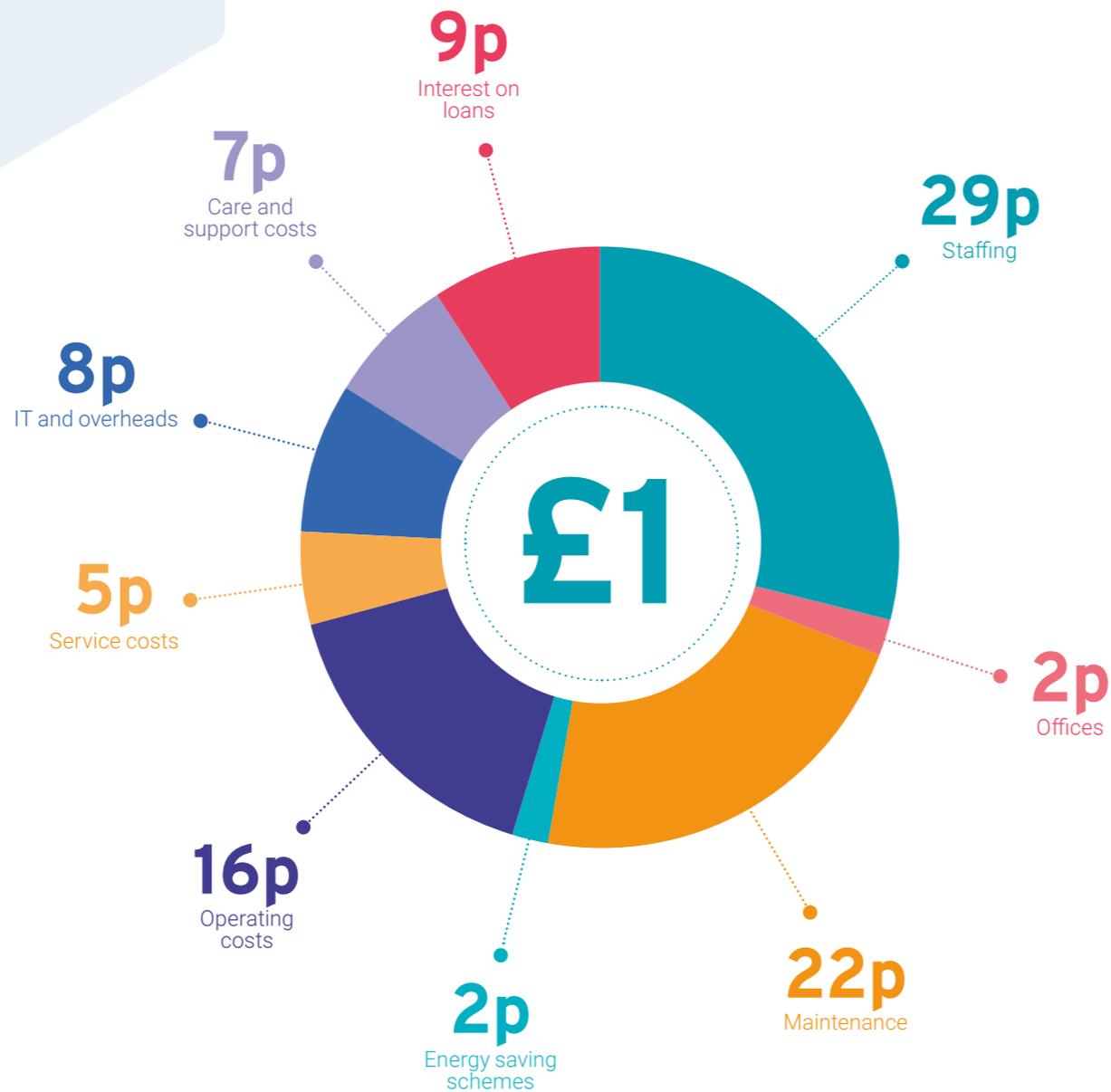
Awake to challenge and opportunity

Make the difference

Effective



How we spend the £





Maintaining your home

We want to provide you with homes that are safe, secure and well maintained.

Our repairs service faced significant challenge during the last year because of the restrictions in place from the pandemic.

To ensure that we were able to keep you and our colleagues safe, we operated an emergency and urgent repairs service. During the year we carried out 13,433 emergency and urgent repairs.

Much of our home improvement programme e.g. replacing kitchens and bathrooms couldn't go ahead as planned because of the amount of time we need to spend in your home to carry out this type of work.

We were able to progress some external programmes and installed 225 new external doors, decorated 711 properties, and replaced 70 roofs.

We were able to maintain delivery of all essential landlord safety and compliance checks, keeping you and your home safe.

£3.35m

invested in existing homes

Target £6.58m

99.6%

homes meeting decent homes standard

Target 100%

78%

homes meeting an energy C rating or above

13,433

repairs completed

86%

repairs completed on one visit

88%

customer satisfaction with repairs

Target 90%

225

new external doors fitted

771

homes decorated

70

roofs replaced

100%

gas safety compliance

Target 100%

99%

electrical safety compliance

Target 100%

74%

customers are satisfied with the overall condition of their homes





Building new homes

Covid affected the number of new homes we were able to build, however, we still built 36 new homes and sold a further seven for shared ownership.

Whilst our delivery has fallen, our pipeline has grown. This means we've secured new contracts to continue our journey towards providing 2000 new homes over the next ten years. Creating opportunities over the last year now means we're forecasting to deliver 500 new affordable homes within the next two years.

Demand for all types of housing across our operating area hasn't slowed. During the year we delivered homes in Congresbury in North Somerset, Shirehampton in Bristol and Charlton Hayes in South Gloucestershire.

£12.8m

spent on building new homes

7

shared ownership homes sold

36

homes built against our 10-year plan

Target 2,000



Supporting your tenancy

We want to help you to maintain your tenancy and during the year we made several improvements to the way we let homes to new customers.

We were able to move much of what we do online and introduced a new digital sign-up process which has reduced the amount of time it takes to let a home. New customers are now supported by a tenancy officer to help them as they settle into their homes.

Despite pausing non-essential lettings during the first lockdown, due to Government restrictions, we let 13% more homes than the previous year. Overall, we let 466 homes - 370 general needs, 51 new homes, 36 temporary accommodation homes and nine specialist supported homes.

We've been talking to new customers about their experience of becoming an Alliance Homes tenant and because of this we'll be introducing new customer check-in visits to help customers in the first weeks of moving in.

We know that the past year has been challenging for many of you who have found yourself on furlough and with reduced incomes. We've seen an increase in customers needing to claim Universal Credit for the first time and our financial inclusion team has supported customers to secure £1,320,325 in benefits. If you're experiencing any financial difficulties, contact our team.

We ended the year with rent arrears at 2% of our rent roll, below our forecast of 2.4%

In 2021-22, we're looking to introduce an automated payment line to help customers pay rent more easily and introducing a portal where you will be able to carry out some transactions online.





1,384 customers supported	347 patients helped through Home from Hospital
347 people receiving community link work	557 adult carers supported
23 people received employment support	99,922 hours of care delivered
661 group events attended	908 reports of environmental anti-social behaviour
4,935 incidents of fly tipping and bin store rubbish	86% customers feel safe in their home
64% customers think most people would like to live in the area they live in	81% customers feel safe in the area they live in

Supporting communities and neighbourhoods

We want to help create thriving communities and help you to live independently.

During the year we created a new community investment service which aims to support communities to deliver the changes they want to see in their neighbourhoods.

The Our Neighbourhood Network project has been working with local communities to create a 'Patchwork of Prosperity', creating green spaces in their neighbourhoods and establishing an accessible open-air gym. Through the Big Worle Lottery Fund we have supported local communities during the pandemic by delivering food packs, wellbeing initiatives and business coaching.

We've continued to deliver support services on behalf on North Somerset Council. We also work with Citizens Advice North Somerset and Pier Health to provide a social prescribing service where patients can be referred to a range of non-clinical services which will help people better manage their own health.

During the pandemic both youth and adult services delivered remote support which included online groups, book clubs, arts and crafts and the provision of mental health support and seasonal activities.

Our day services, whilst closed due to Covid-19, continued to provide remote support to those living with dementia related conditions. We took on the running of the Wellness Centre based out of Tamar Court.

Our community wardens have ensured that our neighbourhoods have been kept safe, clean and carried out health and safety checks. The team have also responded to over 5,000 environmental issues such as graffiti, vandalism, dog fouling, abandoned vehicles and untidy gardens.

We know that anti-social behaviour (ASB) is unsettling and disruptive and this year we set up a new team dedicated to handling reports of ASB. If you report an incident of ASB you will now have a dedicated contact who will keep you informed of how we are managing the case.



Getting things right

Providing a great service sits at the heart of everything that we do. But we know there are times when we don't always get things right.

It's important that you let us know about any issues or complaints or where we haven't met your needs or expectations. We want to hear about these and make sure we can resolve the issue and learn where we can make improvements.

During the year we received 549 complaints and were able to work with customers to close 539 of these. The average number of days to resolve a complaint was 31.

We've changed how we manage complaints and have a new Customer Feedback Manager to support these changes. We've also carried out a full self-assessment against the new Ombudsman's Code for Handling Complaints. Looking forward we'll be refreshing the Feedback Policy and all associated processes in line with this code. You'll have the opportunity to share your views on the policy through HIVE and we plan on launching a complaints satisfaction survey in the near future.

549

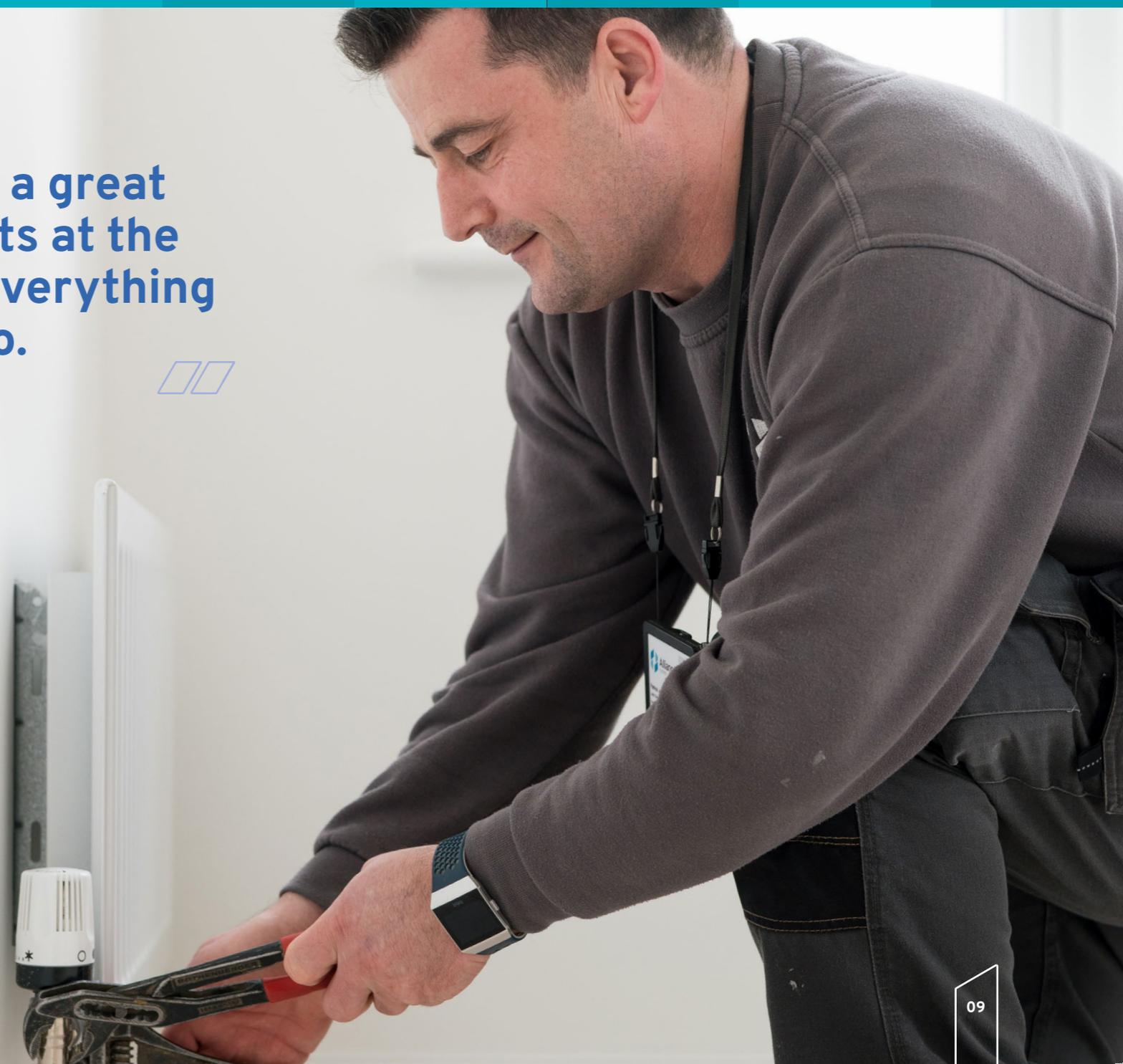
customer complaints

31 days*

to resolve a complaint
*average



Providing a great service sits at the heart of everything that we do.





70%

customers feel valued and respected by us

67%

customers believe we listen to them

58%

customers think we take their views into account when making decisions

74%

customers trust us to do the right thing

Get involved

HIVE, our online community engagement platform, continues to bring your voice into the organisation to help shape our services and drive decision making.

HIVE gives you the opportunity to share your opinions and experiences at a time that suits you. HIVE offers a safe space for you to share honest feedback with the confidence that responses are anonymous.

Through HIVE, you've shared your ideas on how we can improve our services. This has included repairs appointment times, automated payment lines, debt recovery, anti-social behaviour (ASB), your home, energy efficiency and the environment. Through the COVID-19 pandemic, HIVE has helped us to understand your key concerns and how we could best support you at this challenging time.

Over the next year we are planning more ways for you to get involved. This includes:

- Launching a new customer feedback group
- Introducing some new task and finish group to help support bespoke pieces of work
- To get involved or join HIVE visit the Get Involved section on our website.



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