



Customer annual review

2022/23



Welcome to this year's Customer Annual Review

Even though we've encountered external economic pressures, backlogs in supply chains and unprecedented levels of inflation, we've remained committed to keeping our customers and homes safe, investing in our communities, and building affordable homes as part of our effort in addressing the housing crisis.

We recognise that the cost-of-living crisis and increased energy costs has put additional pressure on many of our customers household budgets. To support customers through this, our dedicated team of Money Advisors have helped over 2,000 customers struggling to manage their finances. The team have also delivered numerous money management workshops in partnership with North Somerset Council to support financial literacy across the region.

Our community hubs in Weston-super-Mare have also been opened to help customers struggling to stay warm at home, tackle issues of isolation and create spaces for communities to come together.

One significant achievement this year has been the establishment and delivery of the Customer Feedback Panel, whose valuable input is now a direct part of our Board meetings, enhancing transparency and customer involvement in our decision-making processes.

We've seen a marked increase in the number of repairs post-COVID-19 over the past year. Backlogs caused by the pandemic have been compounded by a new process to support those experiencing damp and mould issues. This process went live shortly before the publication of the coroner's report into the tragic death of Awaab Ishak in Rochdale.

We're doing everything we can to meet this demand. Our top priority is to fix urgent repairs and support those most in need. Our customers are reporting high levels of satisfaction with their repairs, but we can do more to reduce the time it takes.



The delivery of 159 new homes marks substantial progress towards our ambitious goal of introducing 2,000 new homes as part of Plan A 2.0 strategic plan. In addition to this, we've made continued progress on our plans to decarbonise our homes and to make heating our homes easier and more efficient. This plan begins with ensuring all homes meet EPC standard C or better and we've recently secured Government funding to support this objective.

As we move forward, we acknowledge that there's more to do and we're very grateful for the continued support and collaboration of customers, colleagues, and partner agencies.

A handwritten signature in black ink, which appears to read 'Louise Swain'.

Louise Swain
Chief Executive



Alliance
Horries

Alliance
Horries
Tony Bentley
Operations Manager

Our operational performance 2022/23

367

Number of colleagues



6,603*

Number of homes owned (excl RTB)



2.4%

Average rent arrears



294

Number of compliments



72%

Meeting our customers needs



3,906

Number of people supported



993

Number of complaints



25,965

Number of repairs



19.2%**

Operating margin



159

Number of new homes delivered



9,082***

Number of customers



78%

Customers who believe rent provides value for money



* This figure includes the units as reported per the 2023 Statistical Data Return submission, adjusted for units which were owned as at the year end, but which had not yet been brought into management.

** This figure is an operating metric and differs from that defined by the Regulator of Social Housing. Our operating margin is lower than target due to increased repairs and maintenance costs combined with a one-off cost-of-living payment to staff and costs related to the exit of the local government pension scheme.

*** Excludes Brighter Places customers.

Our strategy

Plan A 2.0

Plan A was launched in 2017 and set a new direction for Alliance Homes. The strategy set out the organisation's ambition to build more homes and deliver a great service for our customers.

Plan A 2.0 is an evolution of this and sets out our strategy from 2022 to 2027. This Customer Annual Review has been structured around our new strategic areas of focus.

Who we are

We're a housing association that exists to make a positive difference to people's lives.

Why we exist

To create great places to live that our customers are proud to call home.

Our focused five strategic priorities



Delivering a great customer experience



Building more affordable homes



Being a green and ethical business



Investing in existing homes and neighbourhoods



Being a great place to work

Our values



Ambitious for all



Genuine



Awake to opportunity



Make the difference

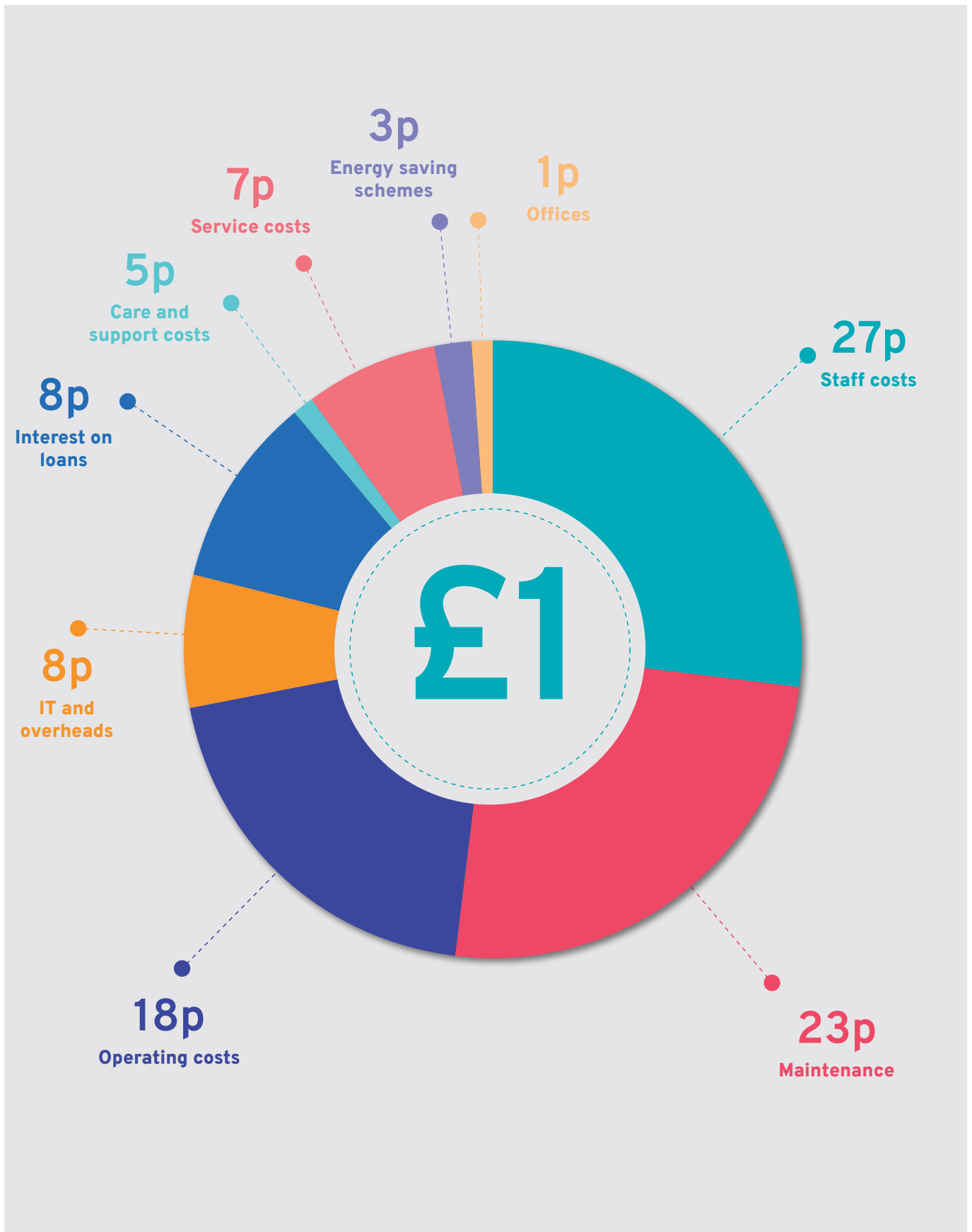


Effective

Our principles

- Leading with our values
- Putting customers at the centre of everything we do
- Being a trusted partner
- Embracing innovation, change, technology
- Being commercially adept and financially resilient

How we spend the £



Tenant Satisfaction Measures (TSMs)

Starting in April 2023, all social housing providers in England must gather information called Tenant Satisfaction Measures (TSMs). These measures are a part of a new system of reporting created by the Regulator of Social Housing. They help check on how well we're doing in providing good quality homes and services.

The goal of these TSMs is to give you a clear idea of how well we're doing and help us to understand where we can improve.

The TSMs are grouped into five themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management.

In total, there are 22 TSMs. These consist of twelve tenant perception measures, collected through satisfaction surveys, and the other ten come from data directly provided by us, the landlord.

We've been carrying out similar research in the last few years; you might already be familiar with our bi-annual perception surveys.

Starting in January 2023, we've incorporated the TSM measures into our perception surveys and have included three additional questions which are important to our goals.

Here are the results from our perception survey conducted in January 2023:

Tenant Satisfaction Measure			Score
TP01	Overall satisfaction	Proportion of respondents who report that they are satisfied with the overall service from their landlord	75%
TP02	Satisfaction with repairs	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	78%
TP03	Satisfaction with time taken to complete most recent repair	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	69%

Tenant Satisfaction Measure			Score
TP04	Satisfaction that the home is well maintained	Proportion of respondents who report that they are satisfied that their home is well maintained	73%
TP05	Satisfaction that the home is safe	Proportion of respondents who report that they are satisfied that their home is safe	77%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	65%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	71%
TP08	Agreement that the landlord treats tenants fairly and with respect	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	79%
TP09	Satisfaction with the landlord's approach to handling complaints	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	37%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	69%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	63%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	59%

Alliance Homes organisational questions:

AH13:	Agreement that the landlord can be trusted to do the right thing	Proportion of respondents who report that they agree their landlord can be trusted to do the right thing	70%
AH14:	Agreement that the landlord is easy to deal with	Proportion of respondents who report that they agree that their landlord is easy to deal with	75%
AH15:	Agreement that the value for money for the rent paid is good	Proportion of respondents who report that they agree that the value for money for the rent they pay is good	78%

Summary of approach

From January 3 – 20 2023, all households within the relevant tenant populations were invited to take part in a survey. Market research agency MARU invited tenants via email to take part in an online survey; PFA Research conducted computer-aided telephone interview on behalf of Alliance Homes. Customers had the option to enter a prize draw, with a £250 Love2Shop voucher for the winner, plus £100 and £50 in Love2Shop vouchers for the runners up.

The data from the online and telephone surveys were captured in MARU's survey portal and MARU provided a report of results to Alliance Homes. The achieved sample size was 1,379.

No weighting was applied to the results. See table below for a summary of the assessment of representativeness of the sample against the relevant tenant population.

Summary of the assessment of representativeness:

Housing type	Relevant tenant population (% total)	Total survey responses (% total)
General needs	82.7	82.2
Age restricted	16.1	16.4
Supported housing	1.3	1.4

Age	Relevant tenant population (% total)	Total survey responses (% total)
18-24	3.0	2.2
25-34	12.7	9.2
35-44	14.8	10.8
45-54	16.7	15.3
55-64	19.8	21.9
65-74	16.7	20.9
75-84	11.6	14.8
85+	4.4	3.8

Geographical area	Relevant tenant population (% total)	Total survey responses (% total)
Bournville	20.8	19.6
Worle	9.1	9.6
Portishead	7.4	7.9
Nailsea & Wraxall	6.9	8.4
Clevedon	6.9	5.7
Coronation	5.7	5.3
Milton	4.6	4.6
Pill	4.6	5.8
Oldmixon	4.2	3.6
Summerlands	3.5	4.0
Yatton & Kingston Seymour	2.7	2.2
Town Centre and The Potteries	2.2	1.9
Congresbury	2.2	2.9
Long Ashton	2.2	2.3
Locking	2.0	2.5
Winscombe	1.7	2.0
Banwell, Loxton & Christon	1.7	1.2

Property type	Relevant tenant population (% total)	Total survey responses (% total)
Flat	37.8	39.7
House	37.3	32.7
Bungalow	15.5	19.1
Maisonette	5.4	4.7
Bedsit flat	1.7	2.2
House and garage	1.6	1.5
Bedsit bungalow	0.2	0.1
Room	0.4	0.1



Delivering a great customer experience

112,538

customer
contacts



2 m 48 s

Average speed
to answer



68%

customer
contacts
resolved
first time



2.4%

Average rent
arrears



Target 3.5%



654

Number of
lettings



77%*

customers are
satisfied with our
lettings process



* Figure includes customers who said that they were very fairly or fairly satisfied with their experience moving into their home.

The past year has been tough for many of us, with the cost-of-living crisis and increased inflation adding additional stress to every aspect of our lives and mounting financial pressure on our operations. Throughout this period, we've continued to support our customers in maintaining their tenancies. Our overall level of rent arrears was just 2.4%, well below our 3.5% target.

Our commitment to managing damp and mould has been strengthened following the publication of the coroners report into the tragic death of Awaab Ishak in Rochdale. We continue to encourage our customers to report their concerns to us.

“

Our commitment to managing damp and mould has been strengthened following the tragic passing of Awaab Ishak in Rochdale. We continue to encourage our customers to report their concerns to us.

”

“

This has been our biggest year for lettings, having successfully completed 654 new lettings. We're happy to report that 77% of new customers are happy with our lettings process.

”

Damp and mould

We believe it's never acceptable to live with damp and mould. With the support of our customers, we reviewed our response to damp and mould and how we can make it easier for customers to report their concerns. In November 2022, we established a new process, nine commitments to customers and provided additional training to our Home Repairs Service and other customer-facing colleagues. We've received a good response from customers and continue to review the process to help tackle your concerns quickly and effectively.

Lettings process

This has been our biggest year for lettings, having successfully completed 654 new lettings. We're happy to report that 77% of new customers are happy with our lettings process.

We recognise that there's more we can do. We've reviewed our Empty Homes Standard, with particular focus on providing adequate flooring. Additionally, we've taken a proactive approach to spot and mend signs of disrepair, damp, and mould while homes are empty.

We've also introduced more face-to-face home viewings and continued our digital sign-up process to encourage greater engagement.

Average speed of response

We understand that reaching us quickly and handling your query well matters. That's why we've continued to improve our call answering times. To help, we've implemented new technology to manage call time need and expectations. We've also provided additional training for our customer advisors to effectively manage their call handling.

We've also been working to deliver our customer portal which'll help customers self-serve, track their repairs, monitor their rent account and much more.





Feedback

993

number of complaints



27 days

to resolve a complaint



294

number of compliments



When we don't get it right for you, let us know so we can resolve the issue and correct it next time. If you need to make a complaint you can do so at alliancehomes.org.uk/contact-us

After going live with our new complaints process in 2021-22, we built an internal workflow in our system to help us track complaints more efficiently. By doing so, we can identify complaint trends and use these to provide better customer service.

Of the complaints we received since launching the complaints process, we've seen some recurring themes. These include the length of time to complete repairs and our communication around changes to repairs appointments.

To support how we manage complaints, we've taken on additional resources within the feedback team and have provided additional training to our contact centre.

Three complaints went to the Housing Ombudsman this year and the outcomes were as follows:

- one case closed
- one case where the Housing Ombudsman has found no maladministration
- one case awaiting feedback from the Housing Ombudsman.

You said: Getting a text message to confirm a repair can be confusing.

We did: We've changed how texts appear and have now added a trade line identifying the type of the repair.

You said: Garden maintenance and repair wasn't being managed properly.

We did: We organised customer focus groups to understand specific areas of concern and identify who's responsible.

You said: Reports of Anti-social behaviour reports aren't being handled appropriately.

We did: We've introduced quality assurance checks on our ASB procedures to make sure we're always delivering a consistent quality of response.



Building more affordable homes

754/2,000

Plan A 2.0 strategy



£28.4M

spent on building
new homes



159

homes built



53

social rent homes



62

affordable rent homes



43

shared ownership
homes sold



1

rent to buy homes



In the past year, we've delivered 159 new affordable homes for rent and Shared Ownership as part of our 2,000 new homes development programme. These new homes are dominated by rented tenure types, representing 68% of our total delivery.

Our completion profile for the year shows that we continue to play an important role in North Somerset, alongside growing development ambitions in Sedgemoor, Bristol and the wider South West.

In 2022-23, our delivery programme saw the occupation of Marina Gardens and the delivery of homes at Netherton Grange and Parish Brook in Nailsea, as well as continued investment at Locking Parkland in Weston-super-Mare.



Marina Gardens

Parish Brook

Netherton Grange

Locking Parkland

Building more homes for the future

As the demand for housing continues to grow, supply in our operating area continues to fall short. This situation has become even more acute as the availability of affordable housing on the private rental and open market continues to shrink.

Increasing the supply of new affordable housing drives our growth and supports our commitment to tackling the housing crisis. We've already secured the development of 170 new affordable homes in Cheddar, Bitton, Radstock and Yate expected in 2023-24.

Our goal is to help our customers succeed by providing homes that are affordable over the long term. This is why all our land-led contracts are projected to deliver EPC A-certified homes.

“

We've already secured the development of 170 new affordable homes in Cheddar, Bitton, Radstock and Yate expected in 2023-24.

”





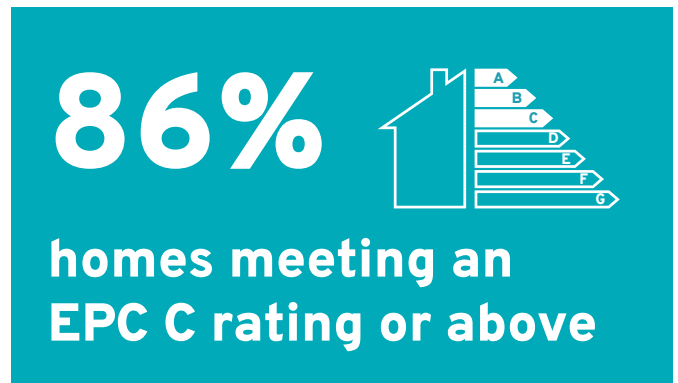
Being a green and ethical business

The environmental efficiency of our new homes is a major consideration for creating sustainable and forward-looking homes. We've invested substantially to improve the way our homes are built and lived in.

We have 2,500 homes with solar panels which has significantly reduced carbon emissions and saved on our customers' bills. In the past year have been able to improve the EPC performance of our new and existing homes by 2% with 86% of homes now meeting an EPC C rating or above. We've also delivered new homes with Air Source Heat Pumps to help create better performing homes.

As part of journey in improving our environmental sustainability, we took part in our first assessment against the SHIFT Environment Sustainability Standard and achieved an overall score of bronze. This has provided us with a clear road map for reducing our environmental impact further both in terms of the homes we provide and the wider impacts of our business such as our offices and vehicle fleet.

We also successfully secured £1.1m of Social Housing Decarbonisation Fund grant to help us improve the energy efficiency of 135 of our homes.



Backed by another sustainability linked loan, we've introduced a team of in-house Home Energy Advisors in partnership with The Centre of Sustainable Energy. This team is to help our customers understand their energy consumption, technology, and bills.

We recognise that there's more that we can do. In the coming years, we'll continue to embed green principles throughout our supply chain, compliance and regulatory codes and are looking to develop an environmental sustainability roadmap.

“

We have 2,500 homes with solar panels which has significantly reduced carbon emissions and saved on our customers' bills.

”

Maintaining your home

99%



homes meeting decent homes standard

Target 100%



99%



gas safety compliance

Target 100%



97%



electrical safety compliance

Target 100%



80.9%

Number of repairs completed first time



£7.6M

invested in existing homes



25,965

home repairs completed



98%

Emergency repairs attended within service standard



73%

Emergency repairs completed within service standard



78%

Routine repairs attended within service standard



71%

Routine repairs completed within service standard



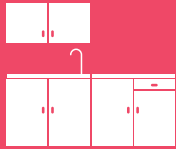
It's been another busy year for our Home Repairs Service having completed 25,965 repairs. Following the COVID-19 pandemic, we've seen an uptick in repair reports as we continue to resolve our existing repair work. Our partnership with Bristol-based Housing Association Brighter Places has also expanded, adding 8,365 repairs to the 25,965 completed on our home stock.

We recognise the challenges our customers have faced in maintaining their homes because of fluctuating weather conditions, the cost-of-living crisis, and higher levels of inflation which has impacted food and energy prices.



Our planned works service has continued to deliver an increasing number of home improvements. Throughout 2022-23, they've completed:

138
kitchens
fitted



225
external
doors replaced



224
windows
fitted



125
bathrooms
fitted



668
homes
external
decorated



75
roof
improvements



83
weekly
site cleans



627
ground
maintenance jobs
performed



340
protective
pigeon mesh
installations



Our January wave survey found that 78% of customers were satisfied with their repair experience. To improve this, we're reviewing our contract management function to ensure a consistent level of service, and all colleagues have taken part in customer-first training to ensure we deliver excellent service.



Keeping your home safe

As your landlord, we have a legal responsibility to ensure the safety of our properties. Your routine safety checks are a great way to support this process, and we appreciate your cooperation.

In 2022-23, we performed 9,486 gas safety services (including Brighter Places homes), 1,199 electrical safety checks, and 576 legionella checks. In addition to this, we fitted 334 smoke and 1,500 carbon monoxide alarms.

In January 2023, new fire regulations came into force for high-rise blocks following the Grenfell Tower Inquiry. This has meant that as part of our commitment to safety, customers at our three high-rise schemes Alexandra House, Hillsborough House and Bruton House now experience additional fire safety checks which include:

- Providing local fire and rescue services up-to-date electronic building plans and information on the design and material of external walls
- Installing a secure information box and wayfinding signage
- Annual checks on flat entrance doors and quarterly checks on all fire doors in common areas.

Safety is our top priority, that's why we routinely carry out these inspections:

Electrical checks	Every five years
Gas services	Every year
Water/ legionella (communal facilities)	Monthly
Lifts in communal areas	Every two months
Fire risk assessments (communal blocks)	Every year
Fire doors (flat entrances in high rise blocks)	Every year
Fire doors (communal doors in high rise blocks)	Every three months
Asbestos	Every five years

In addition to these, we also carry out routine inspections of communal facilities, safety equipment and lots more safety systems.

“

In 2022-23, we performed 9,630 gas safety services (including Brighter Places homes), 1,199 electrical safety checks, and 576 legionella checks. In addition to this, we fit 334 smoke and 1,500 carbon monoxide alarms.

”



Creating thriving communities

2,055
customers supported



820
patients helped through Home from Hospital



600
people receiving community link work



449
adult carers supported



581
young carers supported



£18,755
social value contributions



£41,000
spent supporting community projects



531
reports of anti-social behaviour



We want our customers to be proud to call where they live home and recognise that this doesn't just mean their property.

That's why in 2022 we launched our Communities Together Grant which gives customers a voice in deciding how best to fund local improvements. Over 140 customers have voted through HIVE to award more than £41,000 to projects within our communities. Grants were awarded to a range of local groups and charities including a literacy charity, community wellbeing project, a charity supporting children with additional needs and many more.

In addition to this, we secured £16,358 in social value from our contractors who helped deliver some fantastic projects such as improvements to the Dementia Garden at Tamar Court and a green project at Maltings Sheltered Scheme in Worle.

We now have three community hubs and run Growing Together sessions at our three outdoor community gardens. The community hubs acted as community living rooms throughout the winter to help customers stay warm by providing a safe, welcoming, and non-judgmental space.



Where to find out community hubs:

The Community Hub	3 Loxton Road	Sub Station
7 Aller Parade, Weston-super-Mare, BS24 9DD	3 Loxton Road, Weston-super-Mare, BS23 4QX	1 St. Andrews Parade, Weston-super-Mare, BS23 3SS

Where to find out outdoor community gardens:

Bournville Chocolate Garden	Great Rhyne Gardens Allotment	Coleridge Road Community Gardens
Lonsdale Avenue, Weston-super-Mare, BS23 3SQ	273 Coleridge Road, Weston-super-Mare, BS23 3UR	Between houses 65 and 67, Coleridge Road, Weston-super-Mare, BS23 3UJ

Customer engagement

The Customer Feedback Panel was established in 2022, and it consists of eight customers. The panel was created so that our customers could better understand what we do and be a part of how our services are delivered. In the past year they've helped us to:

- review our pet policy
- review our complaints policy
- met with our non-executive board and CEO
- taken part in training to understand our work with the Ombudsmen
- helped build processes to meet our customers' expectations
- A representative of the panel attends quarterly board meetings with the Senior Leadership team and Non-Executive Board members.

The support of the Customer Feedback Panel has helped us to gain a better understanding of our customer's perspectives and needs.

Delivering our support services

Working closely with North Somerset Council and other partner agencies, we continue to support our customers and the wider community through housing support, debt management, sustaining independence and now fuel poverty.

Over the past year, our link workers have supported over 600 customers through our social prescribing partnership with Pier Health and Citizen's Advice Bureau North Somerset. In this time, we've also supported 820 customers through our Home from Hospital service, reducing hospital stays by approximately 1,000 days and saving £724K to the local health and social care system.

The Carers Support service have helped 449 adult carers and 581 young carers. Over 2022-23, the adult carers team has seen a variety of new groups develop to support service users connect with other carers, reduce isolation, and provide much-needed respite. The young carers team have secured substantial funding that has helped them

“

... we've supported 820 customers through our Home from Hospital service, reducing hospital stays by approximately 1,000 days and saving £724K to the local health and social care system.

”

deliver more than 20 trips and activities.

In February 2023, in partnership with the Community Investment team and Tamar Wellness Centre, the Carer Support service has secured funding to run nature-based activities at Coleridge Road Community Gardens for young and adult carers.

A £100,000 grant from the National Lottery Community Fund enabled the team to fund a three-year Volunteer Community Coordinator position. This, along with another award of £20,000 from the National Grid, will help volunteers from the local community to engage in activities with carers.

A wheelchair-friendly raised bed and benches have been added to the garden area of Tamar Wellness Centre to improve accessibility. As part of Dementia Action Week, customers at the centre created a miniature art exhibition, which was displayed at the centre and Weston Artspace, and admired by the Mayor of Weston-super-Mare and our Non-Executive Director, Ciaran Cronnelly.

(From left to right, Angela Tatnall, Gill Wallace, Sabine Gohri, Jon Miller, Paul Doolan, Hannah Bloodworth, Lottie Coppard and Lee Smith.)





40 Martingale Way, Portishead, BS20 7AW

03000 120 120

alliancehomes.org.uk

