

# ANNUAL REPORT

# welcome to our annual report

This report covers the period between April 2018 and March 2019, before we launched as believe housing. It highlights our achievements based on our nine service standards, which are set across key themes:

<b>Finding a home</b>	<b>Paying your rent</b>	<b>Living in your neighbourhood</b>
<b>Repairs and maintenance</b>	<b>Safety in your home</b>	<b>Supporting our customers</b>
<b>Engagement and community investment</b>	<b>Communication and information</b>	<b>Complaints and feedback.</b>

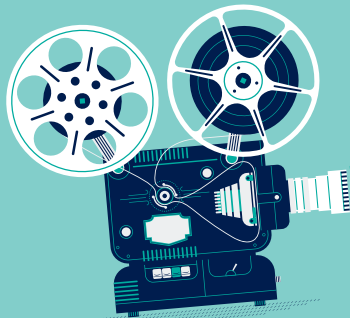
'Adding value' to everything we do is a core component of our business - be that in efficiency sense, in terms of the money we spend, and our overall effectiveness. You can read how we've added value over the last year in this report too. To keep up to date with everything that's going on at believe housing, get online at [believehousing.co.uk](http://believehousing.co.uk)



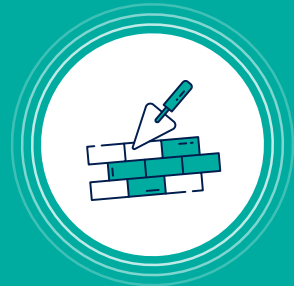


**facts and figures**

# finding a home



**1,679**  
homes let

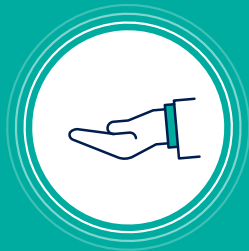


**135**  
new homes built

# paying your rent



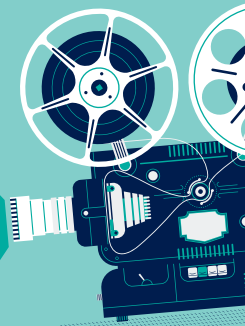
Total rent collected :  
**£67,868,448**



However  
**£2,022,272**  
was owed in rent arrears



**37%**  
of our customers  
pay by Direct Debit



# living in your neighbourhood



**83%**

of customers told us they are satisfied with their neighbourhood as a place to live



**264**

estate inspections held



**£10.7m**

spent on neighbourhood improvements

# repairs and maintenance



**£21.883m**  
spent on repairs



**70,751**  
responsive repairs  
completed



**96%**  
of repairs appointments  
made and kept



**87%**  
of routine repairs  
completed on target

# repairs and maintenance



**80**

highly skilled trades people being brought in-house with project to boost repairs and maintenance service for customers



**81%**

of customers were satisfied with the way we deal with repairs and maintenance



**99.97%**

of our homes met the Decent Homes Standard



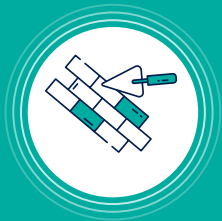
**84%**

of customers were satisfied with the quality of their home

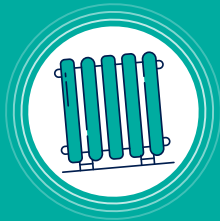


# repairs and maintenance

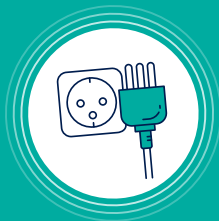
£16.5m capital investment delivered:



**849**  
roof  
replacements



**471**  
heating  
upgrades



**246**  
electrical  
upgrades



**226**  
new  
kitchens



**215**  
new  
bathrooms

# safety in your home



**100%**  
of our homes had a valid  
gas certificate



**800**  
cases of antisocial  
behaviour reported



**62**  
notices served to  
tenants for antisocial  
behaviour



**973**  
fire risk assessments  
were carried out to  
ensure safety

# supporting customers



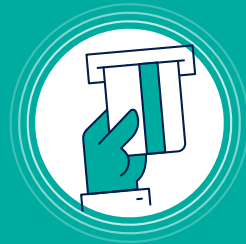
**1,405**

people supported with welfare benefit advice



**3,027**

households access our tenancy sustainment service



**£344,000**

of discretionary housing payments secured to support 2,860 customers on Universal Credit



**£754,843.88**

in unclaimed benefit accessed

# engagement & community investment



**46**  
training courses  
delivered



**16**  
customers supported  
into employment



**£32,520**  
to support 70  
community grant  
scheme projects



Durham Dinners  
project shortlisted for  
a Northern Housing  
Regional Award

# engagement & community investment



Work underway to appoint to a new Values Group to represent the true voice of the customer.

The Values Group will be made up of up to 12 members including 7 tenants/leaseholders and will be led by a tenant chair.



37 satisfaction surveys carried out (neighbourhoods; lettings; capital works; safer neighbourhoods). Individual projects consulted on include the tenant app; use of communal halls; and what people would like to see in Wheatley Hill and Station Town

# communication and information



**12**

editions of our customer  
magazine published



**80,495**  
website users



**486,589**  
website pages visited



**17,143**  
social media  
engagements

# paying your rent



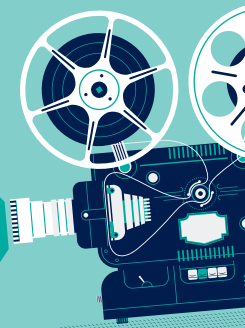
**85.6%**  
of customers were  
satisfied with the overall  
service provided



**508**  
complaints received



**123**  
resolved at the  
first stage





**added value report**



# for our people



We have invested in schemes to provide new technology and ways of working that allow our people to be more flexible to suit customer, business and personal needs



Supported our people's development with an investment of more than

**£165k**  
in staff training



We have looked after our people, with more than

**£118k**  
invested in staff welfare initiatives

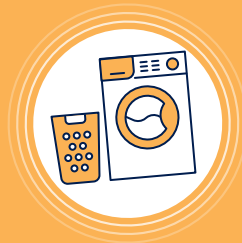
# for our customers



More than  
**£1.6m**  
spent adapting  
homes to suit  
customers' needs



**£65,815**  
of funding committed  
to various projects  
targeting issues such as  
healthy eating, mental  
health, social isolation,  
employability and  
children's activities



We have helped customers access  
**£1.27m**  
of additional financial support  
including water rate reductions,  
benefit claims and charitable grants  
for furniture and white goods



Out in our communities,  
we have invested  
**£819k**  
on environmental  
improvements to  
footpaths and £318k on  
providing additional car  
parking spaces  
for residents.

# for our business



Generated revenue of more than  
**£450k**  
from sales of financially unsustainable  
properties identified via our FATAL  
asset management model. All of which  
has been reinvested into our new-build  
programme



Achieved an annual saving of  
**£42,000**  
by training our inhouse Marketing  
and Communications Team to  
create video content internally



Achieved a saving of more than  
**£14k**  
by bringing the emergency  
planning and business  
continuity services in-house

A decorative graphic centered on the page. It features a central point from which several concentric circles radiate outwards. The innermost circles are solid white, while the outer ones are dashed white. Above and below this circular pattern are two identical vertical decorative elements. Each element consists of a central vertical line with two smaller vertical lines on either side, all ending in curved, flourish-like shapes.

**financial information**

# headline figures

**£66m**

Turnover

**£66,563,000**

**£49m**

Operating expenditure

**£49,205,000**

**£16m**

Operating surplus

**£16,661,000**

All surplus is reinvested  
into the organisation

# income

**98%**

Rent collected  
**98.08%**

**2.9%**

Tenant arrears  
**2.92%**

**£4.2m**

Grants received  
**£4,283,000**

# expenditure

**£36.6m**

Total expenditure on work to homes  
**£36,600,000**

**£17m**

Cost of routine maintenance  
**£17,203,000**

**£3.9m**

Planned maintenance  
**£3,927,000**

# believe housing

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