

investing in homes

During the year 2020/21, we have:

continued to improve satisfaction with our repairs service

Customer satisfaction with repairs during the year was **9.3 out of 10**. That's up from 8.8 out of 10 for last year. Satisfaction has risen from just 7.8 out of 10 in two years.

9.3/10

customer satisfaction with repairs was up during the year 2020/21

further reduced the length of time taken to complete repairs

It takes **two fewer days** for the average repair to be completed than it did at the start of 2020/21. Continued improvement and stringent performance targets for our repairs teams means the average repair is completed in eight days, compared to 10 last year. During the last two years, the average length of time to complete a repair has been almost halved. We also increased the number of repair jobs where problems were completely resolved at the first attempt from 79% last year to 95.8% in 2020/21.

two fewer days

for the average repair to be completed than it did at the start of 2020/21



744

adaptations completed to help customers live independently in their homes



61,442

home repairs completed

1,750

new fire door sets installed



at times during the year, we only carried out essential work inside homes to protect our customers and colleagues during the height of the coronavirus pandemic.

refurbished homes

Our capital investment has been transforming existing homes. During this year the programme replaced 524 roofs, upgraded heating in 695 homes and electrical installations in 467 homes, installed 519 new kitchens and fitted 110 new bathrooms.

519

new kitchens installed

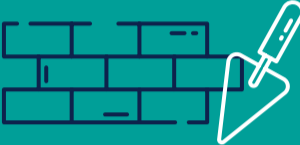


completed 557 new homes

Our new-build construction programme has seen work completed on sites in Peterlee, Seaham and Stockton. The programme also won the prestigious UK Housing Awards 'Homebuilder of the Year' category.

136

new homes were under construction



1,269

new homes were in the planning phase



kept customers safe

100%

of homes received gas safety checks

99.5%

of homes had electrical safety tests



"The wet room has made a 100 per cent difference."

"I've got limited movement in my shoulders. It's like I've been given a second chance, I'm very independent."

Customer at a new-build bungalow in Seaham, completed during summer 2020.

few could have foreseen global events of last year, but believe housing put customers first during the coronavirus pandemic

We reacted quickly and found new ways to support our customers, ensuring that safety was our number one priority throughout. Whether it was providing benefits advice using video call or helping customers to unblock their sink with an informative YouTube video, we found new ways to get things done.

believe housing didn't take its eye off the ball on longer-term goals. Major investments in new and existing homes have continued at pace. Crucially we've also increased overall customer satisfaction.

This annual report has been created to help everyone with an interest in believe housing learn more about our performance during the period April 2020 to March 2021.

our year at a glance

We've broken down this document into five easy to follow sections to help take you through the facts and figures:

investing in homes

working to improve your community

supporting our customers

coping with the coronavirus pandemic

dealing with feedback effectively

our financial information

working to improve your community

During the year 2020/21, we have:

awarded more than £150,000 to community organisations and voluntary groups

We provided a total of £154,701 in funding to **89 organisations** who support the communities we work in and helped them to thrive. Their work has tackled hunger, provided new opportunities to improve health and wellbeing, and tackled social isolation. The total social value of the work was **£583,007**.

91

small community grants of £500 or £1,000



kept your neighbourhood safe

Our neighbourhoods' teams investigated **2,468 cases** involving issues like antisocial behaviour, untidy gardens and breaches of tenancy agreement. Of the cases investigated, **99.8% were resolved**. Customer satisfaction in Safer Neighbourhoods services was **9.1 out of 10**.

9.1/10

customer satisfaction in Safer Neighbourhoods services

"We are overjoyed that believe housing has invested in this project as we feel it can benefit the community and area so much."

Joanne Iceton from Little Chefs Big Chefs, which received almost £10,000 from believe housing.

believe housing

supporting our customers

During the year 2020/21, we have:

found customers a new home

Applications for homes were **up almost 10%** during the year, rising to **9,319**, with 3,788 of those successful. Detailed advice and guidance was given to 1,535 customers on how they can get the home they're looking for.



got customers into work

Our dedicated employability team works with customers who are looking for work, or trying to find more sustainable work. They can help customers access training and even provide assistance with transport or clothes to take part in interviews. During 2020/21 the team worked with 255 customers. They helped **97 customers into employment**, 38 were supported into training opportunities and two were given advice and guidance on setting up their own business.



helped customers make their home a success

Support has been provided to **2,617** customers who needed help to sustain their tenancy. They included **103** customers who were given support to reduce their debts. Our dedicated teams also helped **1,215** customers with advice on welfare benefits and maximising their income. In total they helped to make customers more than **£1m better off**.



“Everyone’s been really helpful. I’m really enjoying it. Everything I’m earning is going on more tools and equipment at the moment so that I can grow the business. I’m taking it steady for now, trying to build things up as we’re going into the busiest time of the year.”

Customer who was supported into self-employment by believe housing.

coping with the coronavirus pandemic

During the year 2020/21, we have:

assisted vulnerable customers

Our staff made **18,200 calls** to vulnerable customers during the coronavirus pandemic to offer support, advice and signposting to other services where they were needed.

A team of 12 believe housing staff, who volunteer to provide urgent support to customers in distress alongside their day job, helped **112** people.



delivered services differently

We adapted quickly to provide the services our customers depended on most in different ways so that we could keep everyone safe.

We adopted the highest possible standards of personal protective equipment and social distancing when our staff had to go into homes. We worked with customers to ensure that essential work like gas safety checks could be completed. And we used the latest technology to provide advice and support by video call, telephone and even YouTube.

put customers at the heart of our response

Results from regular surveys of a sample of customers were fed into all decisions made on what services would be delivered and how, throughout the coronavirus pandemic. It put customers at the very heart of the decision-making process when it was most important.

overall customer satisfaction rose to 86.8% making believe housing one of the best performing housing providers in the country.

listened and kept you informed

During the pandemic our customers scored us at 8.9 out of 10 for keeping them informed and for listening to them. They also had faith that believe housing was doing the right thing for them, scoring us 9 out of 10 on trust.



dealing with feedback effectively

During the year we received 393 compliments for the services believe housing provide and 210 formal complaints.

Research carried out for the annual Survey of Tenants and Residents found that **8 out of 10** were satisfied with the outcome of the complaints they raised and **9 out of 10** customers felt they were treated fairly.



in detail

we took on average **7.3** working days to respond

87.5% responded to within timescale

3 complaints were reviewed by the Housing Ombudsman

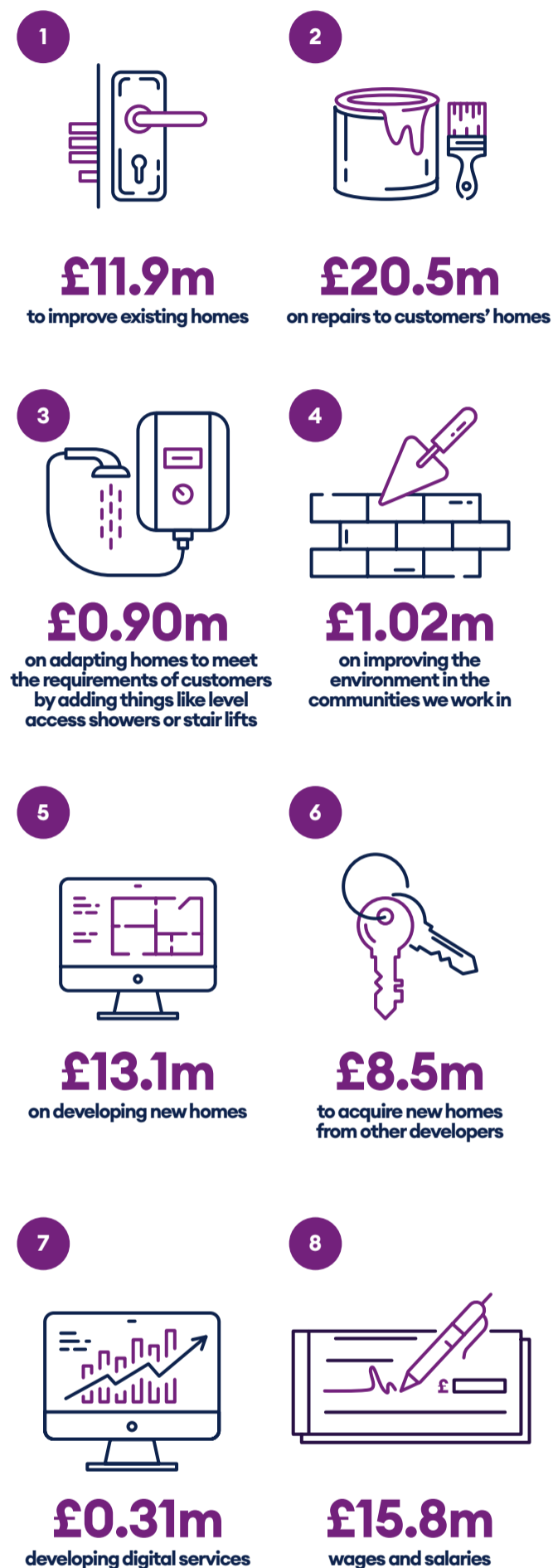
Repairs, neighbourhood problems and rent were the issues where customers complained most often.

our financial information

believe housing is a not-for-profit housing association, any surplus is reinvested in homes, communities and services for customers.

how our expenditure is broken down

Our investment and expenditure over 2020/21 is best described by looking at the areas where we spent money:





believe housing annual report 2020/21





It's never been easier to keep in touch or provide your feedback with our new online customer portal, upgraded app, and website.

Sign-up to the portal and download the free customer app today.

Call: **0300 1311 999**

Email: **hello@believehousing.co.uk**

Visit: **www.believehousing.co.uk**



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