

Annual Report to Tenants 2017/18



Livingin

Welcome

I am pleased to introduce Livin's 2017/18 Annual Report to tenants, which outlines our continued progress and key achievements throughout the past year.

2017/18 has been a period of continued economic change and uncertainty, presenting Livin and all Housing Associations with both challenges and opportunities.

The Grenfell Tower tragedy and the lessons to be learned from this have and will continue to be at the very heart of what we do.

In May this year we launched Plan A, our ambitious strategy for improving services. This Annual Report details how we have performed against Plan A and its challenging targets, set against objectives designed to improve the lives of tenants and others living in our local communities.

We are committed to providing great homes, sustaining strong communities and we are continuing to build a successful organisation so we can continue to grow and undertake the great work we do in supporting our tenants and communities.



We know how important a home is, and how vital our core activities of letting and repairing homes are to tenants, and potential tenants. But we also do much more than that. We work closely with local charities, organisations and community groups to deliver projects that support successful tenancies and strong communities. We are also proud of the work we do to regenerate communities through a range of economic, social and environmental projects.

The economic uncertainty around Brexit is likely to be a challenge during the next twelve months for our tenants, communities and indeed our organisation. We have ambitious plans for 2018/19 and remain prepared for the inevitable changes to our environment.

The achievements in this report are down to our Board, employees and partners. I would like to thank them for their continued commitment to Livin's success.

I look forward to the year ahead, confident that we will continue to build on our successes and deliver the quality services that our tenants and communities expect.

Colin Steel - Chief Executive



Improving Your Homes



We aim to provide safe, warm, high-quality homes that meet needs and aspirations of tenants whilst supporting sustainable communities. We aim to do this whilst optimising the financial return on our assets.

This year saw a continued commitment to maintaining the Decent Homes Standard, upholding high levels of Gas Safety compliance and establishing an effective, innovative partnership to continue to improve the speed and quality of our repairs and maintenance service through our new Livin Works brand.

During the period we also invested in improving unwanted properties and changed them into homes people wanted to live in.

89%

Satisfaction with repairs

81%

Repairs completed 'right first time'

98%

Appointments made and kept

87%

Waste recycling rate achieved

100%

Homes met energy efficiency target 62

Creating New Homes

We aim to build and acquire homes that meet local needs and demands across a broad range of markets and tenures.

This year saw us escalate our new build programme for Homes for Rent, whilst diversifying our tenure offer to provide shared ownership and rent to buy products.

56

New homes for rent built

15

New homes for rent acquired

100%

Satisfaction with quality of new homes



Supporting Your Tenancy

We aim to provide personalised service and support offers that exceed needs and expectations.

During the year we provided targeted support to those who needed it most, helping tenants to deal with life events and a host of complex issues which impact on their homes and lives.



371

Households given enhanced tenancy support

81%

Success rate

98%

Tenant satisfaction with homes

71%

Housing applications received via digital means

1,348

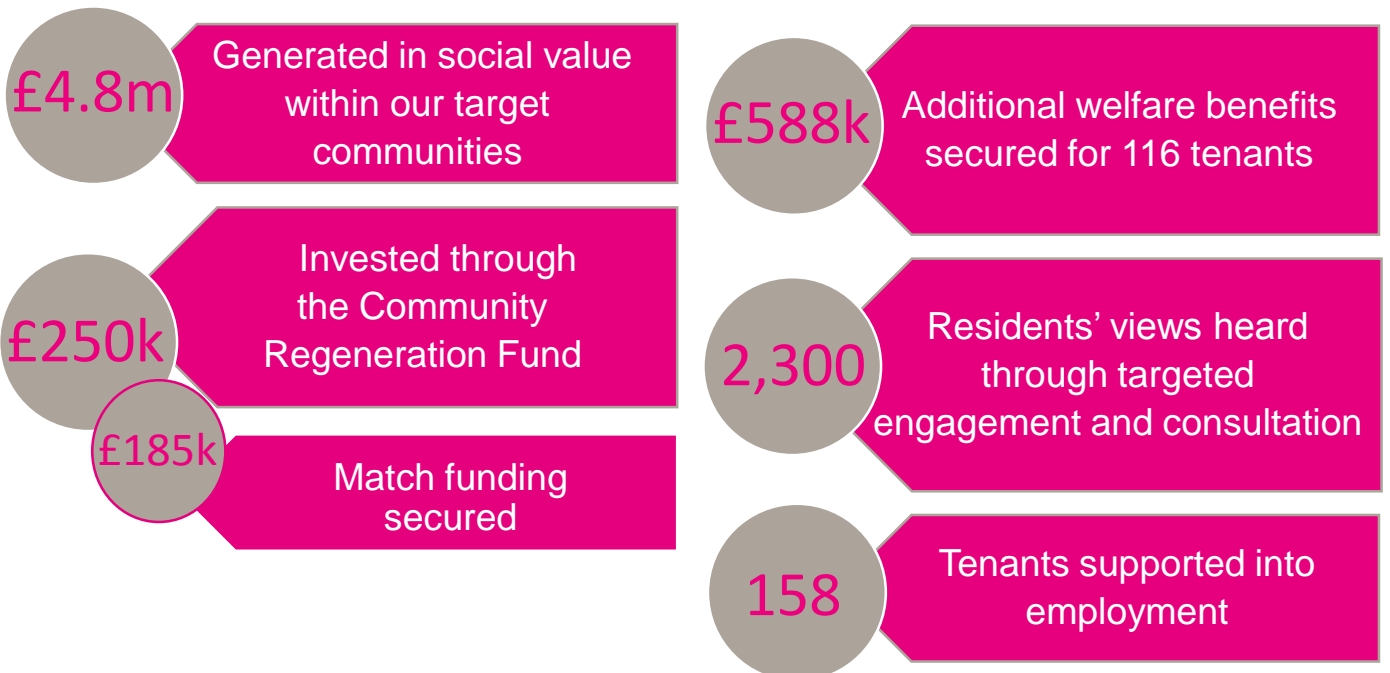
Tenants supported to improve their financial wellbeing/confidence

Improving Your Community



We aim to provide support to improve local communities so they are places where people want to live, work and feel safe.

During the year we listened to what people living in our communities needed and in response developed and invested in targeted local community projects.



Providing Great Customer Service

We aim to be easy to get in touch with and simple to deal with. We encourage feedback and use it to improve our services.

During the year we worked on resolving more enquiries at the first point of contact and on providing more digital ways of contacting us through the website, tenants App, Live Chat and social media.

89%

Requests dealt with at first point of contact

54%

Transactions done digitally

86%

Complainants satisfied with the way their complaint was handled

29%

Tenants using the App to monitor and report repairs

And also...



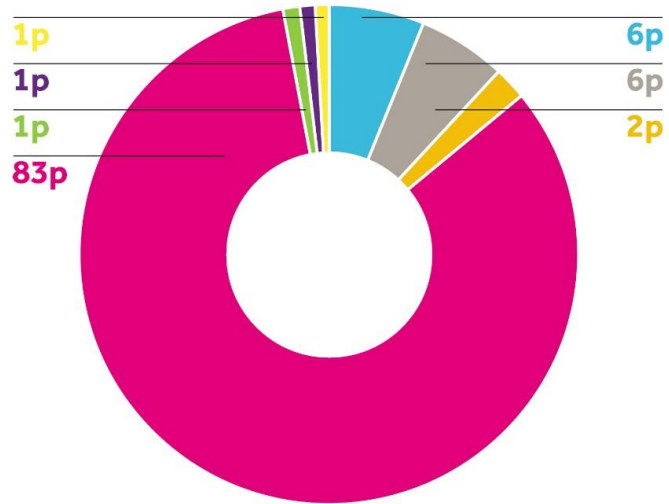
Introduced early evening and weekend services
Enabled tenants to book and make their own repairs appointments



Finance

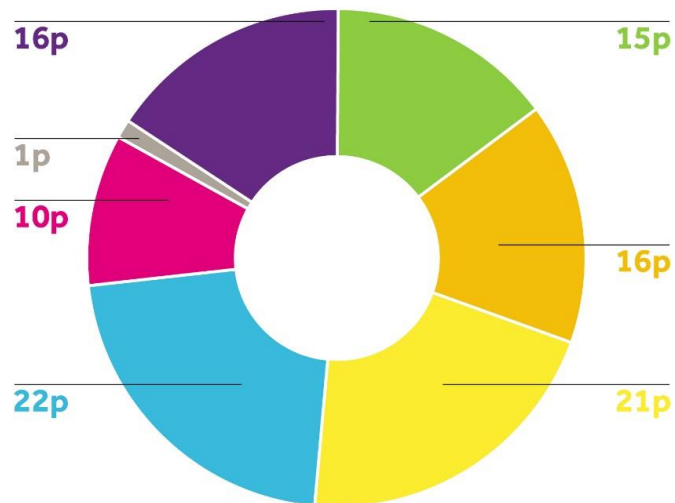
Where does each £1 come from?

Income	£'000
Asset sales Inc. right to buy/right to acquire	2,426
Other income and interest	24
Service charges*	70
Development grants	2,380
Garage rent	641
Rent	32,645
ESF/Big lottery	216
Commercial Rents	251
Other income (water commission and misc.)	571
	£39,224**



Where does each £1 go?

Expenditure	£'000
Interest paid	4,893
Improving your home and community	5,208
Creating new homes	6,898
Improving your homes (repairs)	7,384
Supporting your tenancy	3,398
Service charges*	83
Other	218
Staff costs	5,401
	£33,483**



* Difference is the result of having empty properties

** Difference is allocated to future investment

Livein

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 **wearelivin**

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