

Livein



Annual Report to Tenants 2018/19



Welcome

I am pleased to introduce our 2018/19 Annual Report to Tenants, which outlines our continued progress and key achievements throughout the past year.

2018/19 has been a year of Brexit and housing policy uncertainty presenting all Housing Associations with challenges.

This year also saw the launch of the Social Housing Green Paper: A 'New Deal' for Social Housing. The paper sets out the Government's priorities to improve Social Housing. This includes making sure homes are safe and decent, resolving complaints effectively, empowering tenants and strengthening regulation, tackling the stigma surrounding Social Housing. It also celebrates thriving communities and focuses on increasing the supply of housing and affordable home ownership. Livin is committed to meeting these challenges in a positive way that meets the needs of our tenants and communities.

Plan A, our strategy for improving services was launched in May 2017 and this year's Annual Report details how we have performed against Plan A in its first two years.

We know how important your home is and we remain fully committed to providing quality homes and supporting strong communities.





We understand how vital our core activities of letting and repairing homes are which is why we are always striving to improve these services. We are continuing to work closely with local charities, organisations and community groups to deliver projects that support tenants and strong communities and we are very proud of the work we are doing to regenerate estates that are in need of investment.


The continued economic uncertainty around Brexit is likely to remain for the next year for our tenants and communities. Our plans for delivering improved services will ensure we remain prepared and able to respond to changes in the environment, as well as listening to and responding to the changing needs of our tenants.

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.

Through consultation on our previous annual report you told us you would like to know how we are performing. This is now included in this report.

 Performance is equal to, or higher than our expected standard

 Performance is equal to our expected standard

 Performance is lower than our expected standard

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

Colin Steel - Chief Executive



Improving Your Homes



We aim to provide you with safe, warm, high-quality homes that meet your current and future needs and aspirations whilst supporting strong communities. We aim to do this whilst also improving the financial return on our assets.

This year we ensured that all of our homes were maintained to the Decent Homes Standard, upholding high levels of Gas Safety compliance and building on our effective partnership with Mears to continue to improve the speed and quality of our repairs and maintenance service through our Livin Works service.

90%

Satisfaction with repairs



97%

Tenant satisfaction with gas servicing



99.8%

Homes with a valid landlord gas safety certificate



100%

Tenant satisfaction with home improvement works



16 days

To complete repairs (on average)



80%

Repairs completed 'right first time'



97%

Appointments made and kept



83%

Waste recycling rate achieved



100%

Homes meet energy efficiency target SAP 62



100%

Homes met the Decent Homes standard



Improving Your Homes

During the year we invested **£11.3 million** in repairs and planned improvements to your homes including:

Communal Refurbishments



Kitchen and Bathroom replacements



Improved Landscaping



Garage Refurbishments



Thermal Improvements including wall insulation



Roof replacements



Aids and Adaptations



You said

We did

You told us that you were not happy with the length of time you had to wait for a repair to be completed.



We changed our priority system, updated service standards and reduced the maximum number of days a repair should take from 40 days to 25 days.



Creating New Homes

Building more homes is an important issue for the country, but for us it is about meeting local needs and enabling strong communities that tenants feel part of.

This year we have continued to deliver on our new build programme for homes for rent, whilst diversifying our tenure offer to provide shared ownership and rent to buy products. We built in areas where demand for homes to rent was high. Including Sedgfield, Newton Aycliffe, Spennymoor and Chilton.

During the year we invested **£9.1 Million** across **7** developments

50

New homes for rent built



26

Bungalows built for over 55's



16

New homes for rent to buy and shared ownership built



18

New homes for rent acquired



100%

Satisfaction with quality of new homes

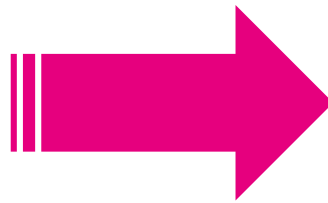


Creating New Homes

You said

We did

During consultation on our development at Hackworth Close Ferryhill you told us you preferred flat floor showers in place of baths, easy access to the front of the property and areas for people to meet and get together.



We altered the design of the homes to include level access showers to all homes, level access entry and door widths suitable for wheelchair users, plus the creation of a communal garden area to allow residents to socialise.



Supporting Your Tenancy



We aim to provide you with the personalised support you need to help you live successfully in a home you love. This might range from no support to a lot of support depending on your circumstances.

199

Households given enhanced tenancy support



94%

Success rate

75%

Housing applications received via digital means



144

Tenants supported into employment



146

Home energy assessments completed



£21k

Securing savings / grants for tenants

33.6

Days to re-let a property (on average)



97%

Tenants satisfaction with the home they moved into



£356k

Additional welfare benefits secured



72

Tenants supported

624

Visits carried out on evenings and at weekends at times that suit tenants

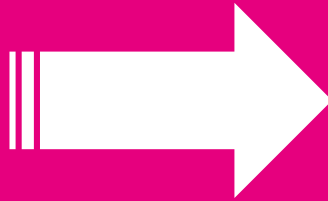


Supporting Your Tenancy

You said

We did

You told us that you wanted to access our services on evenings and weekends.



In April 2018 we extended our operating hours to offer Housing and Customer Services until 7:00pm weekdays and Saturday mornings.



Improving Your Community



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

We recognise that to have strong and successful communities, those who live in them need to take the lead and be part of what is going on. Throughout the year we continually listened to what our tenants and others living in our communities needed and in response we developed and invested in targeted local community projects.

£11m

Generated in social value within our target communities



90%

Tenants satisfied with their neighbourhood as a place to live



£600k

Invested in communities through the community regeneration fund

£519k

Match funding secured



Improving Your Community

Some of the projects supported by the community regeneration fund this year include:

- An employability support programme at Ferryhill LADDER centre enabling 24 tenants into work 
- The Lifeline Community Action Project providing support and equipment to new parents helping over 500 tenants 
- Refurbishment of the community centre and delivery of an action plan for Western area estate, Newton Aycliffe 

You said

We did

You told us there were complex problems including anti social behaviour in an area in Shildon. You also said you were unhappy with the neighbourhood.



We worked closely with tenants and residents in the area to develop a £4 million regeneration programme that is now progressing through for planning permission.



Providing Great Customer Service and Listening to Tenants

We aim to be easy to get in touch with and simple to deal with. We gather instant 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 enhancing the service that you receive when contacting us across all channels including the website, App, Live Chat and social media.



Providing Great Customer Service and Listening to Tenants

91%

Overall satisfaction with Livin's services



81%

Requests dealt with at first point of contact



80%

Complainants satisfied with the way their complaint was handled



55%

Transactions done digitally



20%

Of all repairs reported using the Livin App



2,300

Residents views heard through targeted engagement

164

Improvements made



You said

We did

You told us that it was really important that you could manage your tenancy anytime and understand what is happening with your repairs.

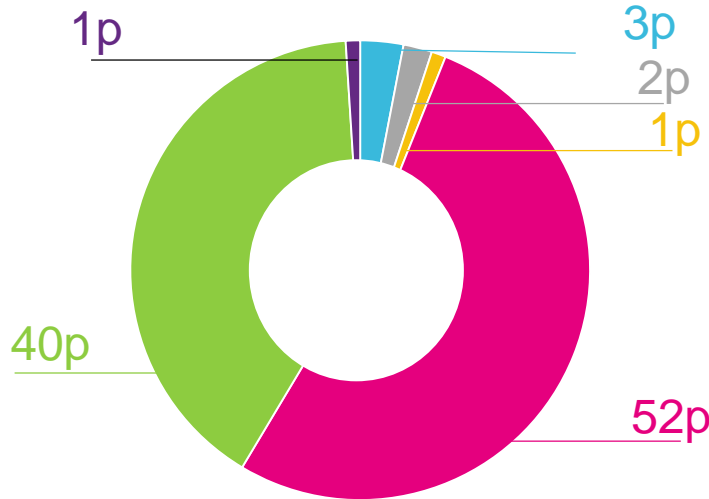


We developed a modern, functional, easy to use tenant app which can be used to check rent balances, book repairs and change your personal details.

Finance

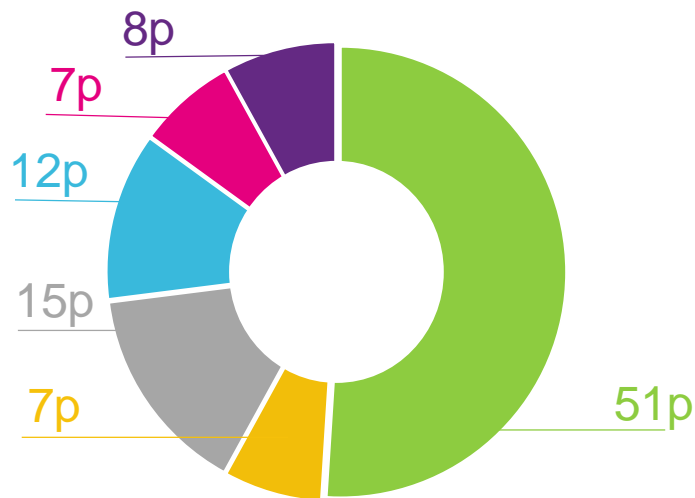
Where does each £1 come from?

Income	£'000
Asset sales Inc. right to buy/right to acquire	2,032
Other income and interest	29
Service charges*	63
Development grants	1,448
Garage rent	647
Rent	32,824
New loans	25,600
ESF/Big lottery	143
Commercial Rents	236
Other income (water commission and misc.)	650
	£63.672



Where does each £1 go?

Expenditure	£'000
Interest paid	36,513
Improving your home and community	5,188
Creating new homes	10,812
Improving your homes (repairs)	8,225
Supporting your tenancy	4,644
Service charges*	77
Other	345
Staff costs	5,238
	£71,042




* Difference is the result of having empty properties


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