

Welcome to Leicestershire Rural Housing Association's annual report

This report explains how we performed between April 2022 and March 2023.

Throughout 2022/23 we continued to provide high-quality housing management services, develop our connections with customers, and forge links with partner associations.

We manage 170 homes in 17 villages across the county, providing affordable homes for local people. In 2022/23, 100% of available homes were allocated to customers with a local connection to the village.

We've continued to explore and introduce opportunities for meaningful resident communication and involvement, to ensure that our customers can hold us to account and influence what we do. In preparation for the Tenant Satisfaction Measures – which are a new way of measuring how landlords are performing – we carried out a benchmark satisfaction survey, giving every customer the chance to share their views. Thank you to those who responded to the survey.

We have 17 customers who've told us they want to be more involved in helping improve our services. We've developed a Customer Involvement Strategy, and will be working with the involved customers to deliver it.

We've also worked hard to improve our services and our responsiveness. We've also reviewed how reports of damp and condensation mould are handled. This has led to the introduction of new measures to effectively deal with the issues.

We've continued to see the benefits from increasing the number of housing officers in our housing management team, with each housing officer having more time to support and get to know our customers. We carried out 24 pre-arranged scheme visits, giving every customer the opportunity to meet their housing officer and discuss any issues.

We know there will always be more we can do.

Your continued feedback through surveys, conversations, complaints and compliments really does influence our service and help us prioritise where improvements are most needed.

I hope you find this report useful. If you would like any further information, please get in touch via enquiries@midlandsrural.org.uk

Chris Lambert

Chair – Leicestershire Rural Housing Association

Responsible housing and neighbourhood management



Leicestershire Rural Housing Association is a profit-for-purpose housing association. This means we invest every penny we make into providing good quality homes and services.

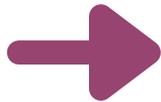
We provide affordable, safe and comfortable homes for local people in **17** Leicestershire villages. We pride ourselves on really knowing our customers and providing a high-quality service.

Housing management



170

total number of homes



30

shared ownership homes



140

homes for social or affordable rent



24 organised **scheme visits** to meet customers in their homes



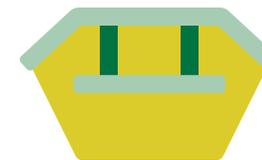
7.9

is the average number of days to **reallocate a property**



100%

of our homes were allocated to residents with a **strong local connection** to the village



1 **skip day** to help customers keep their homes and neighbourhood tidy

Responsible housing and neighbourhood management

Rent and service charges

£763,935

was collected in rent

Arrears below **1.06%**

Our housing team closely support customers to help them manage their rent.

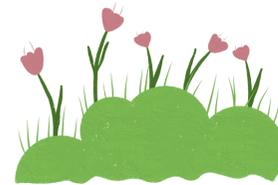
How your rent was spent (top four areas):

1. **Day to day repairs**
2. **Staffing and administration**
3. **Repairs to void properties**
4. **Neighbourhood management**
(gardening, communal areas, tidying schemes etc.)

How your service charge was spent (top four areas):

1. **Gardening: £20,690**
2. **Sewage pump stations: £10,048**
3. **Landlord's lighting: £2,985**
4. **Maintenance of communal lighting: £729**

Neighbourhood management



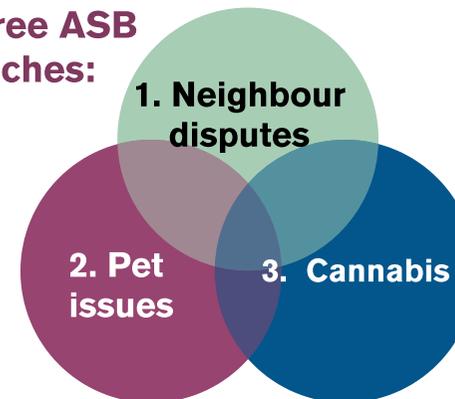
£21,164 was spent keeping schemes tidy and communal garden areas maintained (incl. work outside of gardening contract, such as clearing fly tipping and ad hoc maintenance)



7

anti-social behaviour (ASB) cases opened

Top three ASB breaches:



Keeping your home safe and in good repair



Our priority is, and always has been, the safety and comfort of our customers.

How do we decide what to spend?

The maintenance and repairs budget is set by the Board and increased annually in line with inflation and business requirements.

This covers:

 the upkeep of your home

 the work to prepare empty properties for letting

 the measures we take to keep you safe

Satisfaction with our repairs service and maintenance of our homes

97%

of residents surveyed, **following the completion of a repair**, are satisfied with our repairs and maintenance service (transactional survey)

of customers surveyed agree our contractors treated them with **courtesy** and **respect**

99.8%

End of year compliance



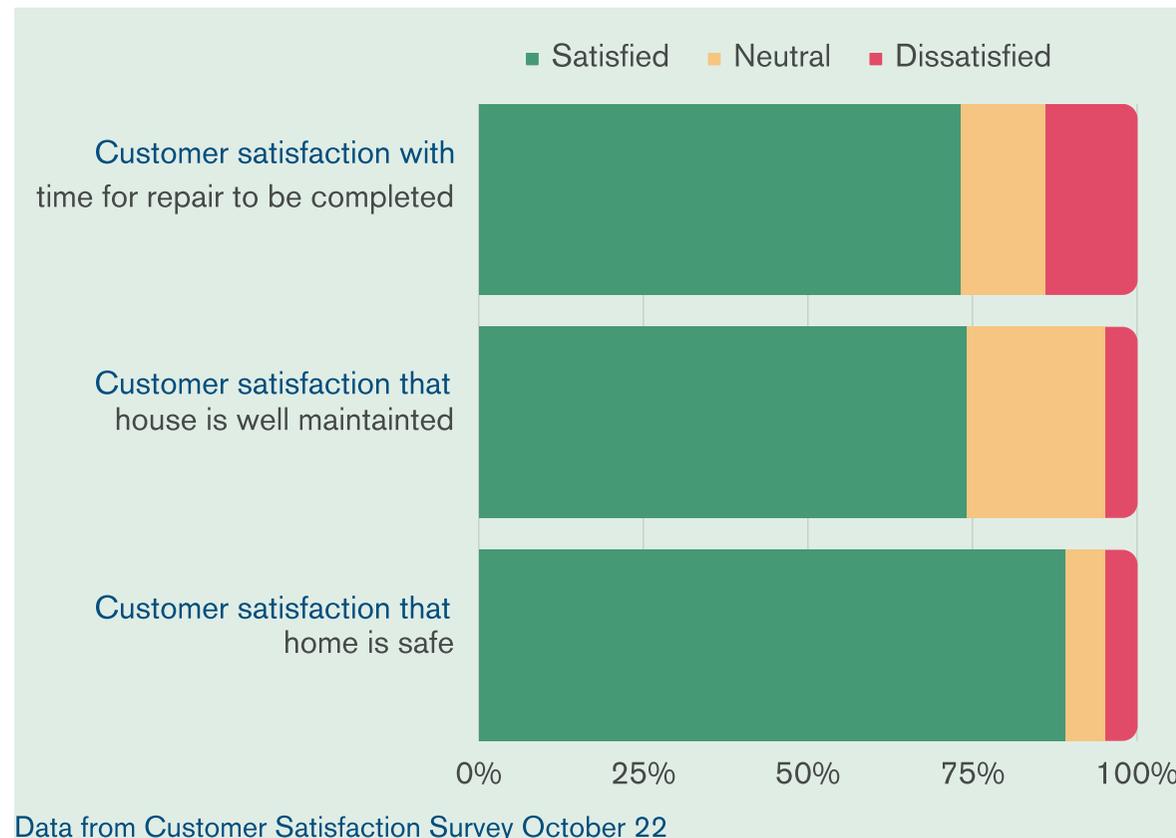
100%

fire risk compliant



100%

gas compliant



Keeping your home safe and in good repair

Responsive repairs

604
repairs
completed



109
emergency



229
urgent



266
routine



completed
within
target time:

60

272

What we've spent

£78,035
spent on completing repairs

£2,383
average spent on getting an
empty property ready to re-let

We did...

- ✓ We've started working with **Alect** as our responsive repairs contractor. The new contract is built around customer feedback, and has a much greater focus on customer service than the previous contract.
- ✓ We've reviewed and updated our Contractor Code of Conduct, which will be issued to all new contractors.

You said...

"We want contractors that can provide a more reliable service."

Damp and mould

We're working hard to improve the way we manage reports, and effectively deal with the issues, of damp in our homes.

Over the last year we've been changing our organisational culture so we're proactive (rather than reactive) and reviewed how we deal with reports of damp.

We have...

- ✓ **We've simplified things:** We've simplified our processes for managing damp issues, including an easy to read customer journey process chart.
- ✓ **We're all aware:** If any of our team visit your home - not just repairs people - and spot signs of damp, mould or condensation they will report it immediately. This helps us tackle any issues at an early stage.
- ✓ **We're involving specialist support:** Where damp is present, we're using Rentokil to survey and remedy as soon as possible. And then working with customers to maintain the situation.
- ✓ **We're following up:** We've added a post-inspection and a 3 month post-completion check to ALL damp related maintenance jobs
- ✓ **We're asking customers to let us know:** We're encouraging customers to report any signs of damp as soon as possible.



Effective customer service and handling of complaints



Our customers are at the heart of everything we do.

We strive to always deliver the best possible service. Our Service Promises are published on our website and we also provide an update on our website every quarter of our complaints performance.

On average, per month, our Customer Care Team dealt with:

1873 phone calls, MyHomeOnline contacts and emails*



1009
phone calls



110

MyHomeOnline contacts



754
emails

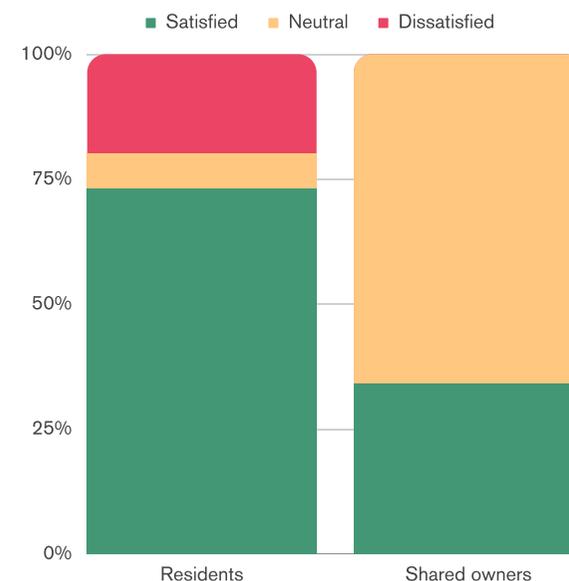
24 seconds

was the average time taken to answer a call

84% of customers are satisfied with the service from our customer care team (11% n/a or don't know, 2% dissatisfied)

How satisfied are our customers with our overall service?

Data from Customer Satisfaction Survey October 22



You said...

"I'd prefer to hear from you by email about arrears."

We did...

- ✓ We've started to send an initial alert to customers by email if their rent account goes into arrears

You said...

"I had to keep contacting you to get an update on my boiler repair."

We did...

- ✓ We've changed our process so we escalate your out of target time boiler queries on your first contact

*Contact data is average per month into our Customer Care Team, who cover LRHA and three other rural housing associations on behalf of Midlands Rural Housing.

Effective customer service and handling of complaints

We welcome complaints and compliments as they help us see where we are getting it right and understand where we can improve.

We've adopted the Housing Ombudsman Complaints handling code. And, we're focused on ensuring that we learn and improve from every interaction with our customers and that we let you know what we've learnt.

Complaints

7 formal complaints

Breakdown of complaints by service area:



7 complaints from tenants
0 complaints from shared owners

We publish our quarterly complaints performance on our website.

100% of complaints responded to within agreed timescale

1 complaint escalated to stage two of our complaints process

0 complaints escalated to the Housing Ombudsman

50% customer satisfaction with our approach to complaints handling

Digital engagement

33% of customers registered on MyHomeOnline used it in the last **6** months



75% of customers are registered on our portal MyHomeOnline

Respectful and helpful engagement



We know that to deliver the best possible service, we need to involve you and listen to you.

We have continued to increase the amount of opportunities to get involved and have your say, through surveys and policy reviews. The introduction of the Regulator of Social Housing’s Tenant Satisfaction Measures survey (TSM) will enable all customers to tell us which areas of our service they’re satisfied with and where we need to do better.

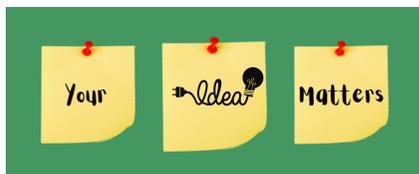
Customer involvement

17 customers have told us they want to be more involved in the association and influence how we deliver our services



1 new ideas scheme

Your Idea Matters is a new way for customers to share ideas to improve our service



We did...

- ✓ Introduced a bi-annual communications survey
- ✓ Sent a customer satisfaction to every customer and have created an action plan to address the issues raised
- ✓ Developed a Customer Involvement Strategy to set out how we’ll continue to increase opportunities for customers to have their say
- ✓ Recruited a pool of customers who want to be more involved

Satisfaction with customer engagement

	Residents		Shared owners
How satisfied are customers that we listen to their views?	73%	Satisfied	0%
	11%	Neutral	25%
	11%	Dissatisfied	75%
	5%	Don't know	0%
How satisfied are customers that we treat them with respect?	79%	Satisfied	25%
	16%	Neutral	25%
	0%	Dissatisfied	50%
	5%	Don't know	0%
How satisfied are customers that we keep them informed about things that matter to them?	79%	Satisfied	25%
	11%	Neutral	50%
	5%	Dissatisfied	25%
	5%	Don't know	0%

Data from Customer Satisfaction Survey October 22

Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2023

	2023 £	2022 £ (restated*)
Turnover / income	207,110	204,357
Operating costs	(230,698)	(125,927)
Operating surplus	(23,588)	78,430
Movement in fair value of financial instruments	32,536	(25,525)
Surplus for the year	8,948	52,905
Total comprehensive income for the year	8,948	52,905

Turnover is derived from continuing activities.

* See point 15 on full financial report.

Full financial reports are available on our website: www.leicestershirerha.org.uk/annual-reports

Statement of financial position

AS AT 31 March 2023

	2023 £	2022 £ (restated*)
Current assets		
Trade and other debtors	92,927	108,477
Cash and cash equivalents	462,835	427,238
Total current assets	555,762	535,715
Creditors: amounts falling due within one year	(218,515)	(169,725)
Net current assets	337,247	365,990
Creditors: amounts falling due after one year	(4,091)	(41,782)
Net assets	333,156	324,208
Capital and reserves		
Called up share capital	10	10
Revenue reserves	333,146	324,198
Total funds	333,156	324,208

* See point 15 on full financial report.

Full financial reports are available on our website: www.leicestershirerha.org.uk/annual-reports

“Any issues I have had were resolved quickly and the customer service was good.”

LRHA customer

“Really quick response time for repairs and any other issues.”

LRHA customer

“Prompt.
Efficient.
Friendly.”

LRHA customer

“Very pleased with the good and efficient service from Alect. Brilliant.”

LRHA customer

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Leicestershire Rural Housing Association Limited is a registered provider, with charitable rules, under the **Co-operative and Community Benefit Societies Act 2014 (29402R)**.


Leicestershire Rural
Housing Association Ltd