



Leicestershire Rural  
Housing Association Ltd

# Annual Report

2019 to 2020



# CHAIR'S MESSAGE

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## Welcome to the Leicestershire Rural Housing Association's annual report

This report explains how we performed between April 2019 and March 2020.

LRHA have provided much needed affordable homes, specifically for local people in Leicestershire's villages, for almost 20 years. We now manage homes for 174 families, couples and individuals in 18 villages across the region.

Throughout the year we continued to focus on making a real contribution to our residents and their communities. We have helped families, both young and old, stay together in the villages they know and love. 100% of the homes we had available to let, were allocated to new residents with a strong local connection to the village.

As we publish this report, we are still adapting our service to a world living with COVID-19. Although the pandemic only hit at the end of the financial period we're reporting on, it's had a huge impact on our organisation. At the height of the lockdown, we temporarily moved to a reduced level of service, which was necessary to protect our residents and staff. We hope you understand that this was unavoidable and thank you for your support and patience during this time.

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



REG WARD

Chair - Leicestershire Rural Housing Association

# How are we performing?

**£103,178**  
WAS SPENT  
COMPLETING REPAIRS

**£708,676**  
COLLECTED  
IN RENT

**£2,110**  
WAS THE AVERAGE  
SPEND ON PREPARING A VACANT  
PROPERTY FOR RELETTING

**£19,961**  
WAS SPENT KEEPING  
SCHEMES TIDY AND  
MAINTAINED

## TOP AREAS OF EXPENDITURE:

- £ Maintenance
- £ Management costs
- £ Service costs

### MANAGEMENT COSTS

These are the costs to provide the staff and services required to run the association.

### MAINTENANCE

This is what we spend on planned and day to day maintenance.

**Planned** includes: replacing and upgrading key areas of our homes, such as heating systems, kitchens, bathrooms, doors, windows and roofs.

**Day to Day** is the repair service to fix problems in our homes on a daily basis.

### SERVICE COSTS

This is how we spend what is collected in service charges, on the upkeep of shared areas, such as communal areas, lighting and grounds maintenance.

# How are we performing?

## Housing Services

**100%**

OF HOMES WERE ALLOCATED TO PEOPLE WITH A STRONG LOCAL CONNECTION TO THE VILLAGE

AVERAGE

**45**

DAYS TO RE-ALLOCATE A HOME

**3**

SHARED OWNERSHIP RESALES

### TOP ANTI-SOCIAL BEHAVIOUR ISSUES:

- Drug use or dealing
- Noisy neighbours and verbal abuse
- Rubbish / litter

**79%**

OF RESIDENTS AGREE WE LISTEN TO THEIR VIEWS AND WHERE POSSIBLE ACT UPON THEM

ARREARS ARE

**1.58%**

BY COMMUNICATING WITH AND SUPPORTING RESIDENTS

**96%**

AGREE WE KEEP RESIDENTS INFORMED ABOUT THINGS THAT MIGHT AFFECT THEM

# How are we performing?

## Maintenance Services

**86%**

OF RESIDENTS WERE  
HAPPY WITH THE  
REPAIRS SERVICE

**638**

REPAIRS WERE REPORTED

**117**

### EMERGENCY REPAIRS

Repairs needed to avoid immediate danger to your health and safety or serious damage and destruction to your home.

**258**

### URGENT REPAIRS

Repairs that are not dangerous but could become worse or cause other problems if they are not dealt with.

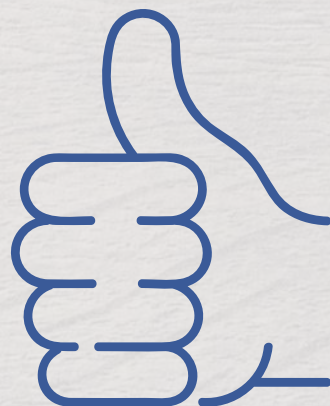
**263**

### ROUTINE REPAIRS

All other repairs that are necessary and the Association's responsibility, but that do not affect the immediate use of the property.

**100%**

OF OUR PROPERTIES HAD AN  
ESSENTIAL GAS SAFETY  
CHECK CARRIED OUT



# How are we performing?

## Customer Services

**100%**

OF RESIDENTS FOUND THE ADVISOR TO BE FRIENDLY,  
HELPFUL AND TREATED THEM WITH RESPECT

AVERAGE

**12**

SECOND  
WAIT TIME TO ANSWER  
INCOMING CALLS

**66%**

OF RESIDENTS ARE  
REGISTERED WITH  
MYHOMEONLINE

WE RECEIVED

**5**

COMPLIMENTS

WE HAD

**2701**

NEW VISITORS TO OUR WEBSITE

WE HAVE

**165**

FOLLOWERS ON  
FACEBOOK

WE HAD

**0**

FORMAL COMPLAINTS

# Statement of financial position

As at 31 March 2020

	2019	2020
	£	£
<b>Current assets</b>		
Trade and other debtors	72,493	105,155
Cash and cash equivalents	490,655	369,549
<b>Total current assets</b>	<b>563,148</b>	<b>474,704</b>
<b>Creditors:</b> amounts falling due within one year	<b>(246,653)</b>	<b>(156,836)</b>
<b>Net current assets</b>	<b>316,495</b>	<b>317,868</b>
<b>Creditors:</b> amounts falling due after one year	<b>(32,327)</b>	<b>(28,798)</b>
<b>Net assets</b>	<b>284,168</b>	<b>289,070</b>
<b>Capital and reserves</b>		
Called up share capital	10	10
Revenue reserves	284,158	289,060
<b>Total funds</b>	<b>284,168</b>	<b>289,070</b>

# Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2020

	2019	2020
	£	£
<b>Turnover</b>	192,080	188,731
Operating costs	(171,398)	(182,130)
<b>Operating surplus</b>	20,682	6,601
Movement in fair value of financial instrument	(17,002)	(1,699)
<b>Surplus for the year</b>	3,680	4,902
<b>Total comprehensive income for the year</b>	3,680	4,902



*“My wife is disabled, and I have some health problems. The bungalow will make our lives much easier and safer.”*

*We’re very happy here and feel secure for the rest of our lives.”*

*“Customer service is excellent. The ladies that you speak to are very nice, friendly and helpful.”*

*“The whole process with getting this tenancy was good and quick.”*

## **C O N T A C T   D E T A I L S**

Leicestershire Rural Housing Association

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