



Leicestershire Rural  
Housing Association Ltd

# Annual report and financial statements summary for the year ended 31 March 2022



# Welcome to Leicestershire Rural Housing Association's annual report

**This report explains how we performed between April 2021 and March 2022.**

Leicestershire Rural Housing Association have provided much needed affordable homes, specifically for local people in Leicestershire's villages, for almost 20 years. We manage homes for 170 families, couples and individuals in 18 villages across the region.

We recognise it's been a tough year. The impact of Covid, uncertainty across Europe, rising costs, challenges in securing materials and workforce, and changes in the benefits system have made it difficult for almost everyone. Throughout 2021/22 we continued to deliver against our business plan objectives.

We continue 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 March 22, we committed to work towards the National Housing Federation's Together with Tenants Charter, a national initiative to improve resident engagement across all housing associations.

With the growing pressures on residents' income and the emerging cost of living crisis, we have been successful in supporting residents at an early stage. In August 21, we increased the number of housing officers in our housing management team in recognition of the enhanced levels of support needed by our customers. This reduced the patch sizes for each housing officer, giving more time to support and get to know customers, and increased face-to-face visits and contact. This has led to improved safeguarding and financial support, through early detection, intervention and referrals.

Throughout the year our focus was on our continued delivery of **high-quality housing management services, developing our connections with residents, and developing relationships with partner associations.**

We know there will always be areas where we can improve. Your continued feedback, through complaints, compliments and involvement in surveys and focus groups, really does help us focus on the areas that need attention.

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

Thank you.

*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 18 Leicestershire communities. We pride ourselves on really knowing our customers and providing a high-quality service.

## Housing management



170

total number of managed homes



140

homes for social or affordable rent



11

is the average number of days to reallocate a property



100%

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

24

organised scheme visits to meet customers in their homes



## Shared ownership



30

shared ownership homes



2

shared ownership homes resold

## You said, we did...



**You said:** We want easy to access information on the website

**We are:** continuing to add to and improve the dedicated shared owners section on our website.



**You said:** We're not satisfied with information provided to shared owners when we move in

**We are:** reviewing our moving in process for shared owners

# Responsible housing and neighbourhood management



## Rent and service charges

**£731,691**

was collected in rent

Arrears below  
**1.26%**

Our housing team closely support our customers to help 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: £22,054
2. Sewage pump stations: £13,349
3. Landlord's lighting: £3,573
4. Maintenance of communal lighting: £1,357

## You said, we did...



**You said:** We want to see you out on our schemes more often

**We did:** added extra housing officers to our team, giving them more time to support and get to know our customers



**You said:** We'd like more benefits support

**We did:** having extra housing officers, means they can provide individual support. And we've added lots of benefits information to our website.

## Neighbourhood management

**£23,986**

was spent on keeping schemes tidy and communal garden areas maintained



**37**

anti-social behaviour (ASB) cases reported

### 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 measures we take to keep you safe
-  the work to prepare empty properties for letting.

**98%**

of residents surveyed are  
satisfied with our repairs and  
maintenance service

**£76,432**

spent on completing  
repairs

**£3,366**

average spent on  
getting an empty  
property ready to re-let



**100%**  
gas safety  
compliant



**100%**  
fire safety  
compliant

## Responsive repairs

**459** repairs completed



**73**  
emergency



**189**  
urgent



**197**  
routine



**298**  
completed  
within  
target time

## You said, we did...



**You said:** We want contractors to provide a more reliable service

**We did:** We introduced daily meetings with our gas contractor and weekly meetings with our day-to-day contractor to manage issues and complaints.

# Effective customer service and handling of complaints

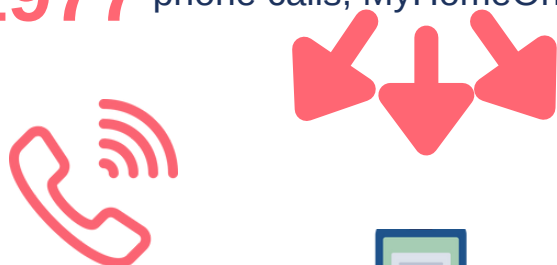


**Our customers are at the heart of everything we do.**

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\*:**

**1977** phone calls, MyHomeOnline contacts and emails



**998**

phone calls



**133**

MyHomeOnline contacts



**846**

emails

**20 seconds**

was the average time taken to answer a call

\*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.

**How satisfied are LRHA customers with the overall service?**





| Tenants    |  | Shared owners |
|------------|--|---------------|
| <b>71%</b> | <b>very satisfied or satisfied</b>       | <b>16.5%</b>  |
| <b>29%</b> | <b>neither satisfied or dissatisfied</b> | <b>67%</b>    |
| <b>0%</b>  | <b>very dissatisfied or dissatisfied</b> | <b>16.5%</b>  |

**You said, we did...**



**You said: Nothing changes, so what's the point?**

**We did:**

-  We've increased resource in our housing team so our housing officers have more time
-  We've increased resource in our maintenance team
-  We encourage residents to be 'involved' - to have their say and provide feedback from what they've told us
-  We have a new complaints process and always aim for a quick resolution



# Effective customer service and handling of complaints

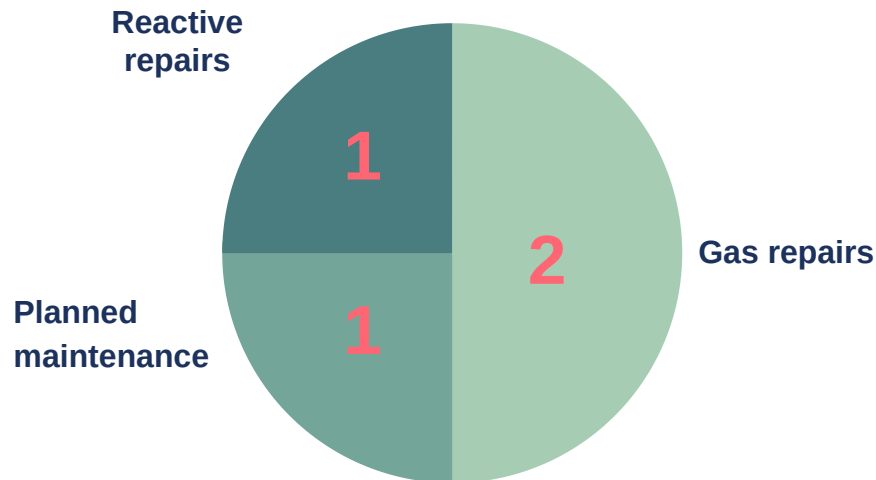


We welcome complaints and compliments as they help us see where we are getting it right and understand where we can improve.

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

## 4 formal complaints

Breakdown of complaints by service area:



- 0 complaints relating to communal areas
- 0 complaints relating to not being treated with respect

**100%** of complaints resolved within agreed timescale

**3** complaints escalated to stage two of our complaints process

**1** complaint escalated to the Housing Ombudsman

## You said, we did...



**You said:** We want a complaints form

**We did:** We introduced a new online complaints form to make it easy if you'd like to make a complaint

# Respectful and helpful engagement



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

We have increased the amount of opportunities to get involved and have your say, through surveys, policy reviews and focus groups. We have also adopted the Together with Tenant charter. This is a National Housing Federation initiative which aims to strengthen the relationship between customers and landlords by providing a framework to help us get our services right and make sure we're held accountable.

## Digital engagement



3553

new visitors to  
our website



27%

increase in number of new  
Facebook page likes



75%  
of customers are  
registered on  
our portal  
MyHomeOnline



49%  
of customers  
registered on  
MyHomeOnline  
used it in the last  
6 months

100% of customers surveyed agreed  
our contractors treated them with  
courtesy and respect

## Satisfaction

|  | Tenants |                                   | Shared owners |
|--|---------|-----------------------------------|---------------|
| How satisfied are customers that we listen to their views and take notice of them?                                 | 59%     | very satisfied or satisfied       | 43%           |
|  | 18%     | neither satisfied or dissatisfied | 0%            |
|  | 23%     | very dissatisfied or dissatisfied | 57%           |
| How satisfied are customers with opportunities to put forward their views and ideas?                               | 29%     | very satisfied or satisfied       | 43%           |
|  | 47%     | neither satisfied or dissatisfied | 28.5%         |
|  | 24%     | very dissatisfied or dissatisfied | 28.5%         |
| How satisfied are customers with how we communicate about the things they need to know about living in their home? | 64%     | very satisfied or satisfied       | 33%           |
|  | 36%     | neither satisfied or dissatisfied | 67%           |
|  | 0%      | very dissatisfied or dissatisfied | 0%            |



# Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2022

|   | 2022<br>£     | 2021<br>£       |
|---|---------------|-----------------|
| Turnover  | 204,357       | 190,361         |
| Operating costs                                 | (125,927)     | (207,223)       |
| <b>Operating (loss)/surplus</b>                 | <b>78,430</b> | <b>(16,862)</b> |
| Movement in fair value of financial instruments | -             | (905)           |
| <b>(Loss)/surplus for the year</b>              | <b>78,430</b> | <b>(17,767)</b> |
| <b>Total comprehensive income for the year</b>  | <b>78,430</b> | <b>(17,767)</b> |

Turnover is derived from continuing activities.  
Full financial reports are available on our website.

# Statement of financial position

AS AT 31 March 2022

|   | 2022<br>£      | 2021<br>£      |
|---|----------------|----------------|
| <b>Current assets</b>                                 |                |                |
| Trade and other debtors                               | 108,477        | 30,627         |
| Cash and cash equivalents                             | 427,238        | 435,833        |
| <b>Total current assets</b>                           | <b>535,715</b> | <b>466,460</b> |
| <b>Creditors:</b> amounts falling due within one year | (169,725)      | (171,011)      |
| <b>Net current assets</b>                             | <b>365,990</b> | <b>295,449</b> |
| <b>Creditors:</b> amounts falling due after one year  | (16,257)       | (24,146)       |
| <b>Net assets</b>                                     | <b>349,723</b> | <b>271,303</b> |
| <b>Capital and reserves</b>                           |                |                |
| Called up share capital                               | 10             | 10             |
| Revenue reserves                                      | 349,723        | 271,293        |
| <b>Total funds</b>                                    | <b>349,733</b> | <b>271,303</b> |

“ Thank you Beth and Robyn so much for all your help to put this right for me, it's much appreciated. ”

LRHA resident

“ Very impressed with the plumber who came out to repair the toilet flush button and the hot tap. Had all the parts needed on him and worked quickly. Also kept me informed of everything he was doing. ”

LRHA resident

“ Thanks Leonie for getting the repairs raised and for the contractors attending quickly, with the engineers being polite. ”

LRHA resident

**Leicestershire Rural Housing Association**

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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