



# Annual report

## and financial statement summary

### for the year ended 31 March 2024

# Welcome to our annual report

**This report explains how we performed between April 2023 and March 2024.**

**Although it's been a year of change in the social housing sector, we've continued to deliver on our core purpose of providing and managing good-quality, affordable homes for local people in rural Leicestershire.**

We provide a high-quality management service to 167 households in 17 villages across the county. Our continued success has been achieved by forging links with other housing associations and using our expertise to manage their rural homes. We're especially grateful for our relationship with emh and for their ongoing and vital support. We expect to increase the number of homes we manage in the coming years, as partner registered housing providers build more rural homes.

Throughout the year customers have provided us with invaluable insight on what's most important to them in respect of their homes and the services we provide, what's going well, and what needs addressing. We're using their feedback to inform our plans for the coming year, with a focus on improving residents' satisfaction with our repairs service and contractors' performance.

We've prepared for the new Consumer Standards which the Regulator of Social Housing launched in April 2024, following changes introduced by the Social Housing (Regulation) Act 2023. We welcome these new standards, which aim to ensure that all social housing customers have a voice in how their homes and services are managed, are safe in their homes and are treated fairly by their landlords. Our preparation has included new strategies, updating policies, and improving our services, communication and responsiveness.

Another introduction in the Social Housing (Regulation) Act 2023 was the Tenant Satisfaction Measures (TSMs). These measures assess how well social housing landlords are doing at providing good quality homes and services. As all Leicestershire Rural Housing Association homes are owned by emh, they are the landlord and are required to carry out an annual TSM survey (a customer perception survey). The first survey was carried out in September 2023. Only a small number of customers responded and all were rental customers. We will address this in future to ensure all our customers, including shared owners, have the opportunity to share their views with us. We have new action plans in place to improve areas where satisfaction or performance was lower than we'd like.

We pride ourselves on our customer service and know that our customers really value being able to call and speak to us. We're pleased to report that calls to our Customer Care Team are answered, on average, in 22 seconds.

**We've achieved a lot this year to provide the best possible homes and services for customers and, although we know there is always more we can do to improve, we're proud of our achievements. Below are some of the positive outcomes:**



**83% of homes let to households with a local connection**



**83% of customers are satisfied with our overall service**



**99.5% of customers agree our contractors treat them with courtesy and respect**



**Calls to our Customer Care Team answered, on average, in 22 seconds**



**379 repairs/maintenance requests completed**



**92% of customers are satisfied that their home is well maintained**

We know that we and our customers will face similar challenges this year. We will continue to carefully manage our finances and resources to deliver value for money for customers, enable investment in the maintenance, improvement and safety of our homes and in new development, whilst also ensuring the long-term health of the Association.

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](mailto:enquiries@midlandsrural.org.uk)**

*Caroline Large*

**Vice Chair – Leicestershire Rural Housing Association**

# Supporting our customers in their homes and neighbourhood



**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 communities. Our housing officers provide all aspects of the housing management service including allocations, tenancy support, ASB management and rent management and support – so they really get to know their customers and their needs.

## Housing management



**167**

total number  
of homes



**137**

homes for social  
or affordable rent



**30**

shared ownership  
homes



**28**

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



**83%**

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



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

## Rent and service charges

**£820,945**

was collected in rent

Arrears below

**0.84%**

Our housing team  
support customers  
to help them  
manage their rent

### How your rent was spent

(top four areas spent on service delivery):

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: £22,780**
2. **Communal lighting electricity: £5,912**
3. **Third party management companies: £2,823**
4. **Sewage pump stations: £2,030**

\*Not all homes have s106 local connection restrictions.

# Supporting our customers in their homes and neighbourhood

## Neighbourhood management



**8** anti-social behaviour (ASB) cases opened  
**0** cases involved hate crime

### Top three ASB breaches:



**£24,569** spent keeping schemes tidy and communal garden areas maintained

(incl. work outside of the gardening contract, such as clearing fly tipping)



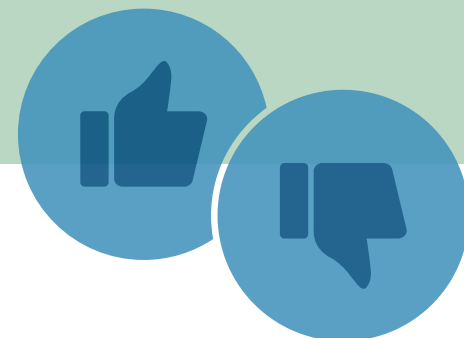
## Customer satisfaction



Data from Tenant Satisfaction Survey October 23, rental customers only

The satisfaction levels around communal areas and anti-social behaviour handling are lower than we'd like to see. We've set up a dedicated project group to help us understand why customers are less satisfied in these areas and what we can do to improve.

# Giving our customers a great service



## 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 a complaints performance update on our website every quarter.

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

**1825** phone calls, MyHomeOnline contacts and emails\*



**872**

phone calls



**79**

MyHomeOnline contacts



**774**

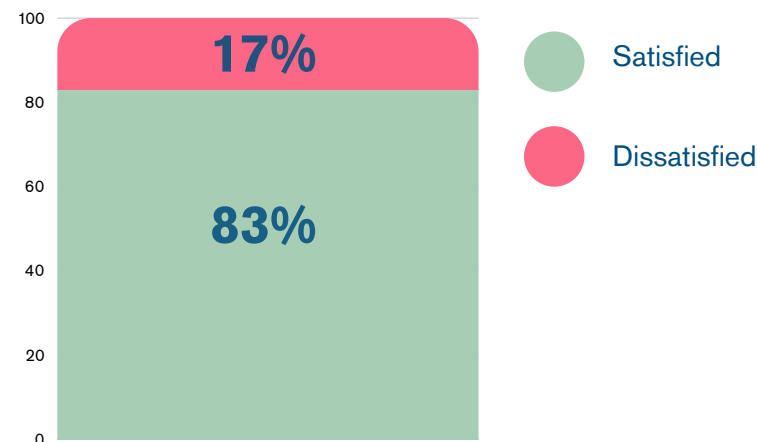
emails



average time 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 our customers with our overall service?



Data from Tenant Satisfaction Survey  
October 23, rental customers only

### *You said...*

"The advisor from your out-of-hours service was rude and not helpful."

### *We did...*

- ✓ We've added in a new monthly quality check with our out-of-hours provider.

# Giving our customers a great service

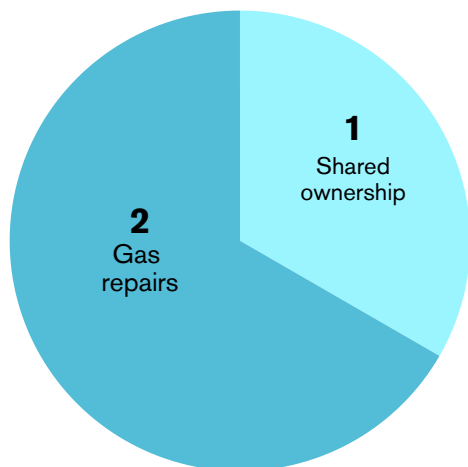
**We welcome complaints and compliments as they help us see where we are getting it right and understand where we can improve.**

We updated our Complaints Policy, this was following an update to the Housing Ombudsman Complaint's handling code, which we're legally required to follow from April 2024. We've continued to focus on ensuring that we learn and improve from every interaction with our customers and that we share what we've learnt and what we've changed.

## Complaints

**3 formal complaints**

**Breakdown of complaints by service area:**



**We publish our complaints performance on our website each quarter.**

**2** complaints from rental residents

**1** complaint from a shared owner

**100%** of complaints responded to within agreed timescales

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

**0** complaints escalated to the Housing Ombudsman

## Digital engagement

**28%**

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



**76%**

of customers are registered on our portal MyHomeOnline

## Policy updates



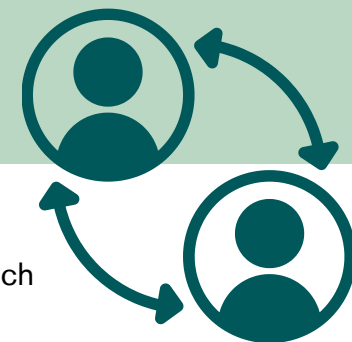
Complaints Policy and procedure (update)



Hoarding Policy and procedure (update)



# Providing respectful and helpful communication and engagement



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

The introduction of the Regulator of Social Housing's Tenant Satisfaction Measures survey (TSM) enables customers to tell us which areas of our service they're satisfied with and where we need to do better. And, in preparation for the Consumer Standards introduced in April 2024, we've developed a Customer Experience Strategy to ensure we're always putting our customers first.

## Customer involvement

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



All new policies and policy updates are reviewed by our involved customers.

## Tenant Satisfaction Measures

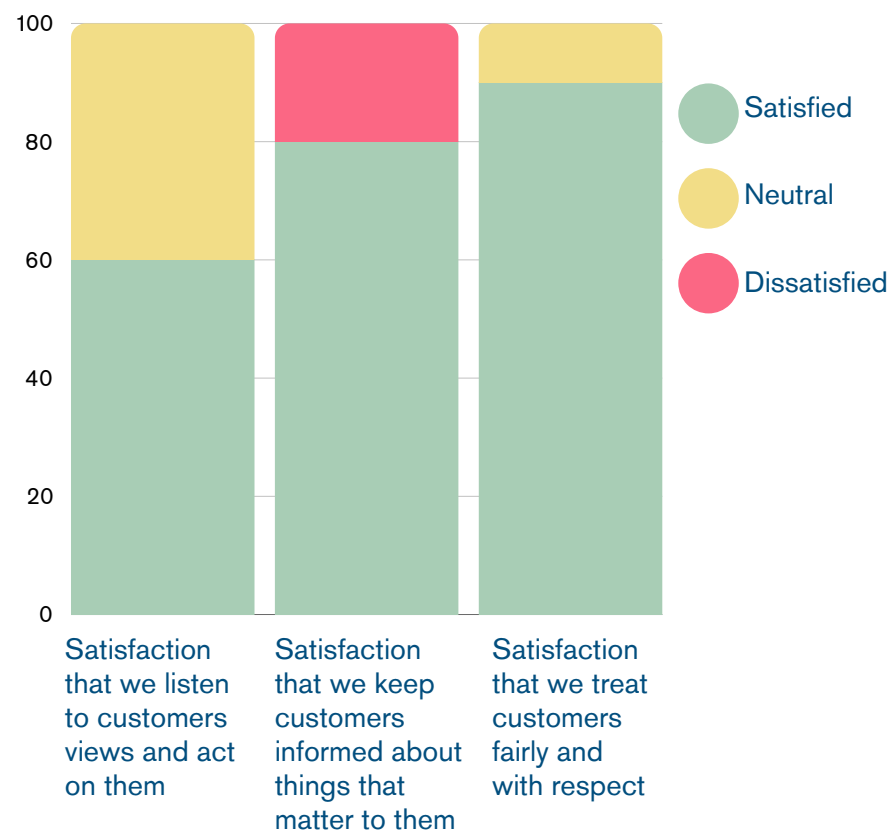
The Regulator of Social Housing created a set of measures to look at how we, and all social housing providers in England, are performing. These are called Tenant Satisfaction Measures (TSMs) and were introduced in April 2023.

A key part of the TSMs is for landlords to ask their customers how they think they're doing at completing repairs, keeping homes safe, engaging, managing complaints and keeping neighbourhoods safe and clean. As all Leicestershire Rural Housing Association homes are owned by emh, they are the landlord and are required to carry out the TSM survey on a sample of households. The first survey was carried out in October 2023 and the results are based on only 12 households, which were all were rental customers. You can see all the results on our website.

**83%**

of customers agree that we are easy to contact and deal with

## Satisfaction with customer engagement



Data from Tenant Satisfaction Survey October 23, rental customers only



# Keeping customers' homes safe and in good repair



**Our priority is the safety and comfort of our customers.**

## How do we decide what to spend?

The maintenance and repairs budget is set by our Board and is 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 the maintenance of our homes

**94%**

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



**92%** of customers are satisfied that their home is well maintained



**84%** of customers are satisfied that their home is safe\*



**75%** of customers are satisfied with the time taken to complete their most recent repair

Data from Tenant Satisfaction Survey October 23, rental customers only

**99.5%**

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

*You said...*

"It takes too long for the damp issues to be resolved."

*We did...*

- ✓ We've updated our damp and mould policy and procedure to ensure that we're providing a quick, comprehensive and consistent response to every reported case of damp.
- ✓ We've also completed a self-assessment against the Housing Ombudsman's Spotlight Review on damp and mould to ensure we're meeting their requirements.

\*Based on 12 responses: 10 customers satisfied, one customer neutral and one customer dissatisfied

# Keeping customers' homes safe and in good repair

## Responsive repairs

**379** repairs completed



**43**

emergency



**147**

urgent



**189**

routine

**32**

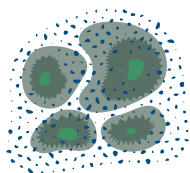
(74%)

completed within  
target time

**196**

(58%)

## Damp and mould



**5**

cases of damp  
and mould  
reported

**100%**

cases resolved

## What we've spent

**£93,043**

completing repairs

**£3,491**

average spent getting an  
empty property ready to re-let

## End of year compliance



**100%**

fire risk  
compliant



**100%**

gas safety  
compliant

*You said...*

"We want a reliable  
gas contractor that  
turns up and fixes the  
problem."

*We did...*

- ✓ We retendered our gas contract and appointed Phoenix as our new gas contractor from 1 April 2024.
- ✓ We involved customers in the contractor selection process, and used feedback from customers to help us provide a smooth transition to the new supplier.

# Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2024

	2024 £	2023 £
Turnover	222,555	207,110
Operating costs	(182,476)	(230,698)
<b>Operating surplus/(loss)</b>	<b>40,079</b>	<b>(23,588)</b>
Movement in fair value of financial instruments	-	32,536
<b>Surplus for the year</b>	<b>40,079</b>	<b>8,948</b>
<b>Other comprehensive income</b>		
Remeasurement of Social Housing Pension Scheme	(30,396)	-
<b>Total comprehensive income for the year</b>	<b>9,683</b>	<b>8,948</b>

Turnover is derived from continuing activities.

Full financial reports are available on our website: [www.leicestershirerha.org.uk/annual-reports](http://www.leicestershirerha.org.uk/annual-reports)

# Statement of financial position

AS AT 31 March 2024

	2024 £	2023 £
<b>Current assets</b>		
Trade and other debtors	96,134	92,927
Cash and cash equivalents	419,162	462,835
<b>Total current assets</b>	<b>515,296</b>	<b>555,762</b>
<b>Creditors:</b> amounts falling due within one year	(141,003)	(218,515)
<b>Net current assets</b>	<b>374,293</b>	<b>337,247</b>
<b>Creditors:</b> amounts falling due after one year	-	(4,091)
<b>Provision for liabilities:</b> pension liabilities	(31,454)	-
<b>Net assets</b>	<b>342,839</b>	<b>333,156</b>
<b>Capital and reserves</b>		
Called up share capital	10	10
Revenue reserves	342,829	333,146
<b>Total funds</b>	<b>342,839</b>	<b>333,156</b>

“When we moved in, our housing officer was very professional He was always at the end of an email and got back to me really quickly.”

**LRHA** customer

“Any issues I have are answered and dealt with or they get the correct person to call you back. They do not mess me about.”

**LRHA** customer

“LRHA are good at working with you, especially during the cost of living crisis. They talk to you and find a solution. They are easy to talk to.”

**LRHA** customer

“They always answer the phone.”

**LRHA** customer

“Whenever I ring I can immediately get to speak to whoever I need too.”

**LRHA** customer

**Leicestershire Rural Housing Association**

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**Leicestershire Rural**  
Housing Association Ltd