

# Hastoe's 2018-19 annual report to tenants



Providing a snapshot of our performance between 1 April 2018 and 31 March 2019

## Customer service and satisfaction



91%

of all calls answered

We answered **37,712 calls** over the year. This is over **1,000 more** calls than the 36,308 we answered in 2017-18

100%\*

satisfaction with how calls were handled

Every tenant surveyed was happy with how their call was handled. This is higher than our **94% target** and the 94% we achieved in 2017-18

## MyHastoe portal registrations

Following the introduction of our new online portal in August 2018, 767 residents had registered on MyHastoe by 31 March 2019.



## Complaints

Complaints received by service area	2018-19	2017-18
Repairs and maintenance	31	30
Managing Hastoe homes	9	16

## Our homes



At 31 March 2019, we owned and managed **7,630 homes** across the south of England, including **4,153 for social and affordable rent**.

### Re-lets

197

vacant homes were re-let

This is 19 more homes than the 178 we re-let in 2017-18

16.9 days

to re-let a vacant home

This is longer than our target of 16 days and the 16 days we achieved in 2017-18

99.8%

rental occupation

At 31 March 2019, 99.8% of our rented homes were occupied by tenants

### Rent

We collected a total of **£23,758,000** in rent and service charges from tenants.

£695k

arrears owed by current tenants

This is 2.9% against our target of 2.6%

12

tenants were evicted for rent arrears

232

tenants were supported by our Money Matters Advisors

### New homes

We completed **40 homes** and began building 41 more.



# Repairs and maintenance



## Safety and quality

We spent **£7million** on works to our existing homes.

At 31 March 2019:



of homes had a valid gas safety certificate



of our blocks of flats had a current fire risk assessment



of properties met the Decent Homes Standard

## Repairs performance

We completed more than **8,000 responsive repairs**, including over 1,000 emergency repairs and 7,000 routine repairs.



of emergency repairs were completed within 24 hours



of routine repairs were completed within 10 – 28 days



of residents were satisfied with their repair

This is lower than our 84% target and the 81% we achieved in 2017-18

Based on feedback from residents, we recognise that we still have improvements to make to the repairs services provided by us and our contractors. This is a priority for us, and we are continuing to work on improving our repairs services.

# Value for money



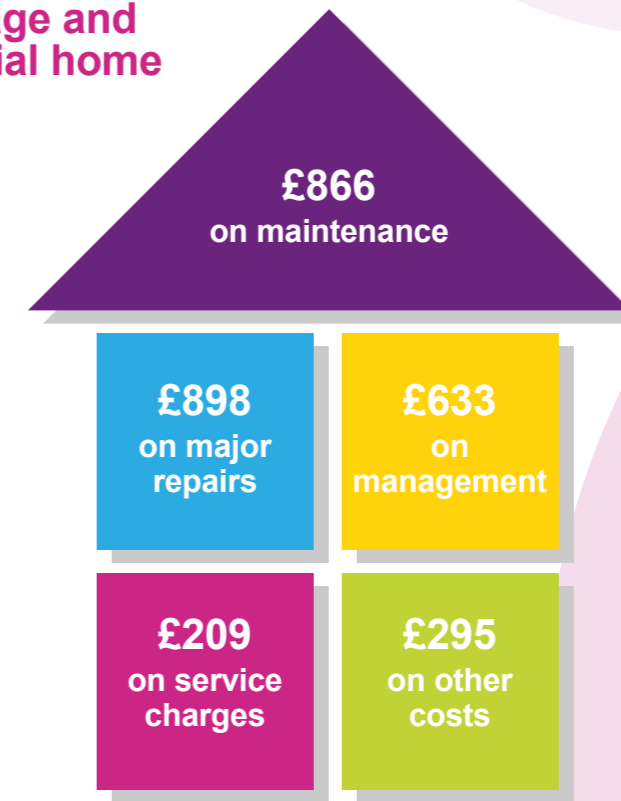
For us, value for money means achieving our ambitions in a cost effective way, delivering a good service and being efficient. We are charitable so any surplus we make is reinvested back into our homes, the services we offer and building new homes.

## How we spent each pound of rent you paid

- 6p – Reinvested
- 15p – Housing management
- 45p – Financing costs
- 14p – Routine repairs
- 20p – Planned maintenance



## It cost us an average of £2,901 to manage and maintain a social home



\*As we implemented a new housing management system in summer 2018, figures shown with an asterisk are based on only part of the year. Full results for 2019-20 will be available in the next annual report.