

How we did between  
1 April 2020 – 31 March 2021

# The Hastoe Annual Report

## The year in review from our Chief Executive

**“This year I have really appreciated being able to chat directly to many residents about their Hastoe experience through my dedicated CEO phone days.**

And what I've been hearing is that you want repairs done on time, appointments kept, awareness of when home improvements are scheduled and better grounds maintenance services. We take all of your feedback seriously and are already working on improving these areas you've highlighted.

Of course, since March 2020 it's been a challenging time for all of us facing COVID-19 lockdowns and personal restrictions. At Hastoe it's also meant adapting to new ways of working while keeping essential works and repairs on the go.

Even so, we have already appointed a number of new maintenance contractors to help us provide a better repairs experience. And we are

managing these contracts closely to ensure you get the service we said you would.

We have also allocated more money to upgrade your homes. While COVID, self-isolations and the supply of materials is slowing things up, we hope we can get more improvements completed.

And we have upgraded our internal systems so we can better track your enquiries and complaints to ensure they are being resolved promptly.

There is more planned for 2021-22. You can find out what to expect on page 7 of this Annual Report.

I look forward to hearing from you directly through my CEO phone days. I set aside a couple of



days each quarter to answer your calls - along with other members of the Executive Team - to hear directly from you. I really appreciate it when you take the time to share your experiences - good or bad. It's incredibly helpful for me to hear - and genuinely influences what we do as a business.

As the impact and restrictions of the pandemic start to reduce, I look forward to us being able to continue to work hard on providing you with the standard of Hastoe service you want and expect.”

**Andrew Potter, CEO**




This warning symbol throughout this Annual Report identifies those areas of the business where COVID-19 has had a significant impact, whether it was due to lockdowns, furlough, illness or personal restrictions. However we still take these performance issues seriously and will be endeavouring to make the changes required to improve them over the coming year.

# Customer service and satisfaction



## The Hastoe Hub (our customer services team)

Customer Service Calls	2020-21	2019-20
% of calls answered	81.5%	89%
Number of phone calls we answered	15,449 calls 	33,000 calls



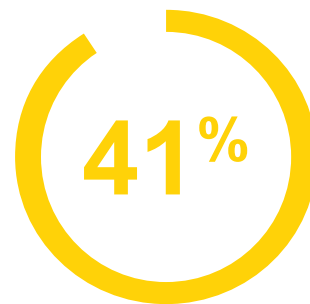
Staff answered many more calls that weren't recorded on our system during this time due to being away from the office and the tracking system

## The Hastoe Online Portal (MyHastoe)

More residents than ever before accessed Hastoe's online, self-service portal, MyHastoe, during 2020-21. It's designed to make paying rent, reporting a repair and other straight-forward transactions quicker and easier to manage.



This is the % increase in the number of users on the MyHastoe portal



This is the % of Hastoe customers who got in touch via our portal

MyHastoe portal	2020-21	2019-20
Number of tenants registered	2,472	1,348
% of all customer contact	41%	16%



*"Almost double the number of residents, compared to the previous year, have recognised how quick and easy it is to use the MyHastoe portal when it comes to reporting a repair, making a payment, checking a rent statement or updating personal details – anytime 24/7. Payments made on the portal are shown on your rent statement immediately so you always have visibility of an up-to-date account. Managing transactions this way also helps to free-up one of our customer services team to support you when you have a more complex query or issue."*

**Nicola Scott, Business Systems Manager**

# Tenant Satisfaction Survey

Carried out in **September and October 2020**, this survey gave us a snapshot of how you were feeling about your Hastoe experience during lockdown. You rated us from 1 to 10 where 1 was the lowest score and 10 the best. ■ 1-4 ■ 5-6 ■ 7-10

## Hastoe providing a home that is safe and secure

7% 10% 83%

## Overall quality of their home

9% 18% 73%

## Hastoe being easy to deal with

11% 20% 69%

## Overall repairs service provided the last time repairs were carried out

21% 12% 67%

## Service provided by Hastoe

14% 22% 65%



*"For us the benefit of living in a Hastoe home is that it's so spacious and really bright with the Velux windows. The house is also very economic and cheap to run. No matter what energy provide we're with the cost is always low."*

**Tenants Nicola & Joe, Burwash  
in East Sussex**




*"Our Hastoe home is affordable. We are far better priced than some private rent in Melford. It gives us the opportunity to be in the village, enjoying raising our kids where we were brought up, at a price where we're not scrimping and scraping every month"*

**Tenant Matt, Long Melford  
in Suffolk**

## Complaints

106 complaints were received throughout the year.

Types of complaints	2020-21	2019-20
Repairs and maintenance issues	77 	48
Managing Hastoe homes	29	15*

\*figures for Q2-Q4 only

We have improved our systems making it easier for you and other residents to **make complaints**, which in turn helps us to improve services for all of our customers.



The coronavirus pandemic restrictions resulted in us not being able to deliver a full repairs service in the first half of the year, and the backlog of repairs resulted in some customer dissatisfaction, waiting for repairs that could not be delivered in the normal timescales.

# Managing your homes



At March 31 2021, we owned and managed 7,381 homes across the south of England, including 4,183 for social rent and affordable rent.

## Re-lets

# 159

### Vacant homes were re-let

This is 19 fewer than the 178 we re-let in 2019-20 ⚠️



Re-letting vacant homes took significantly longer in 2020-21 caused by lockdown interruptions and restrictions.

# 62 days

### To re-let a vacant home

This is significantly longer than the 21 days we achieved in 2019-20 ⚠️

# 99.24%

### Rental occupation

This means we missed out on 0.76% of rent due to vacant homes throughout the year. That's a 0.16% decrease in our performance compared to last year.

## Rent

We collected a total of £24.5m in social and affordable rent and service charges from tenants - an increase of £600,000 compared to the previous year.

# £615k

### In arrears debt is owed by current tenants

This is 2.5% of our total rent and service charges against our target of 3.1%. It is lower than the 2.7% we achieved in 2019-20. It is lower than the 2.7% (£630k) we achieved in 2019-20.

# 1

### Tenant was evicted for rent debt

There was 1 eviction during the year as a result of restrictions in possession action due to COVID-19 compared to 12 the previous year.

# 439

### Tenants referred to our Money Matters Advisors

This is a 44% increase on last year. Of these referrals, 313 people took up our help.



Our Money Matters Advisors, **Lisane Warwick** and **Mark Adkins**, helped hundreds of Hastoe tenants **claim almost £500k in benefit income over 2020-21**. Mark and Lisane are there for you if you who need financial support. They're experts in helping people facing all sorts of changes in circumstance from a job loss, furlough, relationship breakdown, childcare issues and mental health challenges. And will do what they can to help with questions or concerns about rent payments and where to get help with debt recovery.

# Repairs and maintenance



## Safety and Quality

Your safety remains our top priority and we continue to invest in fire safety and building safety works. In 2020-21 we spent over £10.9m on works on our existing homes.

At March 2021:

**100%**

of homes had a valid gas safety certificate

**100%**

of our blocks of flats had a current fire risk assessment

**100%**

of properties met the Decent Homes Standard

These figures are in line with the previous year.

## Repairs performance



We completed more than **7,150** responsive repairs throughout the year.

At the height of the pandemic and first lockdown, our contractors were only able to respond to emergency repairs. They did not resume planned repairs until late in the summer of 2020, when they began to tackle the backlog caused by COVID-19 closures and staff shortages.

**87%**

of emergency repairs were completed within 24 hours

This is lower than 95% we achieved in 2019-20.

**75%**

of all repairs were completed on time

This is lower than the 84% we achieved in 2019-20

**77%**

of residents were satisfied with their repair\*

This is the same as 2019-20 and lower than our target of 80%



Please help us track when repair works are being completed properly by responding to the text message we send out to you after every repair job is done.

# Value for money



## How we spent each pound of rent you paid

### 15p – Housing management costs

This is what we spent on managing tenancies, including collecting rent, dealing with antisocial behaviour and carrying out safety checks.

### 6p – Reinvested

This is the money we reinvested back into our homes, the services we offer and building more new homes.

### 11p – Planned maintenance

This is what we spent on improvements to your homes, such as a new roofs, windows or kitchens.

### 14p – Fire Safety Spend provision

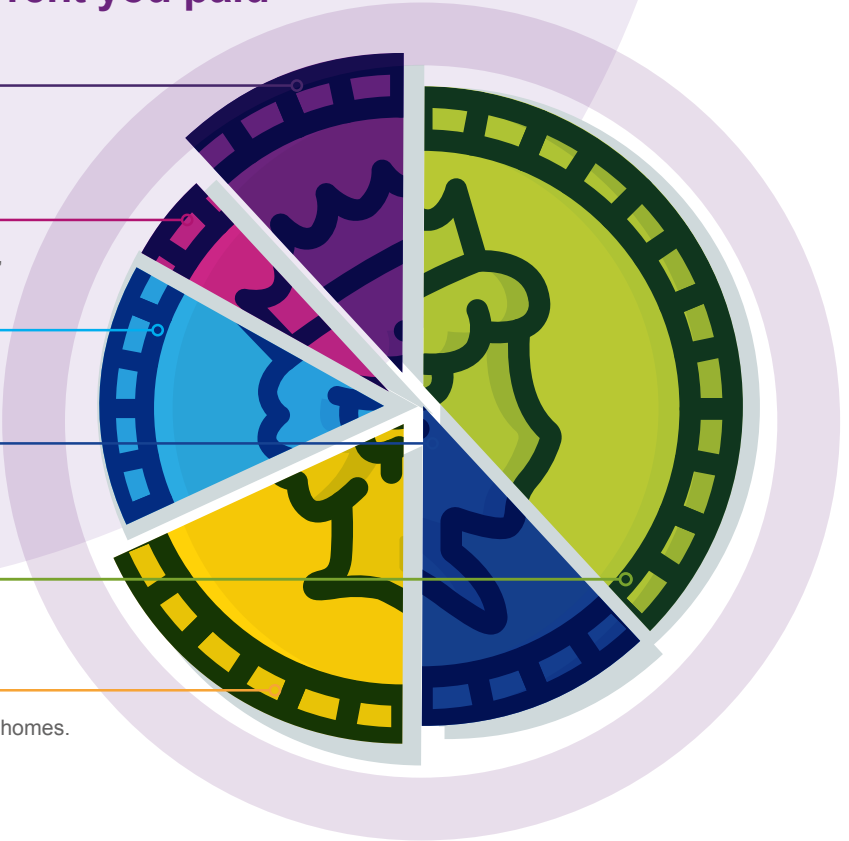
This is what we planned to spend on major fire safety works in homes.

### 41p – Financing costs

This is what we spent on repaying the loans we use to finance the building of new homes.

### 13p – Routine repairs

This is what we spent on carrying out repairs to your homes.

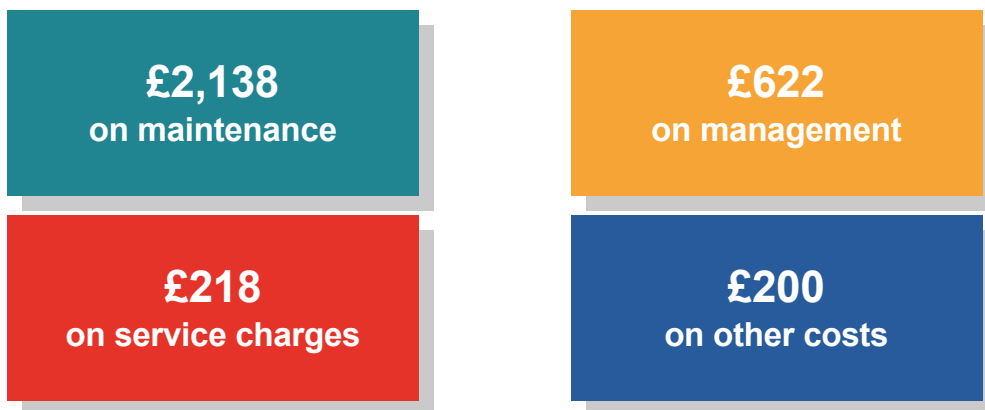


To compare our spending with last year, [click here](#).



With restrictions caused by COVID and lockdowns the amount spent on routine repairs and planned maintenance in 2020-21 was significantly reduced compared to the previous year.

## How much it cost us to manage a social home?



In 2020-21, it cost us on average £3,178 to maintain a social home.

## Hastoe's plan for 2021-22

Every year we review and update our corporate plan based on the feedback we receive from you and other Hastoe residents. We also take into account changes in government policy, the economy and this year this also includes the impact of COVID-19.

You can find out more about our corporate plan on our website at: [hastoe.com/corporate-plan](https://www.hastoe.com/corporate-plan)

- Improving our repairs service by ensuring our contractors meet their contractual obligations and residents are kept informed on the progress of their repairs.
- Providing a wider range of services through our online, self-service portal MyHastoe including allowing you to see when any home improvements are scheduled and being able to find out who your housing officer and maintenance surveyor are on the Hastoe website.
- Continuing to deliver more investment in our existing homes. Last year we said that we were planning to invest more in home improvements by £4.9m over five years, to a total of £21.8m. The home improvements programme has been delayed by COVID restrictions but we aim to get back on track as quickly as we can. ⚠
- Upgrading our telephone system to allow you better access to us, including automated phone payments 24/7, scheduled call backs and live chat.
- Contacting you proactively to follow up on any overdue repairs.
- Reviewing estate services, including cleaning and gardening, to ensure a better and more consistent standard.

### New homes

We continue our commitment to building homes that rural communities can take pride in. In 2020-21 we completed **20 new homes** in Cambridgeshire, Hampshire and Essex and we also began building **61 more homes** across the south of England.



COVID-19 delayed the building programme during this time with sites closing temporarily during the first lockdown and contractors having to manage with fewer operatives on site when they were allowed. We also saw several schemes delayed through the planning process. The latest impact is an increase in material costs and staff shortages. We have recently seen a cost increase of 14% on one of our pipeline schemes.

# More than one way to have your say

## Do you want to make a difference? Would you like to become a champion for Hastoe? Do you want to get more involved in Hastoe's decision-making?

If the answer is yes to any of these questions, there are plenty of ways to get involved and get your voice heard. As a resident, your views and experiences are important in helping us to improve and shape the service we offer.

**The Hastoe Hundreds Club** is a group of volunteer residents who get involved in reviewing our policies and taking part in consultations, usually via online surveys. The Club is open to all residents. To find out more, email: [mshort@hastoe.com](mailto:mshort@hastoe.com)

**Hastoe Resident Champions** support our Housing Officers by acting as their eyes and ears on the ground. At smaller housing developments they may help to monitor work being carried out by our contractors, such as cleaning and repairs. Let your Housing Officer know if you're interested in becoming a Resident Champion.

**Chat to our Chief Executive** and other members of the Hastoe Executive team on our regular phone days. Keep a look out for invites to these sessions via texts, on our website and our residents Facebook page.

**Meet the Board:** A couple of times a year members of our Board look forward to catching up with small groups of residents at specially arranged sessions in the East and West regions. We'll send you a text or email to let you know when these are taking place.



## Community Matters

In 2020-21, the pandemic put a stop to a lot of the activities we'd normally fund through our Community Grants Scheme. One of the seven projects that did receive funding was Tendring Forest School in Essex. It was awarded £250 towards a list of items needed for the school, including a bug kit, talking tube forest phones, a mud kitchen, seeds and seed bee bombs and a hedgehog house. In making their application, a member of the Parent Teachers Association explained: *"I would love the grant to enhance my daughters' experience at school in the forest as they enjoy this so much... a school that I attended as a child."*

If you want to find out more about applying for a grant, you can visit: [hastoe.com/help-advice/getting-involved/apply-for-our-community-grant/](https://hastoe.com/help-advice/getting-involved/apply-for-our-community-grant/) or email our coordinator **Helen Russell**: [hmrussell@hastoe.com](mailto:hmrussell@hastoe.com)

### Contact the Hastoe Hub

☎ 0300 123 2250

✉ [customerservices@hastoe.com](mailto:customerservices@hastoe.com)

🕒 **Opening times:**  
9am – 5pm, Monday to Friday

☎ **Out of hours emergency number:** 0345 266 2567  
🕒 5pm – 9am, Monday to Friday, weekends and bank holidays

# Hastoe

●●●● Group

### Other ways to stay in touch

🏠 [hastoe.com](https://hastoe.com)

🐦 [twitter.com/hastoehousing](https://twitter.com/hastoehousing)

📘 [facebook.com/groups/hastoeresidents](https://facebook.com/groups/hastoeresidents)