

# Hastoe's 2019-20 annual report to tenants

How we did between 1 April 2019 - 31 March 2020

## Customer service and satisfaction



89%

of all calls answered

We answered more than 33,000 calls throughout the year

88%

of issues were resolved in the first phone call

This is higher than the 83% we achieved in 2018-19

62%

of customers were satisfied with how their call was handled

174 callers out of the 452 who responded to the survey expressed dissatisfaction with our service. This is equal to 0.5% of all callers

In September and October 2020 we carried out an anonymous Tenant Satisfaction Survey to find out what you think about our services and how we can improve. The results of the survey will be published in early 2021 and will help us to understand what's most important to you. We also recognise that we need to improve the way we handle calls and will review this service as part of our commitment to increasing tenant satisfaction.

### Online services

1,348

residents were registered on the online portal MyHastoe as of 31 March 2020. This is 581 more residents than the 767 last year

16%

of all customer interactions took place via MyHastoe throughout the year

Interactions via MyHastoe rose to 32% in March 2020 when our customer service centre was closed. We also launched our new website in March 2020 to help you find the information you need more easily online.

### Complaints

Complaints received by service area	2019-20	2018-19	2017-18
Repairs and maintenance	57	31	30
Managing Hastoe homes	17	9	16

Following feedback from our residents, we have made some changes to the way we handle complaints. We are focused on resolving issues as quickly as possible and using what we learn from complaints to improve our services for everybody.

## Managing our homes



At 31 March 2020, we owned and managed **7,669 homes** across the south of England, including **4,182 for social rent and affordable rent**.

### Re-lets

178

vacant homes were re-let

This is 19 less homes than the 197 we re-let in 2018-19

21 days

to re-let a vacant home

This is longer than our target of 16 days and the 16.9 days we achieved in 2018-19

99%

rental occupation

This means we missed out on 0.6% of rent due to vacant homes throughout the year

On average, it took us longer than last year to re-let a vacant home. This was due to staff shortages and contractor performance. We recognise that we need to make improvements in this area, and will be investing in more resources and managing our contracts more effectively in 2020-21.

### Rent

We collected a total of **£23.9million** in rent and service charges from tenants.

£630k

arrears owed by current tenants

This is 2.7% of our total rent and services charges, against our target of 2.5%. It is lower than the 2.9% we achieved in 2018-19

12

tenants were evicted for rent arrears

This is unchanged from the previous year

305

tenants were supported by our Money Matters Advisors

This is 73 more people than the 232 we helped in 2018-19

Since March 2020, our Money Matters Advisors have been providing additional financial support and advice to residents who have been impacted by the coronavirus outbreak. During this time, our Housing teams also contacted vulnerable tenants to check on their welfare.

### New homes

We are committed to building homes that rural communities can take pride in. In 2019-20 we completed **48 new homes** and began building **18 more**.



# Repairs and maintenance



## Safety and quality

Your safety remains our top priority, and we are continuing to invest in fire safety and building safety works. In 2019-20 we spent over **£7.5million** on works to our existing homes.

At 31 March 2020:



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

This matches the 100% we achieved for gas safety certificates, fire risk assessments and Decent Homes Standard in 2018-19

## Repairs performance

We completed more than **9,896** responsive repairs throughout the year.



of emergency repairs were completed within 24 hours

This is higher than the 93% we achieved in 2018-19



of routine repairs were completed within 10 - 28 days

This is higher than our target of 80%



of residents were satisfied with their repair

This is the same as the 77% we achieved in 2018-19 and lower than our target of 80%

We recognise that we still need to make improvements to our repairs service, and this will remain a priority in 2020-21. To help do this, we are investing in more resources, improving our systems, and managing our contracts more effectively.

# Value for money



For us, value for money means delivering our services and achieving our mission of building sustainable homes for rural communities in a cost effective and efficient way.

## How we spent each pound of rent you paid

### 12p – Housing management costs

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

### 5p – Reinvested

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

### 15p – Planned maintenance

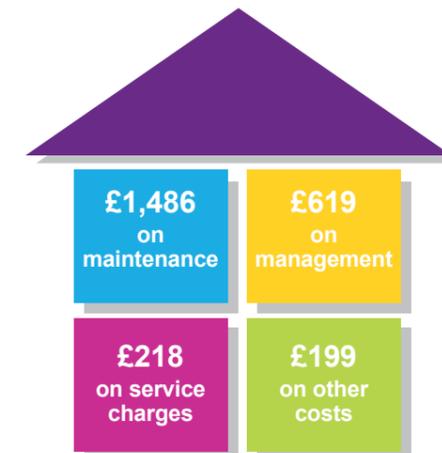
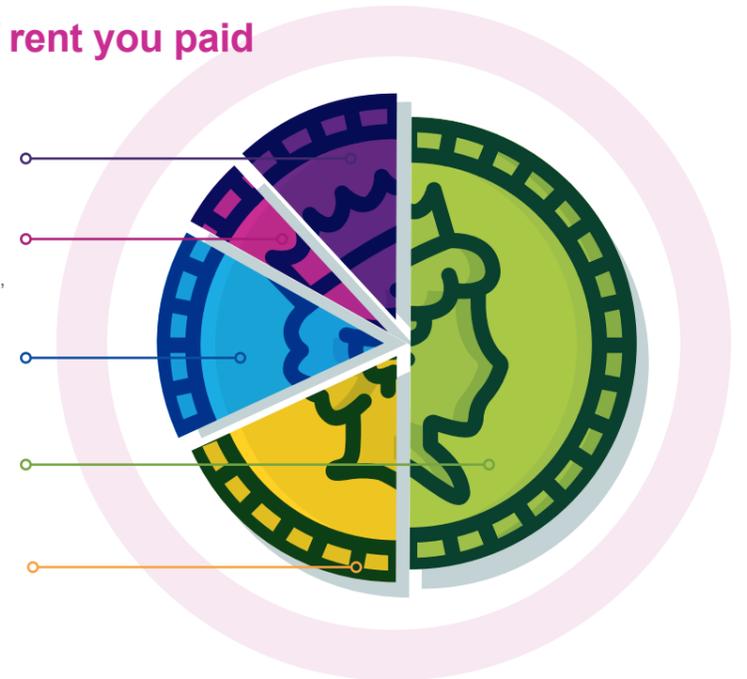
This is what we spent on improvements to your homes, such as a new roofs, windows or kitchens

### 50p – Financing costs

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

### 18p – Routine repairs

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



Over the year, it cost us an average of **£2,522** to manage and maintain a social home

## How we compared to other housing associations in 2019-20\*

	Hastoe's performance	All housing associations combined	Top performers
Customer satisfaction with how their call was handled	62%	87%	93%
Percentage of tenants satisfied with their repair	77%	88%	92%
Days to re-let a vacant home	21	22	17
Days to complete a repair	13	12	9

\* Benchmarking against HouseMark 2019/20 results for traditional English housing associations