

OUR ANNUAL REPORT FOR RESIDENTS

Year ended 31 March 2022



Hello - from Jackie Fearon, Director of Resident Services & Community

I'm delighted to bring you our Resident Annual Report showing how we've performed over 2021-22. It was another challenging year as we adapted to the 'new normal' after the pandemic, but we showed how resilient we can be, and how well we can support each other when times are difficult.

Our key focus was on keeping residents and colleagues safe. We worked closely with you to make sure 98.8% of all emergency and safety repairs and 100% of routine property safety checks were completed on time.

We've always been more than a landlord—we're part of the community. Our welfare and benefits team supported over 1,000 residents access £172,000 in financial support last year as pressure on households grew. Our social investment also more than doubled to £4.1m as a measure of the

total financial support we provide for our communities.

We're committed to supporting you and working together to improve what we do. It was great last year to be able to welcome you back to face to face activities and our panels of involved residents went from strength to strength. We now have almost 150 residents on our ePanel, working with us 100% digitally to improve our services. Our Scrutiny & Improvement team doubled in size, helping us improve key aspects of our services such as our lettings process.

We know there are tough times ahead as inflation continues to impact the everyday cost of living and we face another year of uncertainty. We're committed to doing all we can to support you. Your feedback is really important in helping shape what we do and how we do it. There are lots of ways you can get involved in our work in a way that suits you, and we offer training and support to help you make the most of your contribution. Just get in touch with us by emailing communityengagement@housing-solutions.co.uk or call Lorna Collisson our Community Engagement Officer on 07584235560. We'd love you to get involved!

Jackie Fearon



Here's what you told us last year...

"Thank you HS for thinking of customers and reassuring us of your support if we are worried about finances in the winter"

"When I came to this flat I was at a really low point in my life and Housing Solutions gave me a roof over my head, a home, and a base to start my journey to a better life. I'm now in a very good job and I am so grateful and appreciative of all the different teams across the organisation and how responsive everyone is"

"Just want to say a big thank you, your team came today to finish the work, which was excellent. The whole team have been amazing I really want to say a huge thank you to you, you really looked at what could be done to help"

"More concise communication on what HS is addressing would be good"



Safe

Keeping residents and our people safe at home and at work.

98.8% emergency repairs completed on time



1088 stock condition surveys
100% decent homes
£14.6m investment in safety



Full review of "Big 6" - fire, asbestos, electric, gas, lifts, water hygiene

100% routine property safety checks completed



Satisfied

Providing value for money services for residents and fulfilling careers for our people.



Poured £4.1m social investment into our communities

89.8% repair satisfaction



67,398 resident contacts handled

79.2% calls dealt with at first point of contact



24% repairs transacted through portal



Complaint handling satisfaction of 60%.



Over 2/3 of residents registered online.

Sustainable



Delivering more effective services and more efficient homes.



Welfare & benefit assistance to 1044 residents

£87m investment in sustainability

£12.9m investment in new homes

93 new homes completed



£172,000 accessed in financial support



Retained highest ratings for governance and viability



£11.2m investment in repairing/maintaining/improving homes



What are our plans for 2022-23?

Over 2022-23 we'll be working to support residents through the current challenges, on improving satisfaction with our services and maintaining safe and sustainable homes as part of our Safe, Satisfied and Sustainable commitments to residents.

contact@housing-solutions.co.uk
[housingsolutions.co.uk](https://www.housingsolutions.co.uk)

