

# Annual Report to Tenants 2013/14





Welcome to the CVCHA Annual Report for 2013-14, covering the period up to 31st March 2014.



In this report you will find information about CVCHA's work and performance in 2013-14, including how we spend the money received in rent from CVCHA tenants.



CVCHA is a resident led organisation. The two CVCHA Boards - Operational and Strategic - have tenant and resident majorities.



The Operational Board is responsible for overseeing the delivery of the housing service on Castle Vale; the Strategic Board sets the overall direction of the organisation and is responsible for financial planning and development. The Strategic Board look at changes in the wider environment and how these will affect Castle Vale.



The board structure ensures that local people are at the heart of decision making, and that the voices of tenants and residents are heard.



Over the last twelve months, Board Members have worked on:

- 
- 
- 
- Policy principles for the new Allocations policy
  - Monitoring the impact of welfare reform
  - Risk management and financial assurances
  - Reviewing day to day performance and satisfaction



All Board Members are committed to making sure that Castle Vale is a place where people want to live, so that we can all be proud of the Vale.



# CVCHA Board Members



Phil Knight

Operational Board Chair



Sue Spicer

Strategic Board Chair



Edina Gurnhill

Tenant Board Member



Judith Izenstain

Tenant Board Member



Ken Sims

Resident Board Member



Mark Yates

Independent Board Member



Greg Lakin

Independent Board Member



Bobby Arthur

Independent Board Member



Sheila Arthurs

Resident Board Member



Sam Lowe

Tenant Board Member



John Miles

Resident Board Member



Paul Johal

Independent Board Member



Alison Fisher

Independent Board Member



Lloyd Bradshaw

Independent Board Member



Pat Niner

Independent Board Member



Wendy Walsh

Tenant Board Member



# How did we do?

The CVCHA Boards set and monitor a range of targets around performance and customer satisfaction throughout the year.

99% satisfaction with CVCHA as a Landlord

97% customer satisfaction with contacting us

98% of telephone calls answered

98% of post responded to within 10 working days

CVCHA uses Key Performance Indicators (KPIs) and Continuous Customer Satisfaction Monitoring (CCSM) to check our performance.

As well as teams reporting on their work each month, we use customer surveys to test your views on our services from repairs to complaints. We survey a sample of customers across our services, and send an Annual Survey out to every one of our tenants every year to find out about overall satisfaction with CVCHA.



# How did we do..on Complaints



89% of complaints administered within 10 working days



86% customer satisfaction with the way complaints are dealt with

We responded to 96 customer complaints in 2013/14, and we upheld 49% of complaints.

The majority of complaints (52%) received related to our repairs services. 82% of complaints were resolved at Stage 1 of our three stage complaints process.

We reviewed our Complaints, Compliments and Comments Policy in 2013/14, making the following changes:

- 1) A clear commitment to resolve complaints at the first point of contact where possible;
- 2) A definition of what will and will not be considered as a complaint;
- 3) Linking our Complaints and Compensation policies to make them simpler to operate together;
- 4) Telling you how we use your Compliments and Comments to improve services

# How did we do..on Repairs



99% of responsive repairs were completed on time



An appointment was booked for 98% of responsive repairs

**CVCHA's Asset Management Team works with our repairs and gas contractors to provide services to all our properties. Our responsive repairs are carried out by G:Purchase and our gas repairs and services contract was awarded to npower in April 2013. During 2013/14 over 7250 responsive and gas repairs were completed in CVCHA properties.**



95% of customers were satisfied with the repairs service



97% of customers said their repair was right first time

During 2013/14 100% of Gas Safety Certificates due were completed for 10 consecutive months. As a landlord, CVCHA has a legal obligation to complete a check and issue a Gas Safety Certificate for every one of our properties annually.



# How did we do..on your environment



CVCHA's Community Services Team provide a range of services to keep Castle Vale clean and safe -including the Community Wardens, Bulk Refuse collections, CCTV, and managing our cleaning and landscaping contracts.



97% of customers were satisfied with estate services



80% of Community Warden time is spent out on the estate



The Estate Services Team work on the estate to ensure that Castle Vale is clean and tidy. They remove litter, rubbish and graffiti from CVCHA land and check that communal blocks are clean and safe. By working closely with others, such as Birmingham City Council, the team also assists in the response to issues that require attention on land not owned by us.

# How did we do..on Anti Social Behaviour



99% of Anti Social Behaviour cases were resolved



81% of customers were satisfied with the outcome of their ASB complaint



Anti social behaviour (ASB) is where the behaviour of a person, their family or visitor directly affects your quality of life. Our approach is to focus on resolving anti social behaviour problems; working with our partners and making best use of the non legal and legal routes open to us.

## Case Study

Mr W caused harm, alarm and distress to residents in the area due to his unpredictable and menacing behaviour, which sometimes led to heated confrontations and threats of violence towards his neighbours. Individual residents approached CVCHA and gave information about Mr W's behaviour and how this was affecting their day to day living.

As this behaviour was inflicting harm on those residents CVCHA took action in the form of an emergency injunction with the help of evidence from the residents. The emergency injunction included a power of arrest which ensured that Mr W would not behave in such a manner or he would be arrested. Without the information and evidence from residents an injunction would not have been possible.

An emergency injunction can be sought on the day or very next day to an incident depending on when it is reported to us, so it is important to contact CVCHA as soon as possible if you are experiencing Anti Social Behaviour.

# How did we do..on Letting our Homes



99% of customers were satisfied with the lettings process



99% of customers were satisfied with the condition of their new home



During 2013-14, the CVCHA Board made the decision to open the waiting list. In May 2013, it took us on average 50 days to let a property - we experienced problems with properties being refused due to the bedroom tax and issues with letting homes in sheltered schemes.

We came up with an action plan to look at how we assess people, how we work with other agencies and how we promote vacant homes. In December we opened the waiting list - in the 7 days the list was open we received over 900 enquiries and sent out more than 600 forms.

Over 400 forms were returned and registered by the return deadline of 24th December, and the first offer to a new waiting list applicant was made in mid January 2014.



In 2013-14 it took an average of 14 days to relet an empty CVCHA property



# How did we do..on collecting the rent



During 2013-14, we collected 100% of the rent due



97% of customers were satisfied with the Income Team service

The Income Team are responsible for collecting and managing rents and service charges for CVCHA tenants and leaseholders.

The team offer a range of services to help our customers to pay their rent and manage their money, including:

- Regular Rent Statements
- A range of payment options
- Referrals to the Money Advice service
- Advice on Welfare Reform
- Money Matters events and articles

**During 2013-14, the Income Team have worked to support customers affected by the Government's Bedroom Tax to look at payment options, help for those struggling to pay, and housing options for people who want to move to a smaller property.**

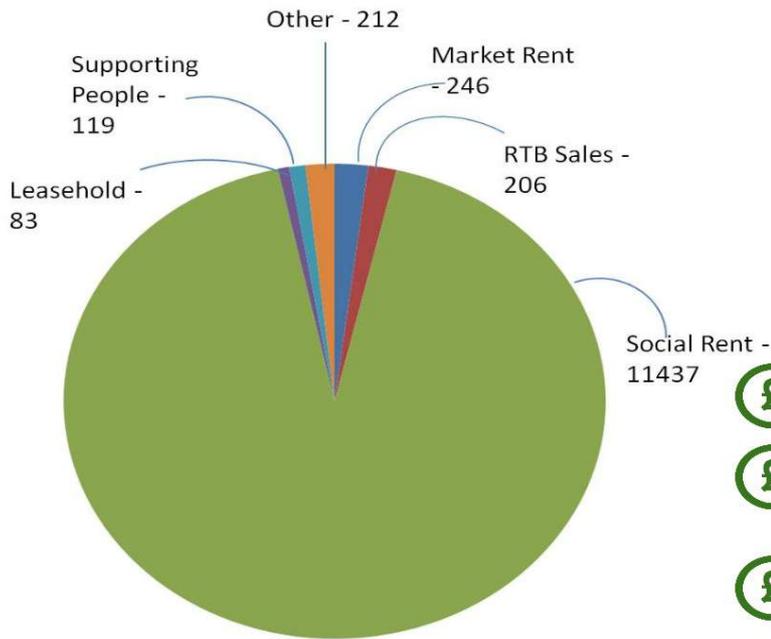


# Value for Money

## Our Approach to Value for Money

At CVCHA we aim to make the best use of the money we receive and we put increasing value for money and adding social value at the heart of everything that we do.

How was our Income generated?



The total amount of income for CVCHA in 2013/14 was £12.30m

£11.683m was generated from rental income (being social rent of £11.437m and market rent of £0.246m) and an additional £0.620m was generated from other sources that included:

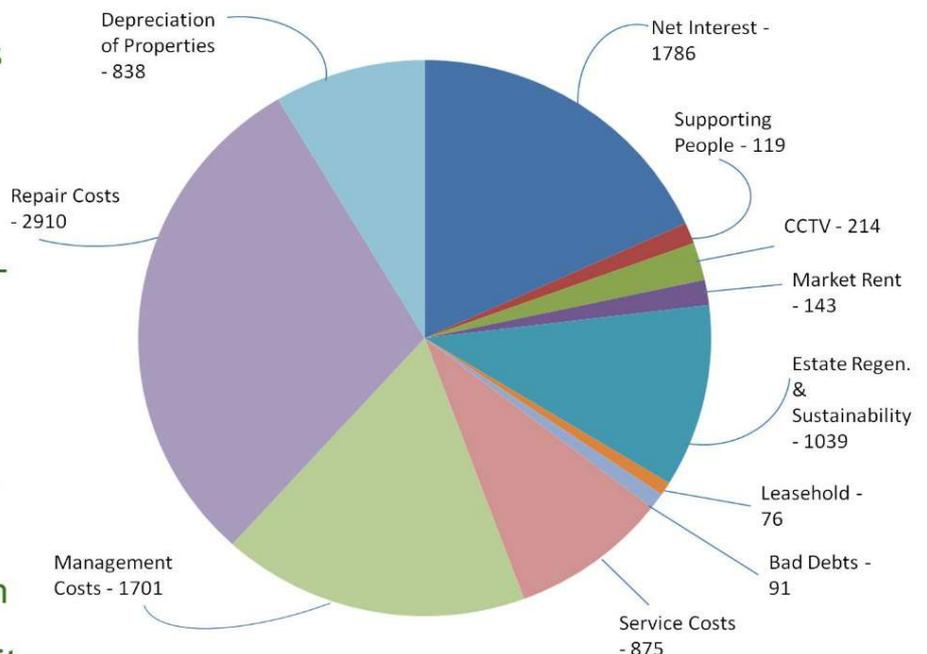
- £ Right To Buy property sales
- £ providing administration services for other organisations
- £ subsidies e.g. from our apprentice scheme

Where was our money spent?

In 2013/14 we spent the income generated on various activities.

The key areas where money was spent were as follows:

- £ paying interest on our loans - £1.786m
- £ repairs - £2.910m
- £ depreciation costs for the properties that we manage - £0.838m
- £ management costs - £1.701m
- £ regeneration and sustainability activities - £1.039m





£8.9 Million

In the next 5 years we will be investing £8.9m in replacing Kitchens, Boilers, Windows etc



29% reduction

Over the past 5 years we have reduced our Responsive Repairs costs by 29%, which is a saving of £233k



24 New Homes

In the past 2 years we have built 9 new homes and have 15 more homes currently in construction



1 in 4

We understand the benefits and importance of recruiting local talent and now 1 out of every 4 members of CVCHA live locally

## How do we compare?

When compared at a national level against other housing providers here's how we stack up

Within the top 25% for performance for:

 Responsive repairs completed on time

 Customer Satisfaction with condition of new home

 Rent Collected

 Customer Satisfaction with CVCHA as a landlord

 Customer satisfaction views are taken into account

 Closed ASB cases that were resolved



See the full Value for Money report on our website for more performance information

## Want to find out more?

To find out more about Value for Money and to read CVCHA's full Value for Money Self Assessment please visit our website at [www.CVCHA.org.uk](http://www.CVCHA.org.uk)



**During 2013-14, Castle Vale residents and CVCHA Staff got involved in events including the Castle Vale Festival, Money Matters, Older Persons Day and Christmas Carol Singing**





In 2013-14, we replaced:

597 Boilers

194 Kitchens

23 Block Carpets

CVCHA has a 30 year plan for major works to our tenanted properties on Castle Vale. Between 2013 and 2026, we will replace boilers, and refurbish kitchens and bathrooms. Additional works such as internal and external painting and communal carpet replacement will be carried out in blocks with communal areas.



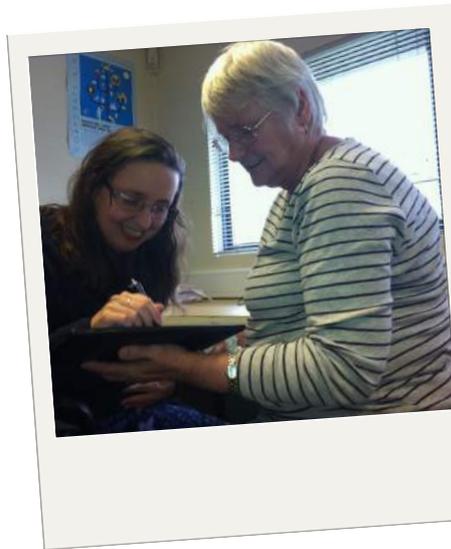
"brilliant workmen..no mess..very pleased with new boiler!"  
Manby Road resident

"All the lads worked hard and I'm very grateful - my kitchen is wonderful!"  
Phoenix Court Resident

Want to know when the works to your home will be carried out?  
You can check the programme schedule and updates at  
[www.cvcha.org.uk](http://www.cvcha.org.uk), or contact the Repairs Team on 0121 748 8101

CVCHA's Digital Inclusion Project aims to offer local people the training, skills and access to use online services. The project has 3 phases:

- Get online with CVCHA:** focused on getting residents motivated and engaged by attending the "Digital Hub" to learn skills and get online.
- Get Online @ Home:** providing low cost internet access and low cost equipment to encourage people to get online at home
- Pass it on:** support and train residents to become Digital Champions, who can then support others in the community to get online



CVCHA's Digital Hub is now open at Topcliffe House!  
Mondays and Wednesdays 10am to 4pm  
and Thursdays 4pm to 6pm

# Developing Homes

Development is a key part of CVCHA's work. Our development activities include the refurbishment of our tenanted properties, as well as building new homes, and looking at ways to provide a wider range of housing at social and market rents.



Plot 3, at the corner of the High Street and Tangmere Drive is a new CVCHA development due for completion in 2014/15 which will include houses, flats and 4 new retail units for Castle Vale.



**Stockland Green Opportunity Housing and Training** is a new way of delivering high quality private rented housing in Birmingham. With support and management from CVCHA, houses are purchased, renovated by trainees from local non-profit organisation Kingsbury Training, and rented at market rents.

The project was set up to tackle the problems caused by rogue private landlords, and is managed alongside our Market Rent properties on Castle Vale.

# Resident Inclusion Strategy



**Audit and Scrutiny**



**Customer Insight**



**Leadership and Accountability**

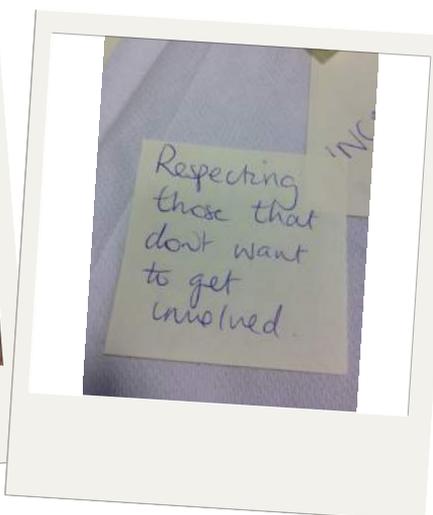


**Social Capital and Social Benefit**

During 2013-14 we reviewed our Resident Inclusion Strategy. We had conversations with residents, councillors, colleagues from other organisations and staff and managers at CVCHA. Our Staff Conference in 2013 and a Board Away Day in 2014 focused on the Strategy and debates about how we approach resident involvement. Our work going forward will focus on four themes

## Some of the Year One (2014-15) activities are:

- Exploring how to fund local people to deliver local activities
- Strengthening the role of Tenant Scrutiny
- Reviewing our satisfaction monitoring and looking at new ways to gather this information
- Promoting the Operational Board elections 2014
- Introducing block and environmental grading
- Working more closely with CVCRS and Digital Inclusion to engage residents



- 
- 1 Health services on the estate
  - 2 Minimising the level of crime
  - 3 Affordable Decent Housing
  - 4 Good Neighbours
  - 5 Good public transport links

## Rate the Estate

The top 5 answers to the question: 'What makes an estate like Castle Vale a good place to live?'

During September and October 2013, over 600 Castle Vale residents took part in an Estate Survey carried out by Vector Research. The random sampled included both CVCHA tenants and non tenant residents of Castle Vale.

The survey questions covered issues from health and wellbeing to internet use, and collected information about residents priorities for services and facilities on the estate, as well as what they thought about their area.

The survey results were reported to Staff, Board Members, the Neighbourhood Partnership Board and in the Tyburn Mail. The results were also compared with previous surveys carried out in 1994, 2000 and 2004, giving us nearly 20 years of data on Castle Vale and the people who live here.

Over the next year, CVCHA will be reviewing its Corporate Plan, to follow on from the current 2012-2015 plan. The survey results will be part of the information we use to develop our services for all of Castle Vale.

One quarter of our staff live on Castle Vale, and for the last few years, our Apprenticeship programme has been offering local young people the chance to earn while they learn. Our apprentices work towards a Business Administration NVQ whilst completing placements in different teams at CVCHA. Several of our apprentices have gone on to join us as permanent members of staff, and all our former apprentices are now in employment.

This year, our Apprenticeship scheme received a STAR Award. We also ask our contractors to offer apprenticeships as part of working with us - in 2013/14 two Castle Vale residents completed their Gas Heating and Plumbing apprenticeships with npower.



# Looking Ahead..Universal Credit

Between April 2013 and 2017, the Government will be introducing Universal Credit to replace the following benefits:

Jobseekers Allowance  
Housing Benefit  
Working Tax Credits  
Child Tax Credits  
Income Support  
Employment and Support Allowance

Universal Credit will work differently from the benefits it will replace. Here are the differences you need to know about:

- Universal Credit will be a single,monthly payment
- The payment will be made into a bank, building society or credit union account
- Payments will be made directly to you - if you receive any help with housing costs, you will need to pay this to your landlord yourself
- If you and your partner live together and are both claiming Universal Credit, you will receive one payment to cover you both
- Universal Credit Claims will probably need to be made online

Help, advice and support is available - if you think you might be affected by these changes please get in touch with CVCHA. We'll be publishing more information on Universal Credit over the coming year

If you have any comments on this report, or any suggestions about what you would like to see next year, please contact us on 0121 748 8100 or by email at [contactus@cvcha.org.uk](mailto:contactus@cvcha.org.uk)

