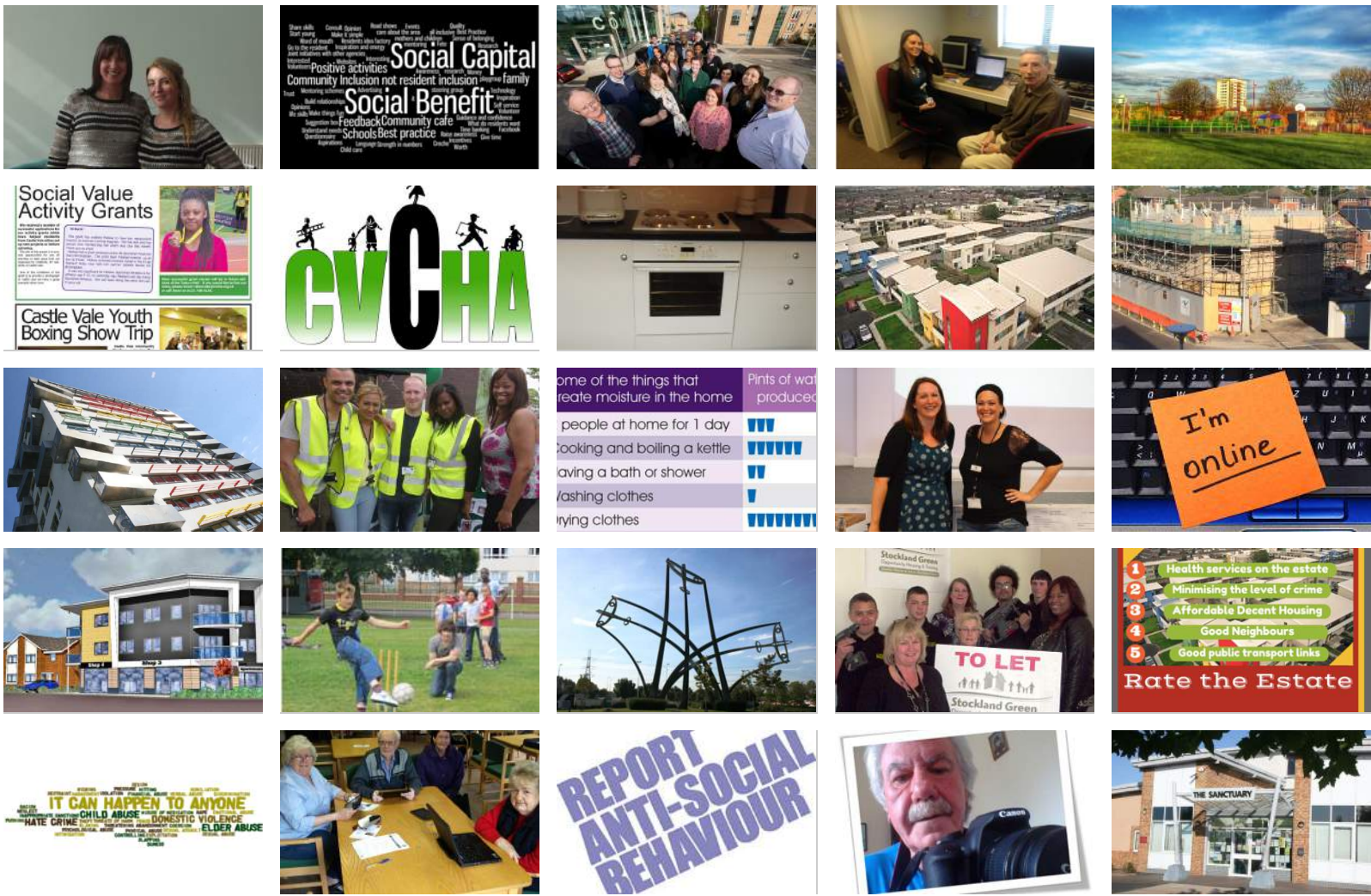




# ANNUAL REPORT TO TENANTS 2014-15

A report for CVCHA tenants  
on our performance from  
April 2014 to March 2015





Our Annual Report for 2014-15 gives an overview of our work during the year.

Inside you will find information on our performance across our services, our customer satisfaction feedback and how we handled complaints during the year.

The report also details CVCHA's Income and Expenditure and gives a breakdown of how money is spent on the services we provide.

Finally this report covers our work on involving local people, both in social activities and in the decision making processes of CVCHA.



Throughout the year, we send out a range of Customer Satisfaction surveys. The information we collect from customers who have received services helps us to report on performance to our staff and Board Members. For services which are contracted out, the survey responses help us to manage these contracts and maintain standards.

**97%**

Satisfaction with  
CVCHA as a  
landlord

**93%**

Satisfaction with  
repairs and  
maintenance

**89%**

Satisfaction with  
the appearance  
of the estate

**95%**

Satisfaction with  
contacting us

**92%**

Satisfaction that  
customer views  
are taken into  
account

**96%**

Satisfaction with  
Income Services

**100%**

Satisfaction with  
the lettings  
process

**100%**

Rent Collection  
rate



These questions are used to compare how CVCHA is doing compared to other Housing Associations. They give us a general overview of what customers think of our services

Our Asset Management Team are responsible for maintaining and improving our properties. From day to day repairs to major works, we work with our contractors to deliver high quality homes for CVCHA tenants.

**99%**

Responsive  
Repairs  
completed on  
time

**92%**

Repairs  
Appointments  
Kept

**94%**

Customer  
Satisfaction with  
Gas Repairs

**95%**

Customers said  
repair was done  
right first time



**353**

New Boilers  
Instaled

**100%**

Gas Safety  
Certificates  
completed on  
time

**£95.84**

Average cost of a  
responsive repair

**204**

New kitchens  
fitted

CVCHA provides a range of services to support tenants and to keep Castle Vale clean and safe. The Community Services Team includes Community Wardens, Estate Services and CCTV, and the team manage the communal cleaning and landscaping contracts.

**97%**

Community  
Warden time  
spent out on the  
estate



**96%**

Satisfaction with  
the appearance  
of the estate



**100%**

Estate Services  
jobs completed  
on time

**96%**

Satisfaction with  
Estate Services



# Complaints

We received 79 complaints in 2014-15

We responded to 94% of complaints within our target of 10 working days

49% of complaints received related to our repairs services

51% of complaints received were upheld - meaning that we agreed with the customer

All complaints are audited, and learning is shared with managers and Board members throughout the year

We aim to resolve any problems for customers at the first point of contact - but the Complaints Policy is there to ensure that we investigate and learn from complaints



# Compliments

We received 69 compliments in 2014-15.

All compliments are logged and shared in our monthly Staff Newsletter.

Our Quarterly Achieving Excellence Scheme rewards staff who go above and beyond to support our customers and colleagues.



## Rent

### Arrears as a percentage of rent due

**2008**

**5.8%**

**2009**

**5%**

**2010**

**3.2%**

**2011**

**2.7%**

**2012**

**2.6%**

**2013**

**2.6%**

**2014**

**2.3%**

**2015**

**2.1%**

Collecting the rent is a key activity for CVCHA. Rental income funds many of the services we provide, and therefore we need to ensure a steady income.

Over the past few years, welfare reform and changes to benefits have had a major impact on CVCHA tenants. Benefit changes like the Bedroom Tax and the introduction of Universal Credit have affected many of our customers and there are more changes to come.

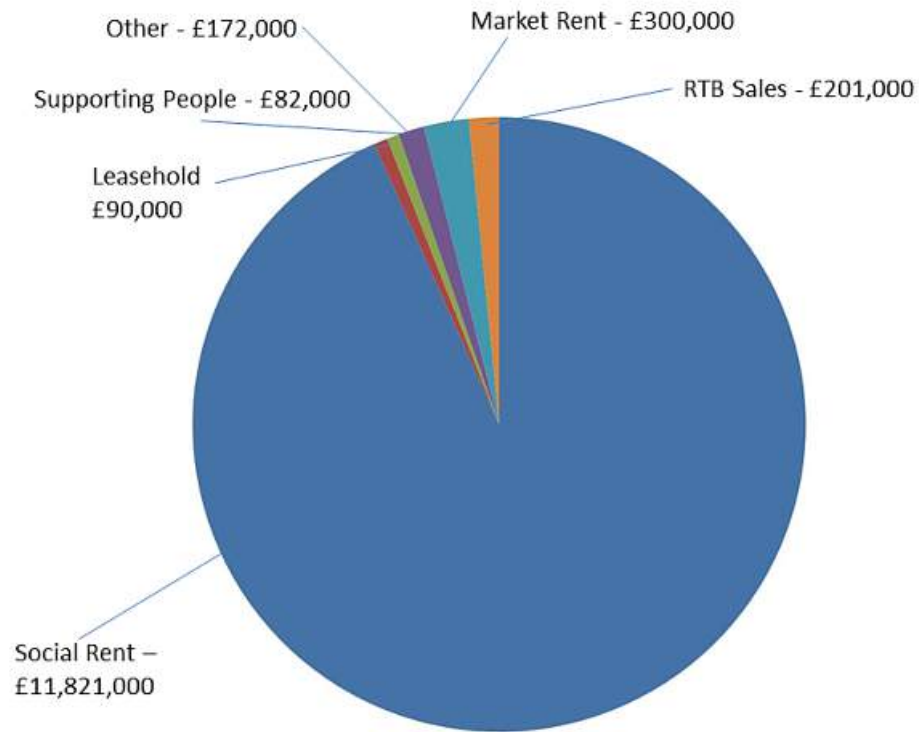
But year on year rent arrears have reduced and tenants have worked with CVCHA to keep up payments. We aim to provide support and information to all our customers about money and debt.

As well as our own Income team, CVCHA offers a Money Advice service which is run by Castle Vale TRA.

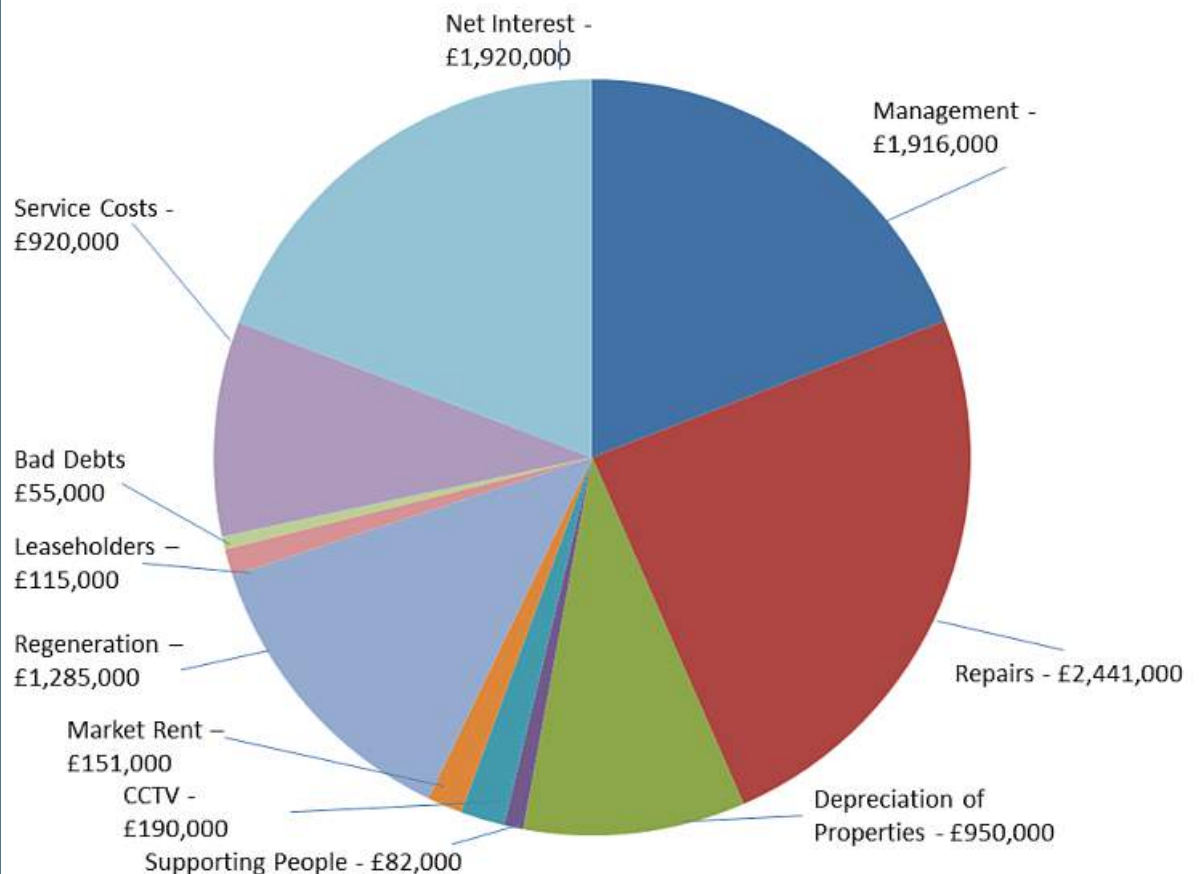
If you are worried about your rent payments or your circumstances have changed, please get in touch with us so that we can get the right help in place for you.

The next two pages give more information about how CVCHA spends the money that comes in.

# CVCHA Income 2014-15



# CVCHA Spending 2014-15





The total amount of income for CVCHA in 2014/15 was £12.66m

£12.121m was generated from rental income (being social rent of £11.821m and market rent of £0.300m) and an additional £0.539m 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

In 2014/15 we spent the income generated on various activities. The key areas where money was spent were as follows:

- paying interest on our loans - £1.92m
- repairs - £2.441m
- depreciation costs for the properties that we manage - £0.95m
- management costs - £1.916m
- regeneration and sustainability activities - £1.285m

In 2014/15 a surplus of £2.7m was realised.

This surplus was used in conjunction with CVCHA's reserves to help fund almost £4m of development opportunities, including;

- kitchen and boiler renewals
- open market purchases
- construction of new homes
- investments in technology



AVERAGE WEEKLY RENT

**£75.92**

AVERAGE WEEKLY  
SERVICE CHARGE

**£7.21**



**£86.13**

**£4.81**



**£96.36**

**£1.19**



**£106.76**

**£1.11**



**£120.25**

**£1.11**

Tenants and Residents can get involved in decision making at CVCHA by joining our Scrutiny Panel, Asset Management Resident Advisory Group or applying to become a Board Member.

But we also support lots of less formal ways to get involved on Castle Vale. CVCHA provides support and advice to residents groups and supports events across the estate .

The annual gardening competition gives everyone on Castle Vale a chance to show off their hard work. In 2014-15 we introduced the Social Value Activity Grants scheme, offering small pots of money to groups and individuals to do activities that benefitted them.

Grant helped fund training equipment



Promoting digital health at the Castle Vale Festival



**Is your garden bloomin' marvellous?  
Why not enter our gardening competition!!**



**Categories include:**

- Best Front/Back Garden
- Best Balcony/Pot/Basket
- Best Communal Garden
- Best Working/vegetable Garden
- Most Creative Garden
- Best School/Local Business Garden

**Fancy trying something different?**



*On the 1st February, 14 Castle Vale residents went to watch Jack and the Beanstalk at Birmingham Hippodrome. This trip was largely subsidised by the generous community activity grant that was issued by CVCHA, each person therefore was in the position to go to the theatre for just £8.00 each.*

*A great evening was had by all ages that attended, for some this was the first time at the theatre so the activity grant was very much appreciated to make this possible.*



## Scrutiny Panel

Our resident Scrutiny Panel meets 4 times a year to look at our Contractor performance (on repairs, gas repairs, cleaning and landscaping).

In 2015-16 we'll be working with the Panel to expand their work and strengthen their role.

Interested? Contact Laura Hallett for more information

## Consultation

As well as regular satisfaction surveys, we carry out consultations on specific areas of work. This can be about new policies or where we need to change a service that we offer.

Interested? We advertise any consultations in the Tyburn Mail. We also try to contact customers who may have experienced the policy or service to ask their views

## Digital Inclusion

Our Digital Inclusion project offers help and support for local people to get online. We run open sessions at our Digital Hub at Topcliffe House and outreach to groups and individuals on Castle Vale.

Interested? Contact Becki Bembridge for more information

## Board Members

Castle Vale tenants and residents are in the majority on our Operational and Strategic Boards. Board Members serve for a term of three years and are expected to attend 6-8 meetings a year plus training sessions.

Interested? Board Members vacancies are advertised in the Tyburn Mail. Contact the Executive Support Team for more information



## Meet the Board Members

Over the next few months, we'll be profiling our Board Members, and looking at the work they do



**KEN SMITH - Resident Member of Operational Board**

Ken is a retired Telecom Engineer and currently an active member of the Castle Vale Tasking group, and represents Castle Vale at Tyburn's Tasking. Ken was a former member of the Water Order Panel Council, over the years covering a range of issues including water and sewerage, and working in an orphanage in Abuja, Nigeria. Ken is currently a Member for young offenders in Stenfield Hall, Ipswich.

Ken has been a Board member since 2011.



**GREG LINTON - Independent Member of Operational Board and Strategic Board**

Greg is a Chartered Surveyor who has extensive experience of working in Asset Management within the housing sector. Greg is keen to use his professional knowledge to support us in developing our Asset Management Strategy and Repair works programmes. His occupation is developing organisational and contract effectiveness through process reviews. He is an active supporter of engaging young people into the construction industry and he is a passionate advocate for tenancy rights.

Greg has been a Board Member since 2015.

### Board Activities this Month

**Strategic Board:** Discussed CVCHA compliance with our chosen Code of Governance - There were no areas of concern. Took and agreed the CVCHA Management Strategy and Repair works. Approved the Customer Appeals Policy.

**Operational Board:** Held an update on the Castle Vale Tasking Group which CVCHA contributes to for CVCHA tenants. Held an update on CVCHA Employment Services which includes JSA Club sessions.

## My Priority is..



We regularly consult with customers on different areas of our work.

During 2014-15, consultation events were held on the Community Pledge for Castle Vale, to find out residents priorities.

We held public events to share information and talk to residents about the future of Farnborough Fields and the plans to move Greenwood Academy.

Anyone can attend our Board Meetings to find out more about decisions being made - during 2014-15 we published profiles of all our Board Members in the Tyburn Mail. We also tweeted some of our Board Meetings live on our account @CVCHousing.



During 2014-15,  
staff and customers  
took part in a  
wide ranging  
consultation to look  
at the future direction  
of CVCHA.

The outcome of this  
work was the decision  
to form 'The Pioneer  
Group', a new organisational  
structure  
bringing together  
our work on Castle  
Vale and beyond.

During 2015-16, we will be  
contacting all our customers  
about the new structure and  
what it will mean for you.



What we want people to say about us

- innovative
- responsible safe community
- caring listen integrity personable
- professional reactive fair
- deliver results efficient
- personal touch committed
- quality ethical
- reliable community focused
- dedicated open
- accountable honest
- consistent trustworthy
- Value for Money accessible
- keep our promises





**If you have any comments or questions about this report, please contact us on 0121 748 8100 or at [contactus@cvcha.org.uk](mailto:contactus@cvcha.org.uk)**