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# VITAL STATISTICS 2019

OUR VISION IS FOR A MORE EQUAL  
SOCIETY WHERE A GOOD HOME,  
A GOOD NEIGHBOURHOOD,  
GOOD HEALTH AND GOOD  
PROSPECTS ARE WITHIN  
EVERYONE'S REACH.

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connect  
housing 

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# PROPERTY PROFILES

## AT A GLANCE

**70.9** AVERAGE ENERGY EFFICIENCY (SAP)

**100%** DECENT HOMES

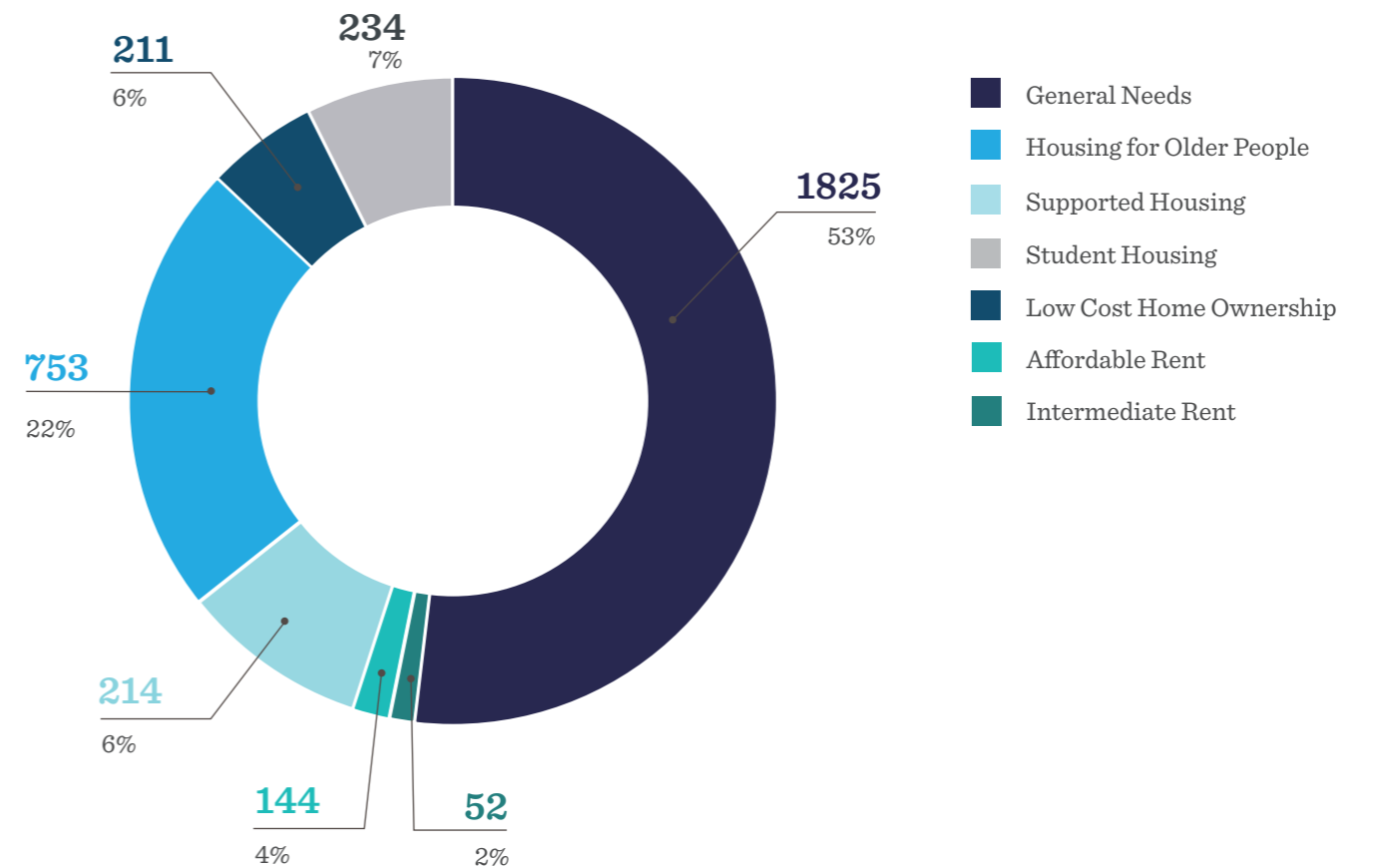
**3433**

TOTAL NUMBER OF PROPERTIES



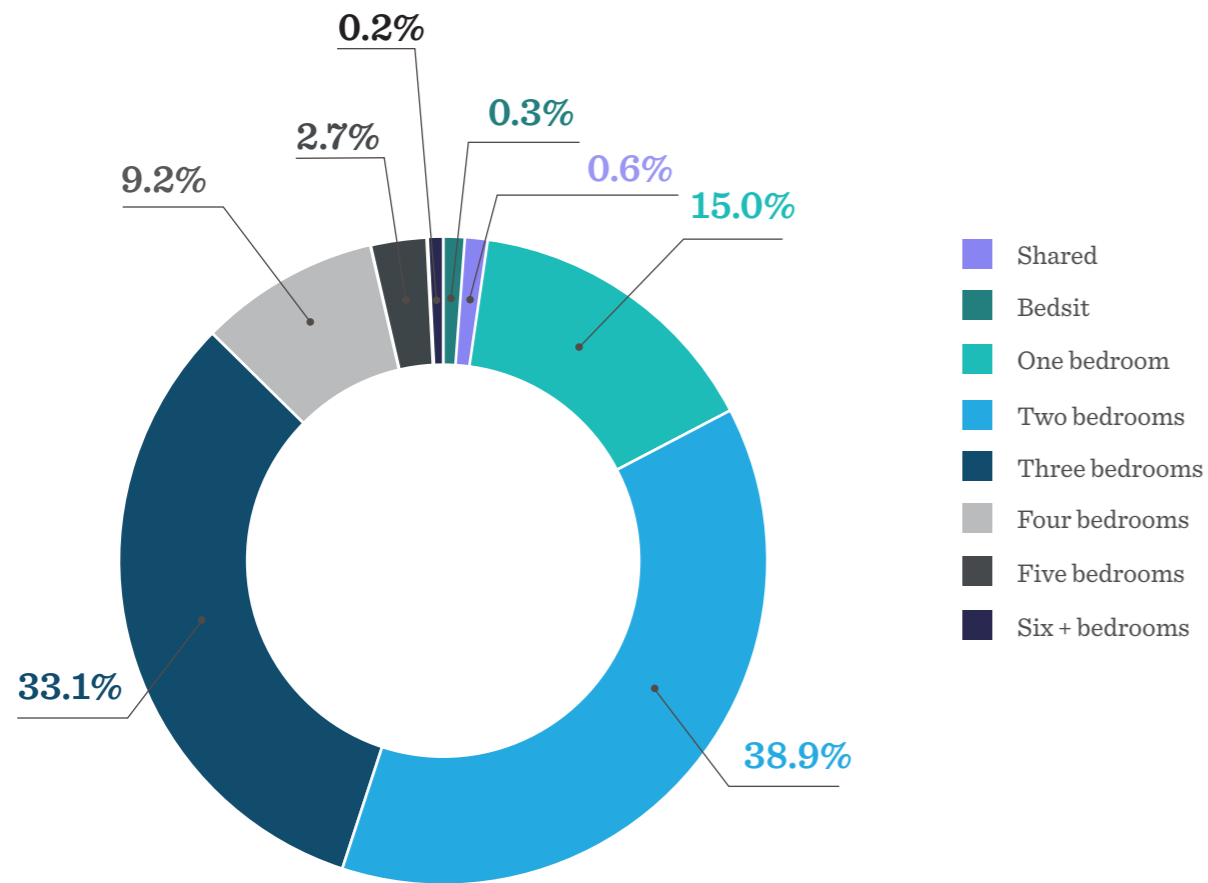
## PROPERTIES PROFILE BY TARGET MARKET

TARGET MARKET	PERCENTAGE (%)	TOTAL
General Needs	53%	1825
Housing for Older People	22%	753
Supported Housing	6%	214
Student Housing	7%	234
Low Cost Home Ownership	6%	211
Affordable Rent	4%	144
Intermediate Rent	2%	52



PROPERTY PROFILE BY SIZE (GENERAL NEEDS ONLY INCLUDING AFFORDABLE AND INTERMEDIATE RENT)

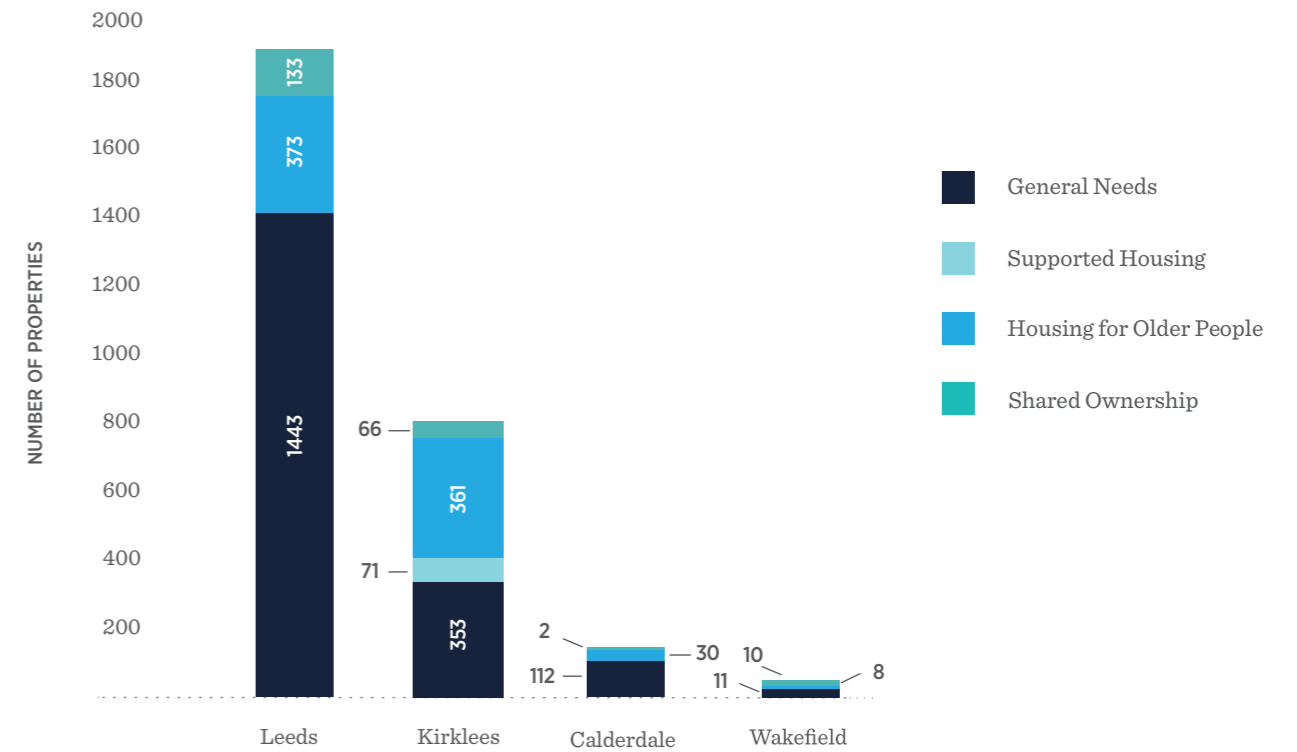
PROPERTY SIZE	PERCENTAGE (%)	TOTAL
Shared	0.6%	11
Bedsit	0.3%	6
One bedroom	14.7%	290
Two bedrooms	41.3%	814
Three bedrooms	31.8%	626
Four bedrooms	8.7%	171
Five bedrooms	2.5%	49
Six + bedrooms	0.2%	4
<b>TOTAL</b>		<b>1,971</b>



PROPERTIES BY LOCAL AUTHORITY AREA

Figures include Affordable Rent and Intermediate Market Rent.

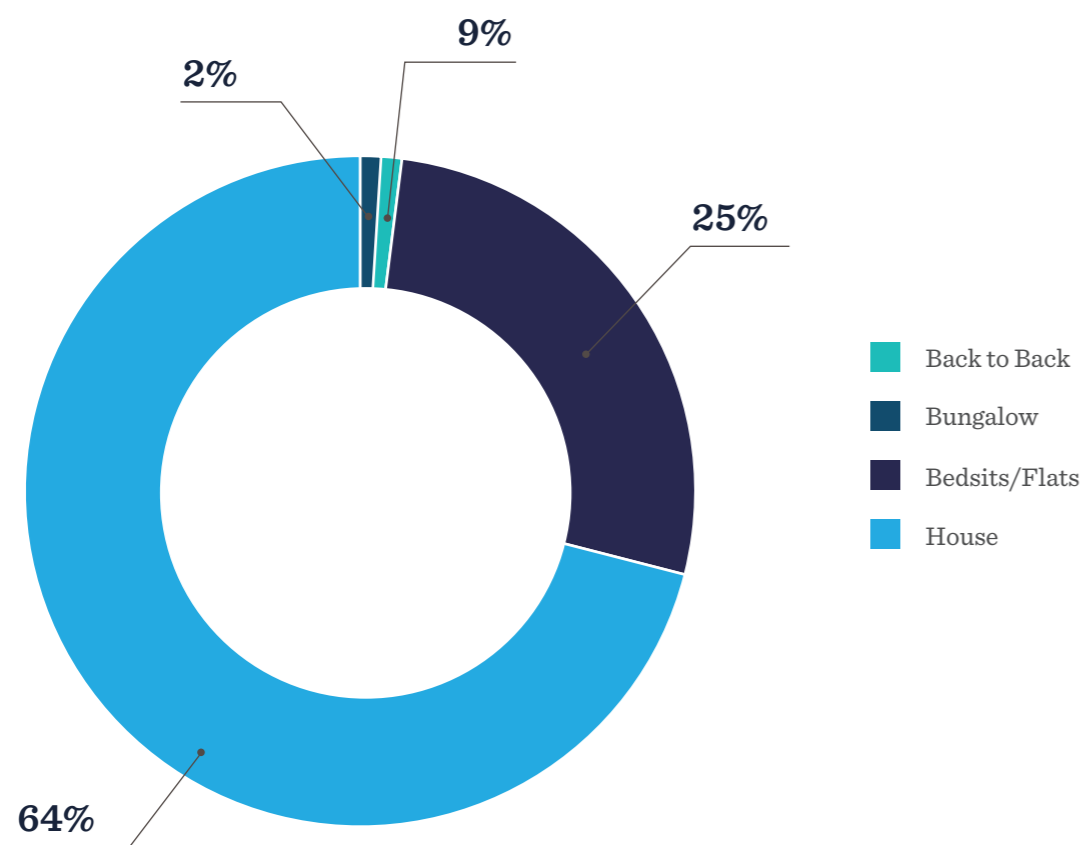
	GENERAL NEEDS	SUPPORTED HOUSING (Directly Managed)	HOUSING FOR OLDER PEOPLE	LOW COST HOME OWNERSHIP	TOTAL
<b>LEEDS</b>	1478	0	373	133	<b>1,984</b>
<b>KIRKLEES</b>	370	71	361	66	<b>868</b>
<b>CALDERDALE</b>	112	0	30	2	<b>144</b>
<b>WAKEFIELD</b>	11	0	8	10	<b>29</b>
<b>TOTAL</b>	<b>1,971</b>	<b>71</b>	<b>772</b>	<b>211</b>	<b>3,025</b>



**CONNECT'S AVERAGE WEEKLY GROSS RENTS**  
(GENERAL NEEDS ONLY, INCLUDING SERVICE CHARGE)

	BEDSIT	ONE BED	TWO BED	THREE BED	FOUR BED +
RENT	£70.97	£80.22	£87.77	£94.51	£102.95

**PROPERTIES BY PROPERTY TYPE (GENERAL NEEDS ONLY)**



*Note:*  
Property profile and average rent information refers to General Needs properties only. As our stock in other profile areas is growing, we will look to report on those areas in the future years.

# PEOPLE PROFILES

AT A GLANCE

**2989**  
**TOTAL HOUSEHOLDS**  
TENANTS OF DIRECTLY MANAGED  
PROPERTIES EXCLUDING VOIDS

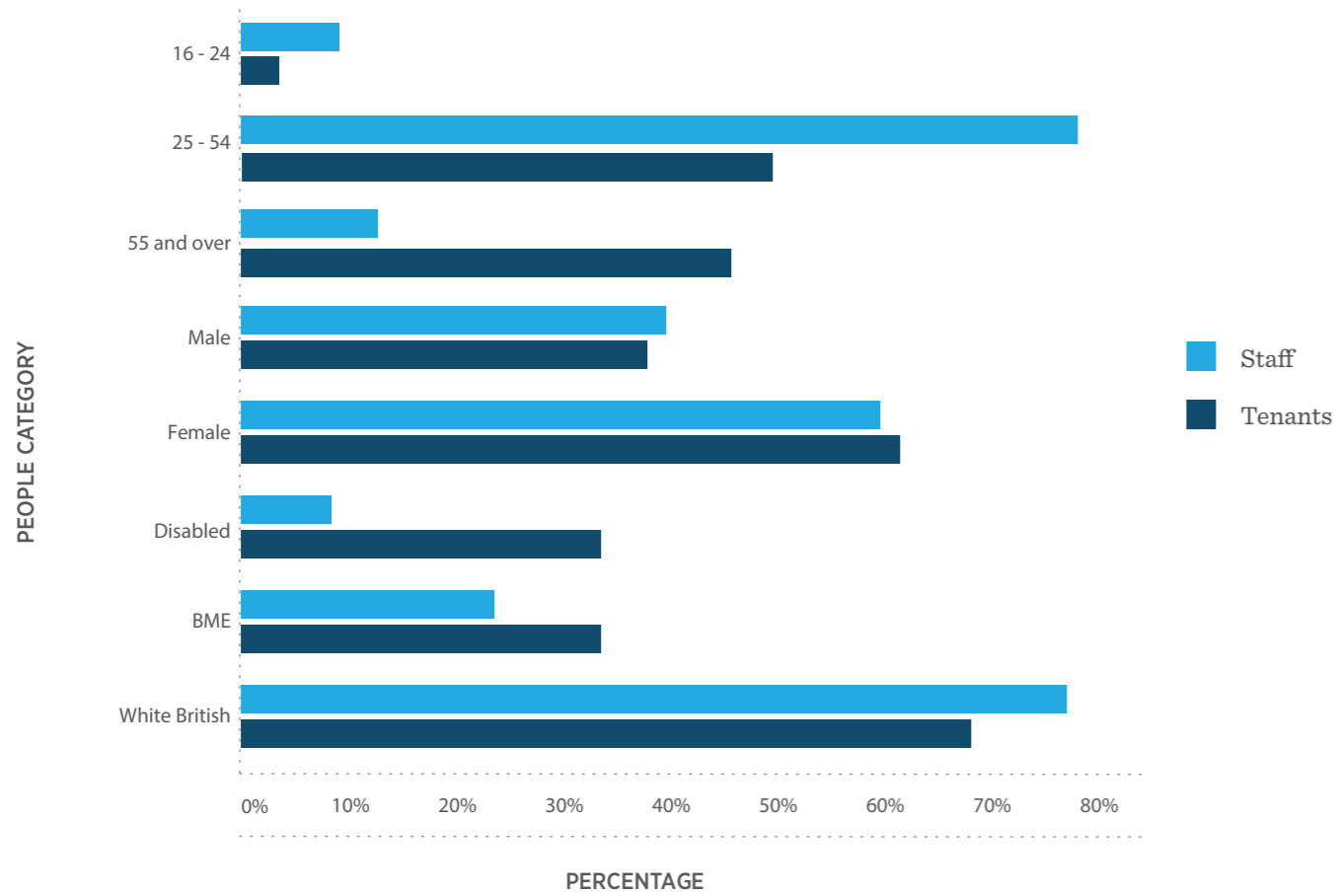
**187**  
**TOTAL STAFF**  
AS OF JULY 2019

SATISFACTION WITH CONNECT

	PERCENTAGE OF PEOPLE SATISFIED		
	2016/2017	2017/2018	2018/2019
Overall quality of home	86%	84%	84%
Satisfaction with neighbourhood	84%	83%	83%
Overall repairs service	85%	84%	85%
Satisfaction with connect	88%	87%	87%
Satisfaction with Value For Money :	87%	85%	89%
Satisfaction views are taken into account	Not collected	79%	83%

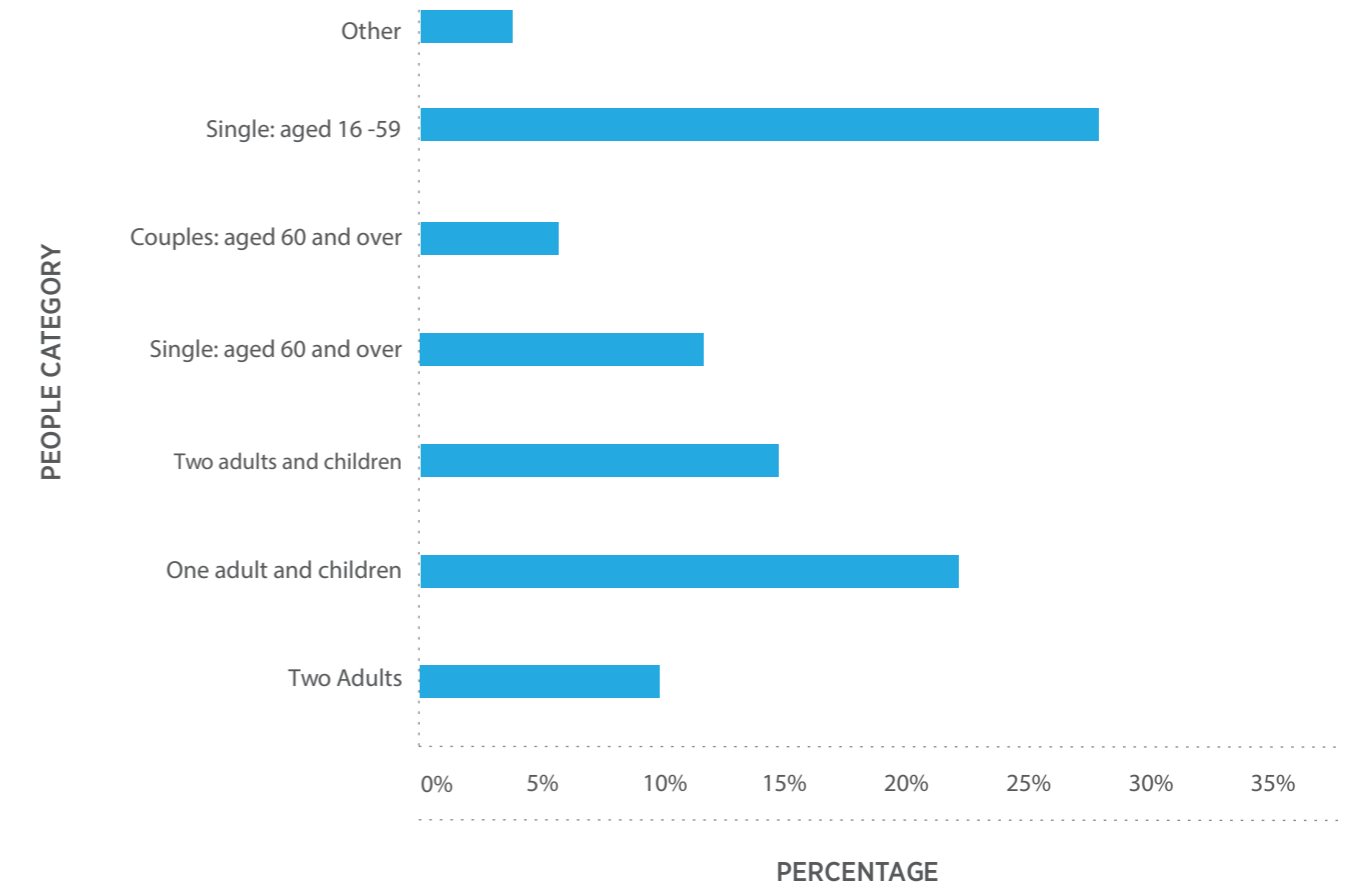
TENANTS AND STAFF

	TENANTS	STAFF
White British	68%	75%
Black and Ethnic Minority	31%	21%
Disabled	31%	7%
Female	63%	56%
Male	37%	43%
55 and over	45%	18%
24 -54	51%	75%
16 - 23	4%	5%



TENANT HOUSEHOLD COMPOSITION

	2 ADULTS	1 ADULT + CHILDREN	2 ADULTS + CHILDREN	SINGLE AGED 60 AND OVER	COUPLE AGED 60 AND OVER	SINGLE AGED 16 - 59	OTHER
PERCENTAGE	11%	23%	15%	12%	6%	28%	5%



TRENDS IN COMPLAINTS

	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Complaints	154	114	110	134	45

# CHIEF EXECUTIVE / HUMAN RESOURCES DIRECTORATE



**HELEN LENNON**  
CHIEF EXECUTIVE

In August 2016, Helen was appointed as the CEO and has since been leading a process of business transformation to ensure that Connect continues to be successful in a constantly changing operating environment.

**Helen is responsible for:**

- Leading the development of the company's short-term and long-term strategy
- Creating and implementing the Association's vision and mission
- All day-to-day management decisions
- Acting as a direct liaison between the Board and Management of the Association



**LOUISE HANDLEY**  
SENIOR MANAGER -  
HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT

**As the Senior Manager for HR and OD, Louise is responsible for:**

- Delivering the People Strategy
- Change management
- Recruitment and retention
- Employee engagement
- Learning, development and training
- Reward and benefits
- Employee wellbeing
- Human Resources advice and support
- Internal Communications

# FINANCE AND RESOURCES DIRECTORATE



**SEAN FLYNN BA (HONS), ACMA**  
DIRECTOR OF FINANCE AND RESOURCES

Sean is a member of Management Team and oversees Finance, Business Assurance and Information Services. Sean is responsible for:

- Business plans
- Budgeting
- Statutory returns e.g. annual accounts, Statistical Data Return
- Value For Money Self Assessment (VFM)
- Regulator of Social Housing
- Treasury and risk management (Insurance)
- Board; Audit and Risk management committee
- Lenders
- Auditors (internal and external)
- Tenant security
- Data protection
- Corporate compliance
- Health and safety



**ALAN DAVIS**  
SENIOR MANAGER - INFORMATION SERVICES

**As the Information Service Manager Alan is responsible for:**

- Information Technology Infrastructure
- Back Office – a virtual server technology platform
- Front Office – desktops, photocopiers, printers
- Mobile – phones, laptops, tablets, software
- Telephony – virtual telephone system using SIP technology
- Connectivity – wide area network incorporating nine offices
- Software – specialist housing, office, network applications
- Data security
- IT Disaster Recovery



**JOHN WRAGG**  
SENIOR MANAGER – FINANCE

**As the Finance Manager John is responsible for:**

- Statutory and regulatory financial returns
- Report and Financial Statements (audited accounts)
- External audit
- Management accounts
- Forecasting and Budgeting
- Banking and Cash flow management
- Benchmarking and Value For Money
- Tenders
- Payroll
- Rent and Service charge accounting
- Accounts payable and receivable



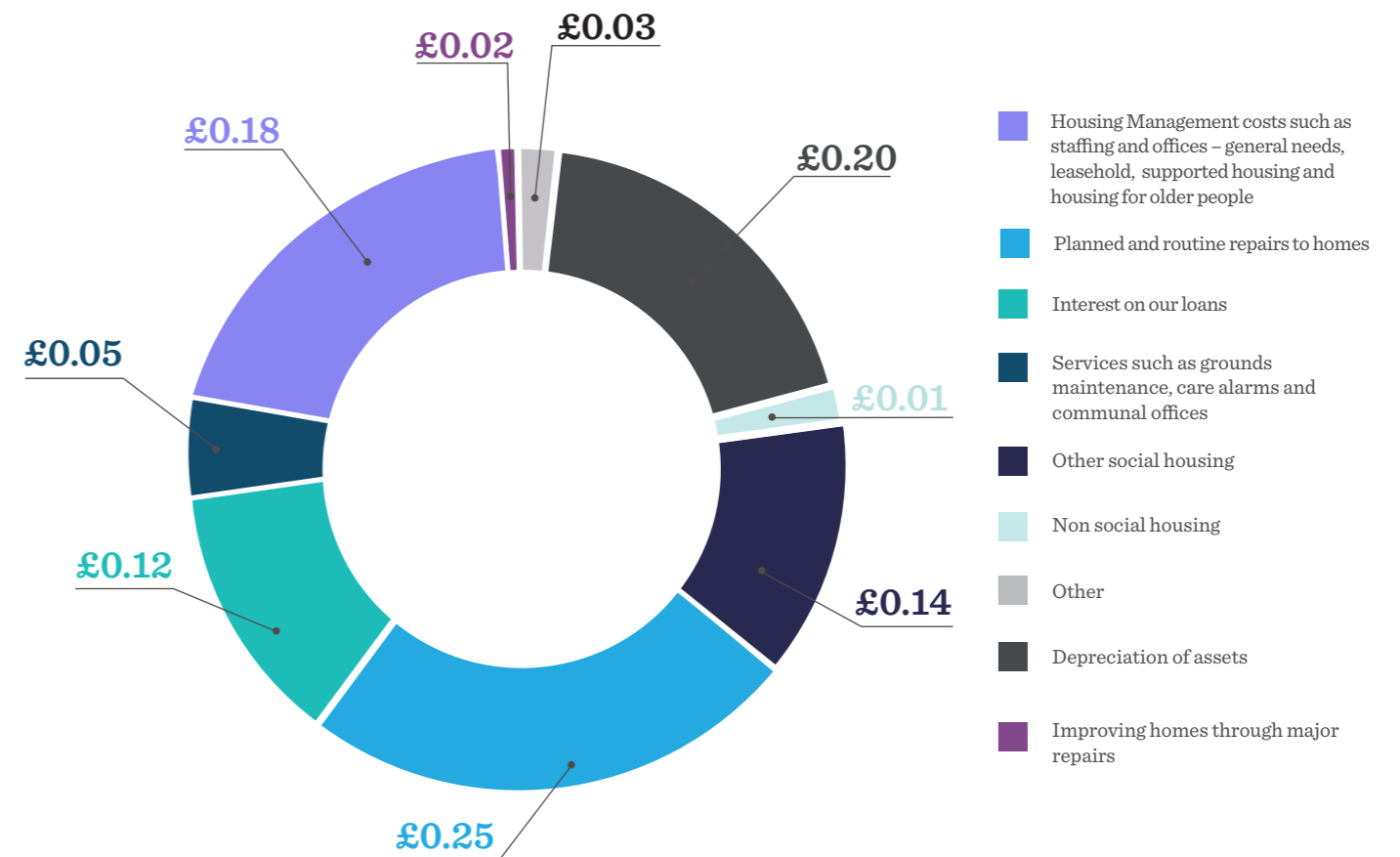
**JONATHAN LONGDEN**  
SENIOR MANAGER - BUSINESS ASSURANCE

**As the Business Assurance Manager John is responsible for:**

- Performance and reporting
- Tenant scrutiny
- Regulatory compliance
- Data protection
- Governance
- Health and safety compliance

**HOW WE SPEND YOUR POUND**

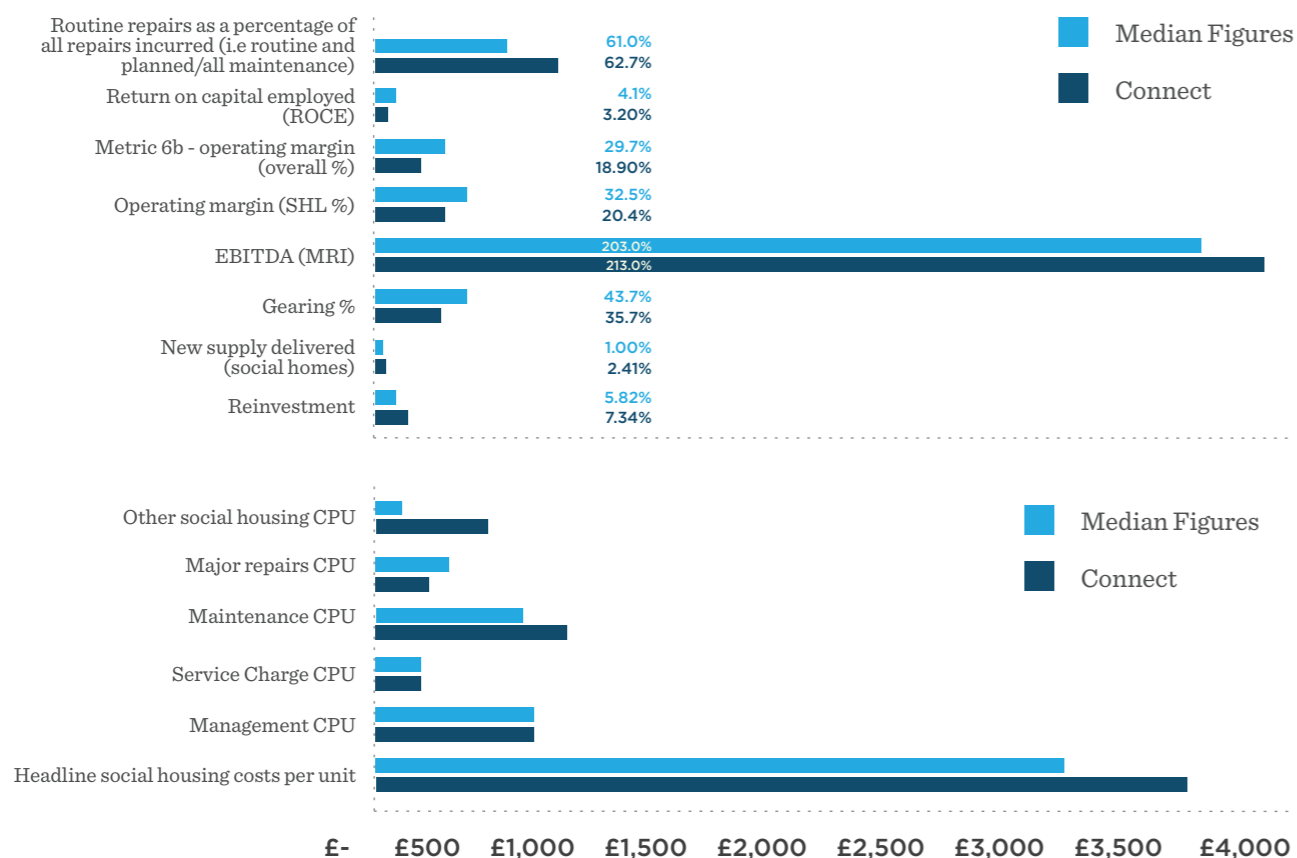
AREA	RENT DISTRIBUTION PER POUND
Housing Management costs such as staffing and offices – general needs, leasehold, supported housing and housing for older people	£0.18
Planned and routine repairs to homes	£0.25
Interest on our loans	£0.12
Services such as grounds maintenance, care alarms and communal offices	£0.05
Other social housing	£0.14
Non social housing	£0.01
Other	£0.03
Depreciation of assets	£0.20
Improving homes through major repairs	£0.02





## VALUE FOR MONEY

HouseMark produces a number of measures that the Regulator of Social Housing utilises to provide a high level overview of Connect in comparison to the national picture (median). The graphs below (based on 18/19 accounts) illustrate a number of these measures.



## DEFINITIONS

**Ratio of responsive repairs to planned maintenance** – measures the spend on responsive repairs compared to planned revenue and capital repairs.

**Return on capital employed** - This metric compares the operating surplus to total assets less current liabilities and is a common measure in the commercial sector to assess the efficient investment of capital resources.

**Operating margin (overall)** - The operating margin demonstrates the profitability of operating assets before exceptional expenses are taken into account.

**Operating margin (social housing lettings)** – as the above measure but on social housing lettings only.

**EBITDA MRI** - The EBITDA MRI interest cover measure is a key indicator for liquidity and investment capacity. It seeks to measure the level of surplus that a registered provider generates compared to interest payable.

**Gearing** - This measure assesses how much of the adjusted assets are made up of debt and the degree of dependence on debt finance. It is often a key indicator of a registered provider's appetite for growth.

**New supply delivered (social homes)** - New social housing supply delivered as a percentage of stock owned, during the period April – March.

**Reinvestment** - This measure looks at the investment in properties (existing stock as well as new supply) as a percentage of the value of total properties held.

**Other social housing costs per unit** - This unit cost measure assesses other social housing costs per unit as defined by the Regulator.

**Major repairs cost per unit** – Assesses the major repairs cost per unit as defined by the Regulator.

**Maintenance cost per unit** - Assesses the routine and planned maintenance cost per unit as defined by the Regulator.

**Management cost per unit** – Measures the management cost per unit as defined by the Regulator.

**Headline social housing cost per unit** - The unit cost metric assesses the headline social housing cost per unit as defined by the Regulator.

The association aims to provide good services to its tenants whilst attaining to achieve good value for money aiming to move nearer to the median whilst maintaining the focus on quality.

## FIVE-YEAR SUMMARY

## FIVE-YEAR SUMMARY

For the year ended 31 March 2018

	2019 FRS102 £'000	2018 FRS102 £'000	2017 FRS102 £'000	2016 FRS102 £'000	2015 FRS102 RESTATED £'000
<b>STATEMENT OF COMPREHENSIVE INCOME</b>					
Total turnover	20,436	18,001	17,048	16,972	16,501
Operating surplus	3,854	3,904	3,843	3,281	3,164
Total comprehensive income (surplus) for the year transferred to reserves	523	2,523	2,072	670	1,147
<b>STATEMENT OF FINANCIAL POSITION</b>					
Housing properties, net of depreciation and impairment grant	125,695	121,293	116,407	115,019	114,123
	<b>125,695</b>	<b>121,293</b>	<b>116,047</b>	<b>115,019</b>	<b>114,123</b>
Other fixed assets	2,240	2,279	2,534	2,088	1,069
Investment properties	4,943	4,943	4,943	4,943	4,943
Fixed assets	133,291	128,798	124,228	122,472	120,479
Net current assets/liabilities	-2422	-895	-409	-4,757	-1324
Total assets less current liabilities	<b>130,869</b>	<b>127,903</b>	<b>123,819</b>	<b>117,715</b>	<b>119,155</b>
Loans (due after more than one year)	46,752	45,453	43,682	38,953	40,764
Deferred grant income (due after more than one year)	57,300	57,481	57,467	57,856	58,629
Provision for SHPS pension liability	3,787	2,362	2,737	2,967	2,355
Provision for other liabilities	658	668	607	685	823
Reserves: income and expenditure:	16,612	16,089	13,566	11,494	10,824
Revaluation	1,150	1,150	1,150	1,150	1,150
Restricted	4,610	4,610	4,610	4,610	4,610
Total	22,372	21,849	19,326	17,254	16,584
	<b>130,869</b>	<b>127,903</b>	<b>123,819</b>	<b>117,715</b>	<b>119,155</b>
<b>HOUSING PROPERTIES OWNED AT YEAR END:</b>					
	<b>NO.</b>	<b>NO.</b>	<b>NO.</b>	<b>NO.</b>	<b>NO.</b>
Social housing	3,234	3,187	3,120	3,090	3,082
Non-social housing	246	246	246	246	246
	<b>3,480</b>	<b>3,433</b>	<b>3,366</b>	<b>3,336</b>	<b>3,328</b>

## STATISTICS

Operating surplus as % of turnover	18.9%	21.7%	22.5%	19.3%	19.2%
Total comprehensive income (surplus) for the year as % of turnover	2.6%	14.0%	12.2%	3.9%	7.0%
Rent losses (voids and bad debts as % of rent and service charges receivable)	1.3%	1.5%	1.7%	2.1%	2.5%
Rent arrears (gross arrears as % of rent and service charges receivable)	2.0%	2.0%	2.0%	2.3%	2.9%
Interest cover**	3.6(2.9)	4.0(3.2)	3.5(2.8)	2.9(2.3)	3.1(2.6)
EBITDA - MRI**	213%	273%	223%	153%	177%
Liquidity (current assets divided by current liabilities)	0.6(0.8)	0.9(1.3)	1.0(1.5)	0.4(0.5)	0.8(1.2)
Gearing (total loans as % of capital grants plus reserves)	43.4%	42.10%	41.2%	40.8%	40.3%
Gearing (total debt as % carrying value of properties)	37.7%	37.9%	37.3%	36.1%	35.7%

\*\*These ratios were affected by FRS102 'presentation' changes for '2015 restated' onwards with regards to amortised grant (Interest cover) and deferred grant (Liquidity). For 5 year comparison purposes, the numbers initially shown are calculated under FRS 102 and any figures in (brackets) are as calculated under old UK GAAP presentation rules with regard to these two grant elements.

## FINANCIAL SUMMARY

Extracts from accounts for the years ended 31 March 2018 and 2019

## STATEMENT OF COMPREHENSIVE INCOME (INCOME AND EXPENDITURE)

	% CHANGE	2019 FRS 102	2018 FRS 102	NOTES
£'000				
<b>INCOME</b>				
Social housing rents and service charges receivable	1.39%	13,763	13,574	(1)
Supporting people revenue grants	(8.85%)	1,988	2,181	(2)
Amortised government grants	0.53%	1,325	1,318	(3)
First tranche shared ownership sales income	500.00%	2,892	482	(4)
Non-social housing rent receivable	4.93%	468	446	(5)
Gain on disposal of fixed assets	(9.91%)	309	343	(6)
Interest and other income	56.82%	69	44	(7)
	<b>13.19%</b>	<b>20,814</b>	<b>18,388</b>	
<b>EXPENDITURE</b>				
Social housing management and maintenance	11.59%	(8,686)	(7,784)	(8)
Social housing property depreciation and impairment	3.68%	(3,322)	(3,204)	(8)
Loan interest and financing costs	15.50%	(2,079)	(1,800)	(8)
Impairment			(17)	(8)
Supporting people costs	(8.85%)	(1,988)	(2,181)	(9)
First tranche shared ownership sales expenditure	657.39%	(2,151)	(284)	(11)
Other costs	(30.78%)	(434)	(627)	(13)
	<b>17.38%</b>	<b>(18,660)</b>	<b>(15,897)</b>	
<b>SURPLUS OF THE YEAR</b>		<b>2,154</b>	<b>2,491</b>	
Actuarial (loss) / Remeasurement in respect of SHPS pension scheme		(1,631)	32	
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>523</b>	<b>2,523</b>	

## STATEMENT OF FINANCIAL POSITION (BALANCE SHEET)

<b>NET ASSETS</b>				
Housing properties at cost less depreciation and impairment (including work in progress)		125,695	121,293	(14)
Other fixed assets		2,653	2,562	
Investment properties		4,943	4,943	
Net current assets		(2,422)	(895)	
		<b>130,869</b>	<b>127,903</b>	
<b>FUNDING AND RESERVES</b>				
<b>External funding</b>				
Government grant		57,300	57,481	
Creditors – amounts falling due after more than one year		46,752	45,543	
		<b>104,052</b>	<b>103,024</b>	
<b>Internal Funding</b>				
Accumulated income and expenditure reserve		16,612	16,089	
Revaluation reserve		1,150	1,150	
Restricted reserve		4,610	4,610	
Provisions for liabilities		4,445	3,030	
		<b>26,817</b>	<b>24,879</b>	(15)
		<b>130,869</b>	<b>127,903</b>	

## FIVE-YEAR SUMMARY CONTINUED

## Notes to the Extracts

1. Rent and Service charges from occupied social housing properties.
2. Grants received to allow higher support levels to tenants with specific needs.
3. Annual credit reflecting the reduced economic life of the housing grant.
4. Income from first tranche shared ownership sales.
5. Income from student and commercial property
6. Surplus from sale of housing properties after recycling grant.
7. Includes interest received on bank balances
8. Expenditure on managing and maintaining the housing stock.
9. Annual charge reflecting the reduced economic life of the housing stock.
10. Interest paid on loans needed to fund additions to property stock.
11. Reflects the costs incurred in providing supporting people funded services.
12. Costs from first tranche shared ownership sales.
13. Includes expenditure on student and commercial property.
14. Reflects the historic cost of the Association's property stock.
15. Reflects accumulated surplus reinvested in the Association's property stock, and commitments to fund future major repairs and liabilities.

The above summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the Association.

The full accounts, which received an unqualified report from the auditors Ernst and Young LLP, are freely available – please contact our Business Assurance team if you would like a copy on 0300 5000 600..

# NEIGHBOURLY PLACES DIRECTORATE



**CHRISTINE FOX**  
DIRECTOR OF NEIGHBOURLY PLACES

**Christine is responsible for the Neighbourhood Services Team, Income Services and Support Services.**

- Neighbourly Places Strategy
- Lettings and leasehold management
- Income collection
- Money Matters Service – supporting around 200 tenants per year
- Safeguarding
- Supported Housing – two million in grant income, supporting people in accommodation based schemes and via floating/visiting support
- Tenant Engagement Strategy and Tenant Scrutiny



**CERI LEWIS**  
SENIOR MANAGER - NEIGHBOURHOOD SERVICES

**Ceri manages the Neighbourly Places Team and the Leasehold and Lettings Team**

The Neighbourly Places Team are responsible for:

- The delivery of the Neighbourly Places Strategy and creating safe neighbourly places to live
- Building on local relationships with tenants, between tenants, with partners and connecting communities
- Gathering customer insight and utilising the assets in communities to develop neighbourly places plans
- Tenancy and estate management
- Anti-social behaviour prevention and tenancy enforcement
- Working in partnership with the Police and local authorities
- Delivery of Tenant Engagement Strategy and management of the Tenant Involvement Officer

The Leasehold and Lettings Team are responsible for:

- All General Needs and Housing for Older People lettings activity
- Managing right to acquire and leasehold enquiries



**DAVID BAGNALL**  
SENIOR MANAGER - SUPPORT SERVICES

**David is responsible for support and wellbeing strategy, business development and partnerships, and for leading operational services including:**

**Engage Leeds - city-wide visiting support service**

- Supporting people to live independently, focussing on prevention, sustainment and integration, and including a dementia specialism. Part of an award winning consortium of Leeds third sector partners

**Homeless Services**

- Supported accommodation including 24 hour staffed hostels for homeless young people in Kirklees

**Domestic Abuse Services – safety, security and support**

- Women's Refuge and specialist visiting support service in Kirklees

**Wellbeing Services – Kirklees-wide visiting and group-based support**

- Supporting people who have been homeless or at risk of homelessness to sustain tenancies and increase independence. Includes specialist support and accommodation for people with mental ill health

**Sheltered Housing Services**

- Independent living with support for older people in Leeds

**Managing Agent Services**

- Working with partner agencies to provide support and care services in around 200 of our properties across West Yorkshire



**ILYAS LUNAT**  
SENIOR MANAGER - INCOME SERVICES

**Ilyas is responsible for strategy and policy relating to income collection, economic inclusion, rent and service charges. He also manages the Income Services Team and the Economic Inclusion Team.**

The Income Services Team and Economic Inclusion Team are responsible for:

- Managing arrears prevention, collection and enforcement
- Managing former tenant arrears
- Welfare reform, impact assessment and mitigation planning
- Money Matters Service – a holistic income maximisation service
- Working together to maximise efforts to ensure tenants can pay their rent and keep their tenancy

## LETTINGS – GENERAL NEEDS (GN) AND HOUSING FOR OLDER PEOPLE (HOP)

	OVERALL 2014/2015	OVERALL 2015/2016	OVERALL 2016/2017	OVERALL 2017/2018	OVERALL 2018/2019
Total number of lettings	206	224	237	233	233
Let in <5 weeks (target 70%)	64.2%	49%	73%	77.7%	82.4%
Let in 5 < 9 weeks	22.6%	30%	23.6%	18.9%	14.6%
Let in 9 < 13 weeks	9.2%	9%	2.5%	3.4%	2.6%
Let in 13+ weeks	5%	12%	0.8%	0%	0.4%
Average relet time - days	28	42	23.5	20.5	18

## ANTI-SOCIAL BEHAVIOUR TRENDS

	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Total reports of anti-social behaviour	249	286	218	213	160	110

## TRENDS IN VOID LOSS FOR GENERAL NEEDS (GN) SUPPORTED HOUSING (SH)

	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Percentage of void loss	2.1%	1.6%	1.7%	1.2%	0.9%	0.8%

## GENERAL NEEDS (GN) AND HOUSING FOR OLDER PEOPLE (HOP) PROPERTY TURNOVER

	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
General Needs and Housing for Older People turnover	8.2%	8.5%	8%	7.1%	7.1%

## FIVE YEAR ARREARS PERFORMANCE

(GENERAL NEEDS, SOCIAL HOUSING AND HOUSING FOR OLDER PEOPLE)

	CURRENT ARREARS		FORMER ARREARS		TOTAL ARREARS	
	AMOUNT (£)	PERCENTAGE (%)	POUNDS (£)	PERCENTAGE (%)	AMOUNT (£)	PERCENTAGE (%)
2014/2015	360,237	2.9	141,486	1.1	501,723	4.0
2015/2016	303,142	2.3	140,187	1.1	443,329	3.4
2016/2017	260,735	2.0	115,668	0.9	376,403	2.9
2017/2018	261,409	2.0	95,587	0.7	356,996	2.8
2018/2019	261,114	2.0	83,095	0.6	344,209	2.6

## DEBIT TABLE

	GENERAL NEEDS	SUPPORTED HOUSING	TOTAL DEBIT
Amount (£)	12,599,762	458,953	13,058,715

## TRENDS IN ABANDONMENTS

	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Abandonments	29 (7 GN)	28 (4 GN)	36 (15 GN)	24 (7 GN)	19 (5 GN)	18 (11GN)

## TRENDS IN RENT COLLECTED

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Amount of rent collected (%)	98.9	100	99	100.4	99.8	99.5	99.5

## LEGAL ACTION

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Evictions	4	11	6	9	9	12	10

# GOOD HOMES DIRECTORATE



**MARTYN BROADEST**  
DIRECTOR OF HOME

**Martyn is responsible for all customer services and property related activities at Connect, including development, maintenance and asset management. Responsibilities include:**

- Customer Services, for both general enquiries and repairs
- Development and Acquisition of new homes
- Responsive, cyclical and planned maintenance of homes
- Asset management and disposal of housing stock
- Property Services Team (Direct Labour Organisation delivering maintenance and investment work)
- Community investment activities including Thrive at Connect
- Procurement



**KEVIN MCALLISTER**  
SENIOR MANAGER - ASSET INVESTMENT

**The Asset Investment Team is responsible for:**

- Asset Management, including stock condition, investment planning, options appraisal and disposal
- Programme management and delivery of the planned maintenance programme, including major repairs, planned and cyclical maintenance
- Programme management and delivery of the development programme for new build schemes and refurbished properties
- Managing contractors and consultants delivering these programmes
- Administration of programmes including routine liaison with funders (i.e. Homes England)



**MARKO APRCOVIC**  
SENIOR MANAGER - PROPERTY SERVICES

**The Property Services Team is responsible for:**

- Delivering in-house maintenance services, currently focussing on day-to-day repairs, decorating, void property maintenance and boiler replacements.



**RICHARD BAGGOTT**  
SENIOR MANAGER - CUSTOMER EXPERIENCE

**The Customer Experience Manager is responsible for:**

- First point of contact for all tenant enquiries and requests for service, be they by phone, email, letter or in person to our offices
- Repairs administration
- Administrative support provided across the organisation
- Facilities management of Connect's office bases
- Logistical support to events and lettings in Thrive at Connect
- Complaints
- Tenant satisfaction



**GARY GORDON**  
REGENERATION OFFICER

**The Regeneration Officer is responsible for:**

- Development & Management of a vibrant multi purpose community facility
- Oversee Thrive Café and room bookings
- Partnership working with local community organisations
- Identifying physical and social investment opportunities in Dewsbury
- Support the development of Neighbourly Places CIC
- Marketing/Event Management

## DEVELOPMENTS COMPLETED SINCE 2014

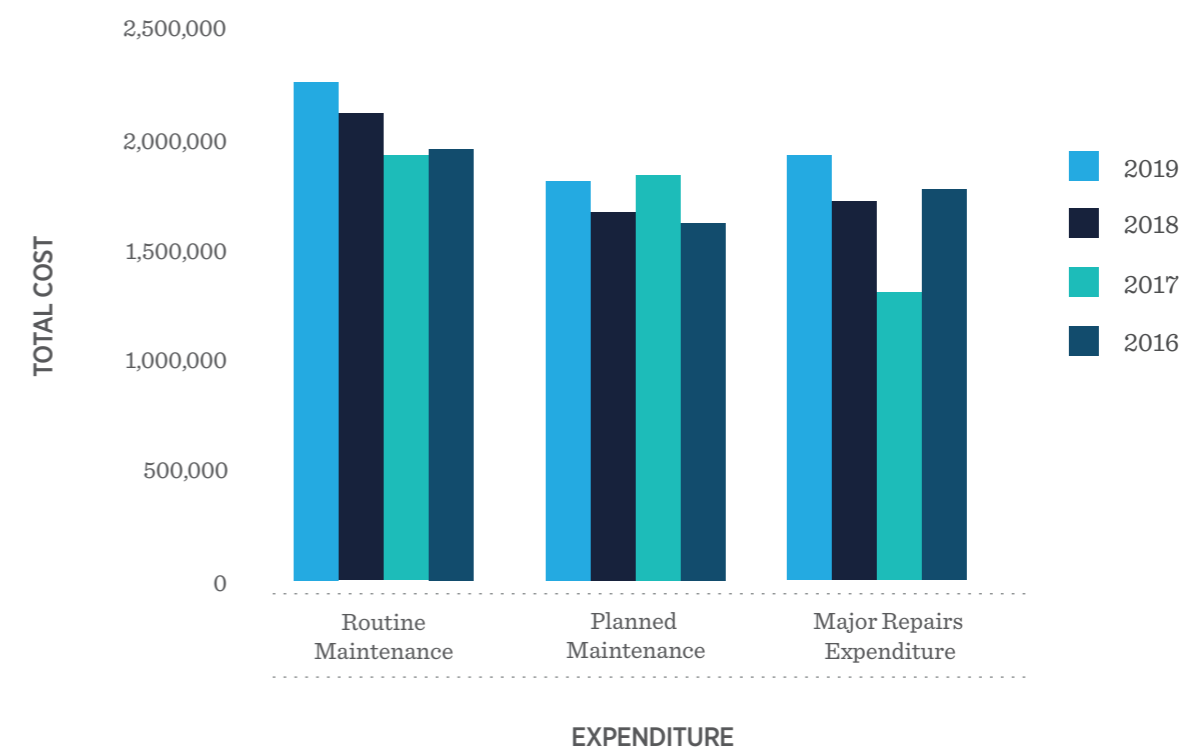
HANDOVER	SCHEME	DESCRIPTION
	Empty Homes programme 2011-2015	18 rehabs in Leeds and Kirklees
	Phoenix Way Gildersome	2 General Needs, 2 intermediate market rent houses
2015	Kirksbrooke Drive, Batley	6 homes and 6 bungalows
	Emley View, Skelmanthorpe	2 homes
	Hawthorn Court, Dewsbury	7 general needs homes and 4 Shared Ownership
2015 -2018	Empty Homes Programme	17 properties delivered of a programme of 18
	Knowle Grove, Mirfield	6 bungalows and warden flat – care and support specialist housing
	Sigott Street, Huddersfield	10 flats – care and support specialist housing
2016	Jericho Way, Huddersfield	2 two bedroom houses for social rent 3 three bedroom houses for social rent
	Farriers Way, Huddersfield	8 houses for social rent
2017	Park View Court, Cleckheaton	2 flats for social rent 4 flats for intermediate rent
	Crosfield Park, Huddersfield	2 three bedroom houses shared ownership 17 two/three bedroom houses for social rent
	Lindale Park, Wakefield	1 two bedroom house for shared ownership 4 two/three bedroom houses for social rent
	Owl Lane, Dewsbury	5 two/three bedroom houses for shared ownership 8 two/three bedroom houses for social rent
	Inspire, Earlsheaton	4 two bedroom flats for affordable rent 1 three bedroom flat for affordable rent 2 three bedroom houses for OTS shared ownership
2018	Hopwood Lane, Halifax	4 three bedroom houses for affordable rent 3 four bedroom houses for affordable rent (2 of which were adaptations)
	East Point, Leeds	2 two/three bedroom apartments for intermediate market rent
	Limetrees, Pontefract	1 three bedroom houses for shared ownership 2 three bedroom houses for social rent
	Moseley Green, Leeds	2 three bedroom houses for shared ownership 4 two/three bedroom houses for social rent
	Bridge Street, Birstall	11 three bedroom houses for shared ownership 10 two bedroom houses for affordable rent
	x1 Aire Leeds	6 one bedroom apartments for intermediate market rent
2019	Farriers Croft, Huddersfield	3 two bedroom houses for affordable rent 1 three bedroom house for affordable rent
	Harley Green, Leeds	8 two bedroom houses for affordable rent
	Crosfield Park, Huddersfield	5 two bedroom houses for social rent

## DAY TO DAY REPAIRS (DIRECTLY MANAGED STOCK)


	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
No. of day-to-day orders (ex. heating)	8211	8751	7833	6901	5385	6205

## REPAIRS &amp; MAINTENANCE EXPENDITURE

EXPENDITURE	31/03/16	31/03/17	31/03/18	31/03/19
Routine Maintenance	£1,987,000	£1,983,000	£2,171,000	£2,387,000
Planned Maintenance	£1,862,000	£1,872,000	£1,611,000	£1,859,000
Major Repairs Expenditure	£1,779,495	£1,328,505	£1,664,000	£1,934,000





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 [www.connecthousing.org.uk](http://www.connecthousing.org.uk)

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