



Connect  
housing



# TENANT REPORT 2019



**How well is  
Connect doing?**

# Welcome



It's been another full year for the Connect Residents Federation (CRF) Committee.

We are here to help all tenants so please support us.

This year the scrutiny review was on Landlord Services which covered grounds maintenance, window cleaning and cleaning of communal areas.

We are pleased that all our recommendations were accepted by the Board.

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**Eunice Clarkson**  
Chair of the  
Connect Residents Federation

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The Connect Residents Federation is an independent tenant organisation that acts as Connect's Critical Friend.

If you would like to get involved, please contact Ceri Lewis on:

**0300 5000 600.**



This is a hard report to summarise!

Whilst we are getting quite a lot of things right, it is still disappointing that we are not performing as well as we should in some areas.

I can assure you that both the Board and the Service Improvement Forum (SIF) scrutinise the reasons why we are not seeing the expected improvements.

We are not complacent and we will work with the SIF to continue to keep a close eye on the plans for improvement.

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**David Wolverson**  
Chair of the Board

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# Introduction

**This is the annual Tenant Report, which evaluates our eight Connect Commitments (CCs), our agreed service standards and presents our performance against these standards.**

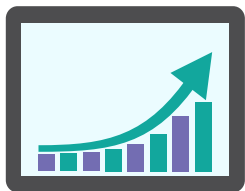
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The Regulator for Social Housing requires that we have 'local offers' for our tenants.

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CCs comprise our local offers, agreed with tenants, that outline our promises in terms of the service you can expect to receive in eight areas.

The figures noted in this report relate to April 2018 to March 2019.



## Who wrote this report and what went into it?

We have a Service Improvement Forum (SIF) that meets regularly each year. This Forum is made up of CRF members and tenants, and holds Connect accountable for the delivery of the CCs.

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The SIF use a traffic light system to rate the performance of each area and is illustrated in this report. We have also highlighted any areas that demonstrate good value for money and investment in the year.

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If you would like this document in a different format, size or language, please contact us.

# Connect Commitments

The ratings are as follows:

**GREEN**

Good performance has been recognised.

**AMBER**

There is evidence of good work however not all expectations have been met.

**RED**

There is still work to do and improvements need to be seen.

**CCs**

Connect Commitments.

**VFM**

This activity has been highlighted as a great example of good value for money.

Our **CCs** were all updated in 2017.

A review of these has commenced in 2019.

They are:

**REPAIRS**

**A WELL-MANAGED ESTATE**

**LANDLORD SERVICES**

**THE STANDARD OF YOUR NEW HOME**

**ANTI-SOCIAL AND NUISANCE BEHAVIOUR**

**LISTENING TO TENANTS**

**PLANNED WORK IN AND AROUND YOUR HOME**

**AIDS AND ADAPTATIONS**

You can find out more about the **CCs** at [www.connecthousing.org.uk/ConnectCommitments](http://www.connecthousing.org.uk/ConnectCommitments)



# Repairs

## Commitment made and measured

17/18 Judgement    18/19 Judgement

Emergency repair made safe within 24 hours.

100%    100%

Non-emergency repairs completed with 15 working days.

84%    77%

80% of non-emergency repairs completed in 10 working days.

75%    67%

A significant increase in repairs demand over the last year has meant that we have struggled to meet completion times. Despite this, customer satisfaction has continued to improve, so has the proportion of work being carried out by our own technicians which provides good VFM.

Appointment date given when tenant first reports a repair.

84%    82%

Over 80% of jobs last year were completed by our own technicians and nearly all of these were offered an appointment on first contact. However, we are not currently able to capture all the appointment information on jobs completed by outside contractors, and so the reported figure understates the true picture. We are working to address this.

Complete repair at first visit, if at all possible.

79%    82%

Our technicians are trained to carry out repairs wherever possible, that will last rather than short term fixes. This means it is very challenging to meet the target. However, we remain focused on improving.

Contractors professional, respectful and courteous.

97%    97%

# REPAIRS

## Commitment made and measured

17/18 Judgement    18/19 Judgement

Contractors leave home clean and tidy.

96%    98%

Gas repairs – attend within 24 hours.

99%    100%

Gas safety check and service every year.

100%    100%

Repair satisfaction surveys sent out and monitored.

93%    96%

Report to CRF and Board regularly on performance.

Yes    Yes

# A Well-Managed Estate

## Commitment made and measured

17/18 Judgement    18/19 Judgement

Inspect estates and larger blocks of flats once per year.

Not all    Not all

Work with residents to inspect estates.

Yes    Yes

Team of tenant volunteers carry out audit inspections.

Yes    Yes

Report progress on estate action plans to CRF.

Yes    Yes



# Landlord Services

## Commitment made and measured

17/18  
Judgement    18/19  
Judgement

Send out annual tenant satisfaction survey (and review with tenant review panel from 2016/17).

Yes    Yes

Tell tenants about Value For Money savings.

Yes    Yes



# Standard of Your New Home

## Commitment made and measured

17/18  
Judgement    18/19  
Judgement

Connect inspects contractor's work before tenant moves in.

Exceptions    Yes

Almost all repairs completed before move in.

Yes    Yes

Lettings satisfaction surveys sent out and monitored.

Yes    Yes

A procurement exercise in the year prompted a change in lettings agents which produced a cost saving estimated at £8K for an enhanced service for our intermediate and market rented properties.



## Money Matters

The Money Matters Team brought overall savings to Connect of £298,408 via the prevention of legal action and evictions, discretionary or alternative housing payments and reduction in arrears.

They also generated a total of £654,768 in additional income or savings for tenants through benefit applications, debt reductions, grant and trust fund awards.



# Anti-social and Nuisance Behaviour (ASB)

## Commitment made and measured

17/18  
Judgement    18/19  
Judgement

Acknowledge ASB report in two days and make tenant aware of their Community Housing Officer.

100%    96%

Respond in one working day if the report is serious.

100%    100%

Respond in five working days if the report is less serious.

100%    100%

Take legal action if other action fails/not possible.

Yes    Yes

Write or contact tenant when we close an ASB case (and send satisfaction survey where appropriate).

Yes    Yes

# Listening to Tenants

## Commitment made and measured

17/18 Judgement    18/19 Judgement

Ask for comments on services received.

Yes    Yes

Listen to views expressed in complaints and compliments and reply in time.

97%    97%

Use 'in depth' methods to consult about specific issues.

Yes    Yes

Listen and respond in good time to the CRF.

Areas of concern    Areas of concern

Publish annual 'What Connect Tenants Want' Report.

Yes    Yes



# Aids and Adaptations

## Commitment made and measured

17/18 Judgement    18/19 Judgement

We aim to complete minor adaptations within 21 days.

59%    67%

This work is largely carried out by the Responsive Repairs team, and the performance has been adversely affected by the increase in workload described above. We want this to improve and we will look at ways to achieve this.

We will ask our contractors to work continuously (between 9am and 5pm) to complete the work in your home.

100%    100%

We will clean up after ourselves and tidy up after we have finished working in your home.

98%    98%

Provide a satisfaction survey.

Yes    Yes

Report to CRF and Board regularly on performance.

Yes    Yes

# Planned Works

## Commitment made and measured

17/18  
Judgement    18/19  
Judgement

Write to tenants two months before work is due.

Yes

Yes

Clarify tenant's choices and how to make selections.

Yes

Yes

Send out satisfaction surveys and monitor.

Yes

Yes

Consult with CRF annually about content of Planned Maintenance programme.

Yes

Yes

Report to CRF and Board regularly on performance programme.

Yes

Yes

In 2018/19 we continued to invest in customers homes.  
We spent:



**A TOTAL OF £5.6M**

Invested in tenant's homes



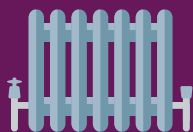
**£2.3M**

Responsive maintenance



**£1.8M**

Planned maintenance



**£477K**

on 179  
new boilers



**£373K**

on new windows  
to 124 homes



**£144K**

on 13  
new roofs



**£572K**

on 131 kitchens  
and bathrooms

# Plans for improvement

The Tenant Scrutiny Panel reviewed our performance in relation to the Estate Services  and presented a number of recommendations for improvements to the Board, all of which were approved.

In the last year we produced a new Tenant Engagement Strategy. It sets out a clearer commitment working together to strengthen tenant influence on everything that we do.

We look forward to embedding this strategy over the coming year.

A copy of this strategy can be found at:

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



# Thanks

**Thank you for taking time to read this report.**

We welcome your comments or queries about this report or any other aspects of our tenant engagement activities.



If you would like to discuss anything in this report or opportunities to be involved with us please contact:

Ceri Lewis, Senior Manager Neighbourhoods on:

**0300 5000 600**

[ceri.lewis@connecthousing.org.uk](mailto:ceri.lewis@connecthousing.org.uk)



# Getting in touch



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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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