



# Annual Report to Residents 2019/20



## Foreword



COVID-19 has shown just how important it is for people to have safe, comfortable and secure homes. We have continued to build homes for those who need them most, including making the best use of our available resources by developing our older garage sites in the Chilterns. You can read more about this on page 16.

Despite a challenging end to the year, we have worked hard to deliver a good service for our residents. This includes listening to your feedback and making changes to improve. For example, we have appointed new cleaning and waste management contractors and are already seeing an improvement in how satisfied you feel about the maintenance of your estates.

I want to take this opportunity to thank you all for your patience over the past months while we have had to reduce the number of services we have been able to offer, in order to keep you and our staff safe. We understand that this is still a challenging time for many of our residents and want to reassure you that we will continue to support you where we can.

**Matthew Bailes, Chief Executive**



Our Resident Services Panel act as a link between the Board and residents, and work with Paradigm to bring positive changes to services.

You can find out more about their work in their first Annual Report. [Click here to view the report on our website.](#)

## Coping with COVID-19

In March, as we were coming to the end of the financial year, the COVID-19 crisis struck. We had to make big changes to the way we worked, to keep residents and staff safe.

Our Property Services team continued to carry out emergency repairs throughout lockdown and staff from around the business have been working hard to support residents at this difficult time.

Identified and called over  
**4,500**  
residents we felt might  
need extra support



We referred residents to teams internally who could help, such as our Rents team, as well as to local charities for more support. To show our thanks, we donated £5,000 to local domestic abuse charities and £10,000 to local foodbanks.

During lockdown, our Property Services team...

Completed  
**480**  
out-of-hours repairs

Made sure  
**201**  
properties were  
repaired ready to be  
relet

**731**  
washing facilities  
fixed

Completed  
**5,122**  
gas services

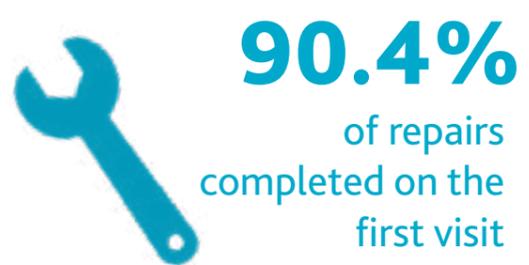


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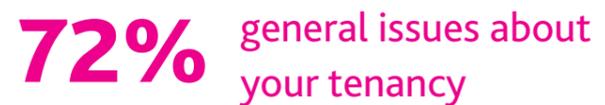
of scheduled compliance checks  
were carried out by our estates  
team to help keep you safe.

They even managed to  
sanitise communal touch  
points on each visit!

In June, we restarted our non-emergency repairs service. We had a backlog of **over 4,000 non-emergency jobs** that we had been unable to complete during lockdown. Within 8 weeks, we'd reduced the backlog by **89%**.



Issues resolved at the first point  
of contact



**990**  
compliments



We celebrated our 15,000th home!



spent on improving  
and repairing homes



**264**  
cases of ASB  
managed

The **18** members of our  
Readership Panel have  
checked documents to make  
sure the content is clear and  
easy to understand



# Our year at a glance



of homeowners told us  
they are satisfied with  
the maintenance of  
their estates



**£10,000**  
donated to local  
foodbanks



We built  
**399**  
new homes



**99.4%**  
of emergency repair  
jobs attended  
within 24hrs

## Your home

Despite the restrictions resulting from COVID-19 at the end of the year, our Property Services team have continued to deliver an excellent service for our customers. We attended 99.4% of emergency repair jobs within 24 hours, compared to 97% last year.



Compared to £22.7m last year

Repairs cost per property  
**£650**



**£25.8m**

spent on improving and repairing homes

Last year, on average, it took 17 days to attend a repair

**90.4%**

of repairs completed on the first visit

**99.4%**

of emergency repair jobs attended within 24hrs



On average, we attended non-emergency repairs within  
**13 days**

## At your service

Avg days to relet

**14.4**



We dealt with 264 cases of ASB  
**82%** of cases were considered by customers as resolved when the case was closed.



We set ourselves challenging targets for the number of days it takes us to relet our empty properties. This year, it has taken us slightly longer on average to make sure our properties are repaired to the required standard to let to new residents.

That's a 5% improvement on last year!

Issues resolved at the first point of contact



**75%** of calls about repairs

**72%** general issues about your tenancy

**75.8%**

of calls were answered within 20 seconds

## Helping us improve

As a result of their findings we changed our cleaning products

**71** empty properties were checked by our Resident Quality Inspectors before being relet.

They also inspected **60** estates, highlighting areas where cleaning and grounds maintenance could be improved.



To find out how to get involved in helping us improve, [click here to visit our website](#)

The **18** members of our Readership Panel have checked documents to make sure the content is clear and easy to understand.



Residents were involved in the procurement of **2 contracts**, helping us get the right contractor for the job.



## Consulting residents

We used wider resident consultation and resident focus groups to help us create our new Domestic Abuse Policy. We also asked for residents to feedback on changes to policies such as our timescales for heating repairs in winter, changes to fixed term and starter tenancies.



## Homeowners

We've been making improvements in areas where you've told us we haven't been meeting your expectations.



**62%** of you told us you are satisfied with repairs and maintenance of your building, a big improvement compared to 27% last year.

**71%** of you told us you are satisfied with the maintenance of your estates

This is compared to 37% last year. [Find out what we've done to improve.](#)



**56%**

of homeowners are satisfied with the service we provide

There are areas where you have told us we could still do better. Over the coming year, we will be working on improving communication with homeowners and the way we manage defects in new homes.

**88.3%**

of new homeowners were either very or fairly satisfied 12 months after moving into their new home

## Your feedback

**990**  
compliments



**366**  
complaints



## You told us...

Throughout 2019/20 we ran a rolling customer satisfaction survey, carried out by an independent research company. Thank you to those of you who took part and let us know how we have been doing. Here's what you told us...

**80%** of general needs residents are satisfied with the service we provide.



**75%** of you would recommend us to family and friends.

Read on to find out more about how we have been listening to your feedback to make improvements...

## You said... we did...

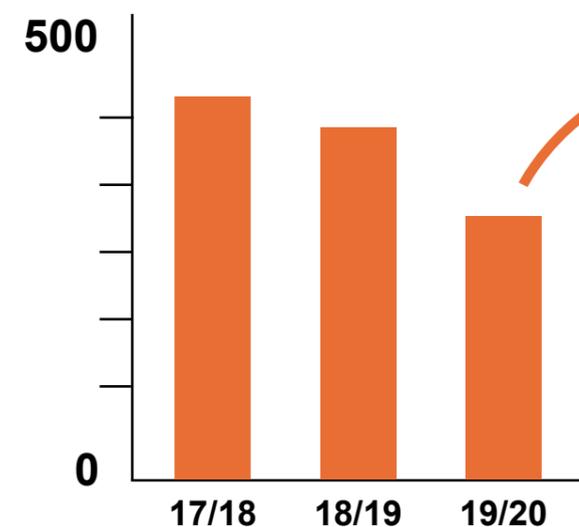
You told us we weren't always meeting your expectations when it came to the management of your estates, particularly around grounds maintenance and communal cleaning. In response we've made some important changes. A year ago, we appointed a new cleaning contractor who has continued to deliver a high level of service.

We have also appointed a new bulk waste contractor for the management of rubbish on our estates. As part of this contract, we have included bin store cleaning twice per year - so far the feedback has been good and we hope to see satisfaction levels continue to increase.



**79%** of general needs residents told us they are satisfied with the maintenance of their estate, compared to 67% last year

## Complaints logged



**We've seen a 15% percent reduction in complaints over the last three years.**

Last year, in response to your feedback, we made changes to our repairs service, including appointing lead technicians to help make sure we can fix more repairs on the first visit. Thanks to these changes, we're pleased to see a reduction in repairs related complaints.

## Your neighbourhood



We built  
399 new  
homes

239 for shared  
ownership, 97 for rent  
and 63 private sales\*



### Making the best use of our resources

We have been redeveloping a number of underused, old garage sites across the Chiltern District, so that we can provide much needed affordable housing in the area.

This year, we completed the first homes on these sites, including two brand new one bedroom apartments at Raans Road in Amersham, both for affordable rent. On the original site were four garages which had seen better days.

We've also completed six homes at Hodds Wood Road in Chesham, four for affordable rent and two for shared ownership. We are planning on completing more garage sites over the next 12 months.



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### A foot on the housing ladder

Building new homes for shared ownership has become a key part of our business. For many of our homeowners, shared ownership offers an affordable way to take the first step onto the property ladder.

Shared owner Natalie says: "The small deposit was what appealed to us most about shared ownership – on our earnings a month we could afford a mortgage, but couldn't afford to buy outright. To save a larger deposit we would have had to live with Jake's parent for at least another two to three years."

### Our 15,000th home

In 2019, we reached a key milestone in our history – 15,000 homes!

We marked the occasion by making a presentation to young couple Natalie and Jake who had just moved into a new three-bedroom shared ownership home in Milton Keynes.

Our vision is to continue to provide affordable homes for those who need them most and building good quality new homes is an important part of this.

\*The money we raise through private sales is reinvested to help us provide more affordable homes for those who need them and providing services for residents.



[Find out more about shared ownership on our website](#)

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## Annual Report to Residents 2019/20

### Contact us

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