



Saxon
Weald



**ANNUAL
REPORT**
to residents
2018



Want to know more?

This report aims to give you a summary of how Saxon Weald is performing, our priorities and how we get value for money in our spending. Unless otherwise stated, figures refer to the financial year April 2017 – March 2018. If you would like to know more, please see a copy of our annual report and financial statements, which are available on our website www.saxonweald.com.



The way forward

It gives me great pleasure to be introducing this report to you as Saxon Weald's new Chief Executive. I've been with Saxon Weald since 2001, so you can be confident in my commitment to the company and its aims, as well as my enthusiasm for making future improvements.

I'm certainly proud of what we've achieved in the past year, particularly given the on-going financial impact of the government's rent reductions. Customer satisfaction remains strong, our repairs service continues to go from strength to strength and we've invested £10 million in our properties to keep your homes in good condition. We've also managed to build 60 new affordable homes, something we consider essential in a region where average house prices are 12 times the average wage.

I hope you find the report of interest and would welcome your feedback via email to hello@saxonweald.com or by post to our usual address.

Steven Dennis
Chief Executive



Our homes



492 – homes let during the year. A further 35 people moved by completing a mutual exchange (home swap) with another tenant.



Our new homes

Our new homes built this year were in Lindfield, Angmering and Cowfold and offered a mixture of homes for rent and shared ownership. For details of shared ownership properties for sale, please see www.wealdliving.com. We aim to build around 100 new properties a year for each of the next five years to help meet high local demand for affordable homes.

About us

OLDER PEOPLE'S HOUSING

27% of our homes are purpose-built older people's housing. This is much higher than our peers, where the average is 7%.

FINANCIAL

Our turnover for 2017/18 was £48.5 million. To see our financial statements, please visit our website www.saxonweald.com or contact us for a copy.

6606 HOMES

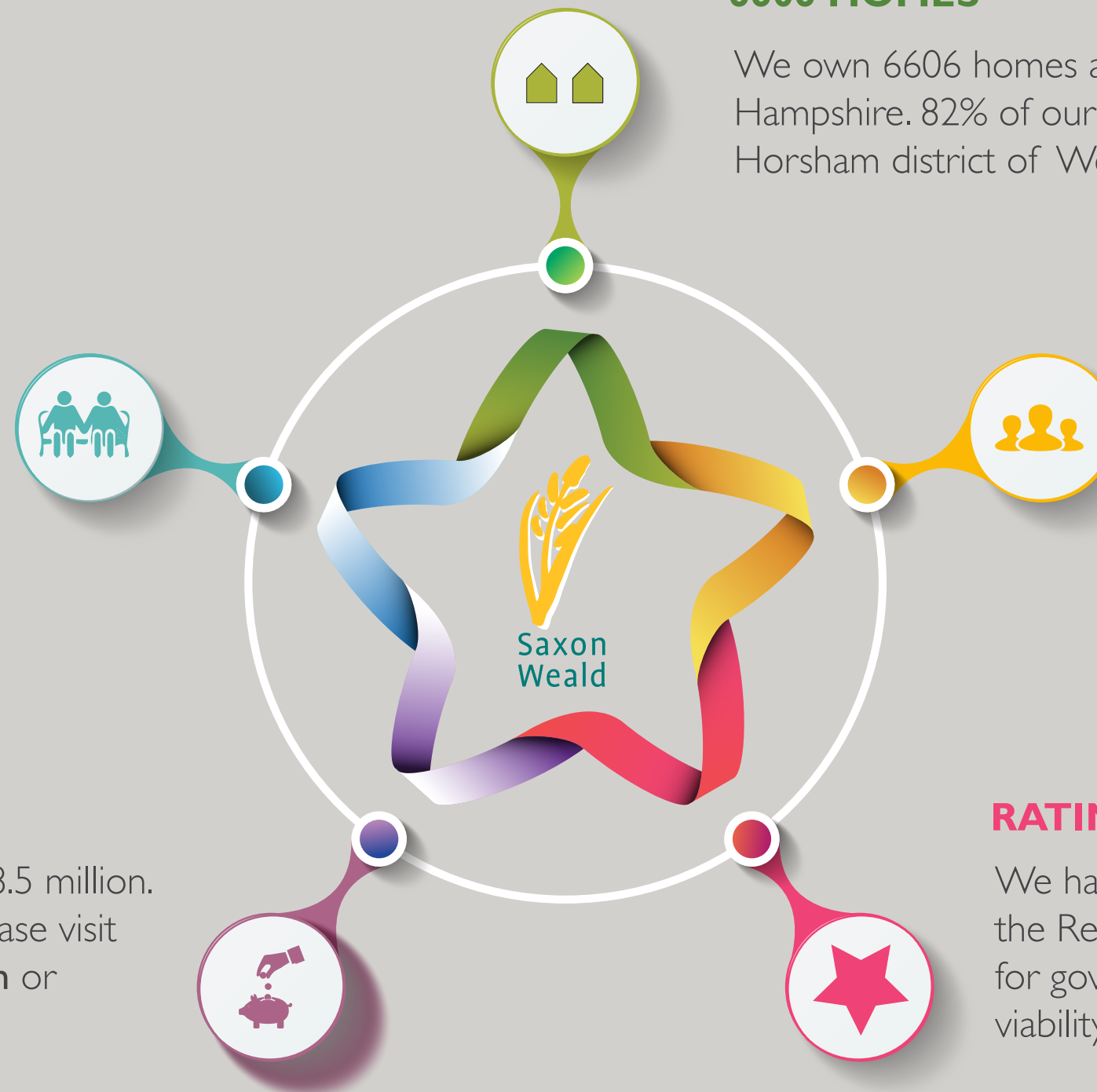
We own 6606 homes across Sussex and Hampshire. 82% of our homes are in the Horsham district of West Sussex.

EMPLOYEES

We have 230 employees, including 75 HomeFix operatives and 30 retirement scheme managers.

RATING

We have the highest rating from the Regulator for Social Housing for governance and financial viability (G1 and V1).



We are non-profit making. All the money we make from rents is re-invested in the management, maintenance and building of homes.

Think digital

We're determined to offer the same kind of convenience that our residents get from supermarkets and banks and have been working hard on improving our online services. We think it's a win, win. You benefit from fast access to our services at a time that suits you and we have more time and resources to help you when you really need us.



Hate waste?

Save paper and £s!

If we have your email address, we will automatically send you our publications electronically instead of through the post. Last year this saved 926 kilos of paper and close to £7000 in print and postage. Help us save more by making sure we have an up-to-date email for you.



Value for money

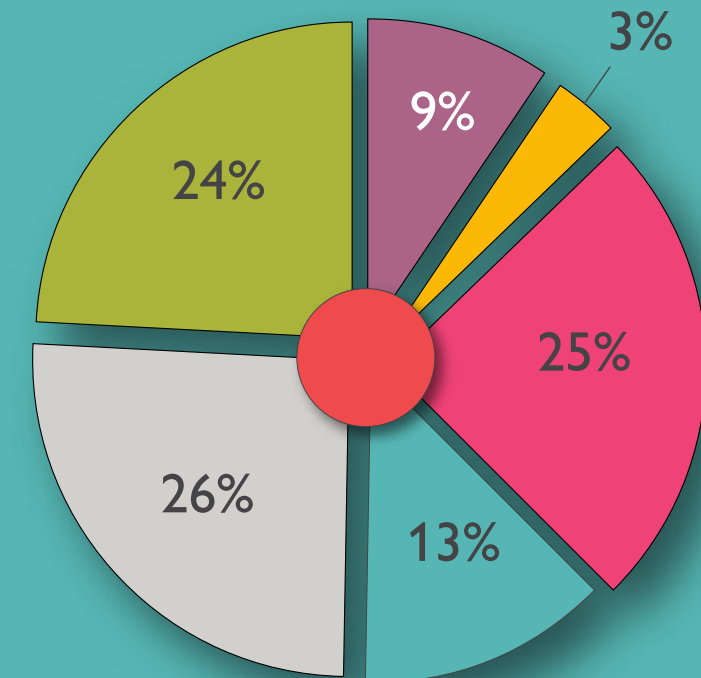
Value for money is about getting the best possible combination of cost, quality and time. We continually review the performance of our contractors, the effectiveness of our buying options and the efficiency of our systems. By putting value at the heart of everything we do, we saved £900,000 this year.

How we spend our money

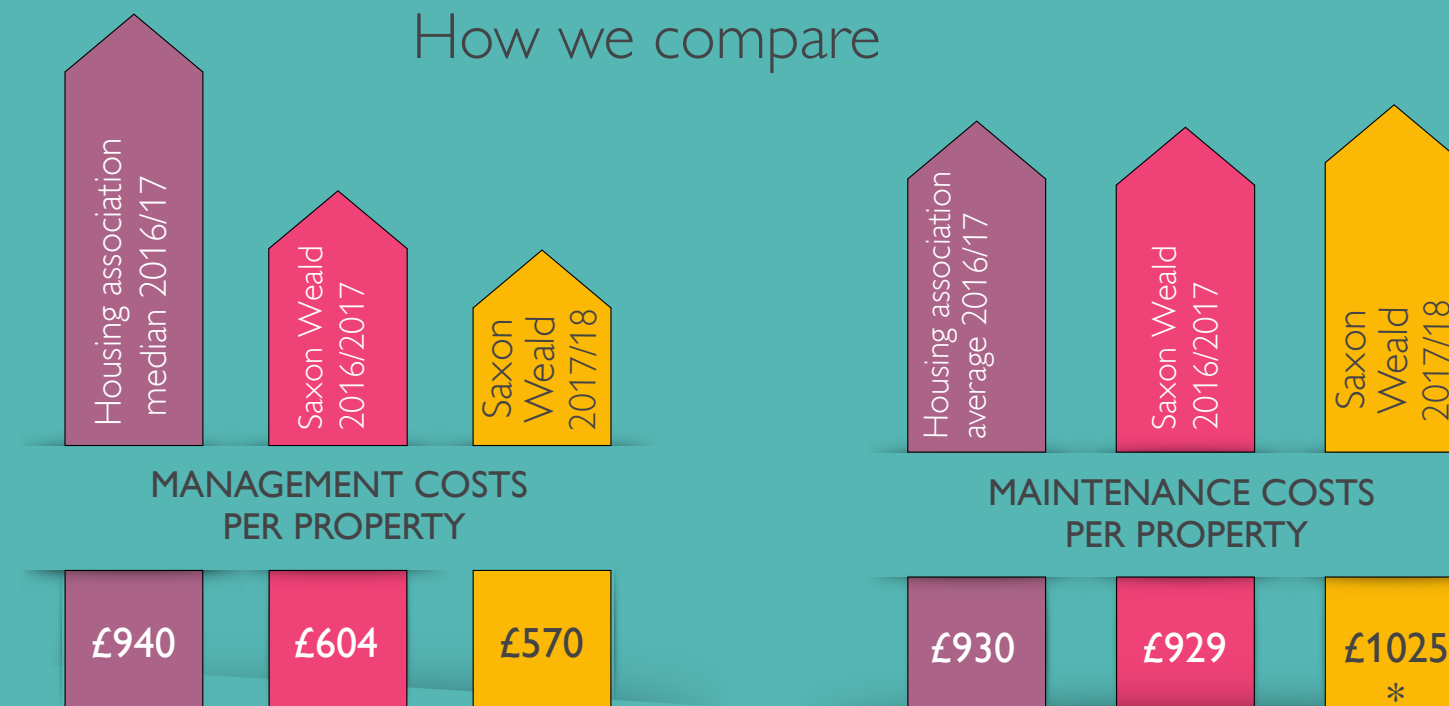
For every £100 we spend:

- Management and service costs £9
- Overheads £3
- Repairs and maintenance costs £25
- Staff costs £13
- Interest payments on our loans £26
- Investment in homes £24

£100



How we compare



*This increase reflects our investment in improving homes, with more spent on planned works such as new roofs and window replacements.

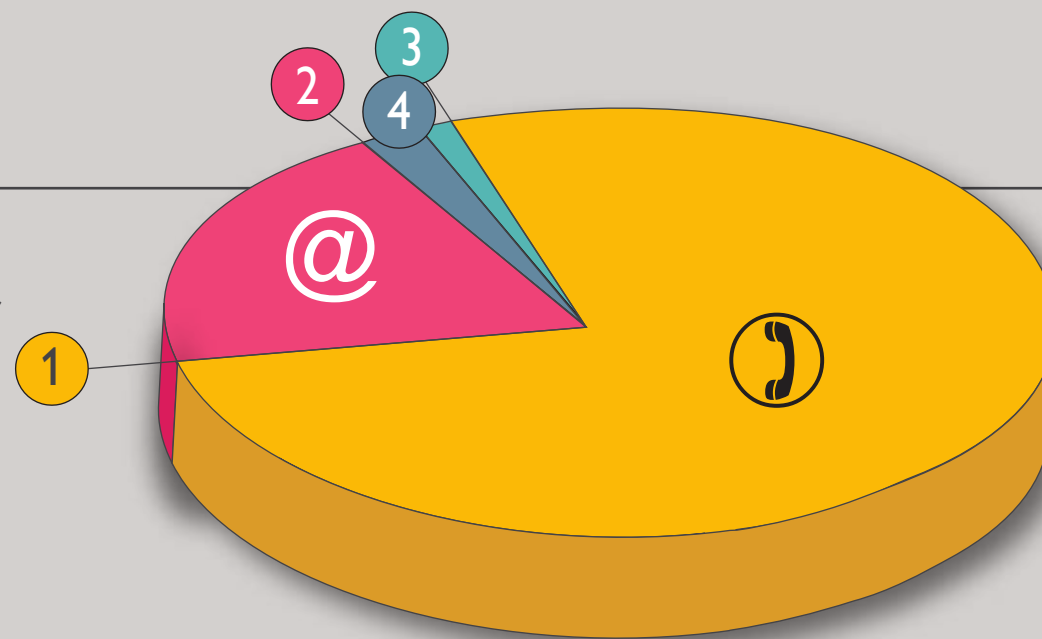
Overall customer satisfaction with our services – 87%

(same as last year).

The average for similar housing associations is 86%.

At your service

Our customer support team responded to 115,934 customer enquiries last year. The way people contact us is changing, with more people using MySaxonWeald to send us messages.



1 97,317 Phone calls (almost a quarter of these relate to booking a repair – something you can now do on MySaxonWeald.com)

2 17,773 Emails

3 90 Social media messages

4 754 Web messages via My SaxonWeald

We also had 123,262 visits to our website – a 42% increase from the previous year.

101 ASB cases



Our housing management team dealt with 101 cases of anti-social behaviour (ASB), 38% of which related to noise issues. We gained 7 ASB injunctions and 4 suspended possession orders. We also made 11 referrals to a mediation service.

Money matters

Collecting rents

We were owed £1,005,741 in rent at the end of the financial year – this is 2.6% of what we should collect overall (compared to 2.7% last year). 436 households owe us more than £500 in overdue rent. We always pursue our debts and unfortunately, had to evict nine households during the year for failing to pay.

We helped **564** households claim backdated benefits worth **£209,000**

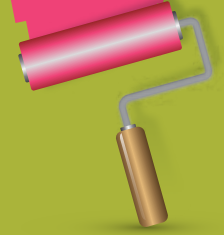
Following the introduction of Universal Credit, we restructured our housing management team to create a new 'money matters' team who provide intensive benefits and budgeting support. They have helped 564 households during the year, including helping them claim a total of £209,000 in backdated benefits. If you need support please email us at hello@saxonweald.com



Our social rents cost about half what you could expect to pay in the private market. Our affordable rents on our new-build homes cost more, but still represent great value.

Maintenance

of homes & neighbourhoods



- 1 This year we invested £5.9 million in replacing components in our homes and a further £4.1 million on major repairs and planned maintenance. This is £2 million more than last year.
- 2 This included 309 kitchens and bathrooms, which were largely modernised by our in-house team. We no longer use contractors for this work as our own team work out substantially cheaper. Our average cost for a new kitchen is £5,011 compared to £6,937 using a contractor.
- 3 1439 estate and garage inspections were carried out by our neighbourhood improvement Team.
- 4 We received £730,000 in Government grants to help us improve insulation in homes. This reduces energy usage, which is great for the environment and tenants' pockets.
- 5 253 aids and adaptations were installed to help tenants live safely and more comfortably in their homes.



HomeFix

EMERGENCY
JOBS MADE SAFE
WITHIN 24
HOURS.
100%

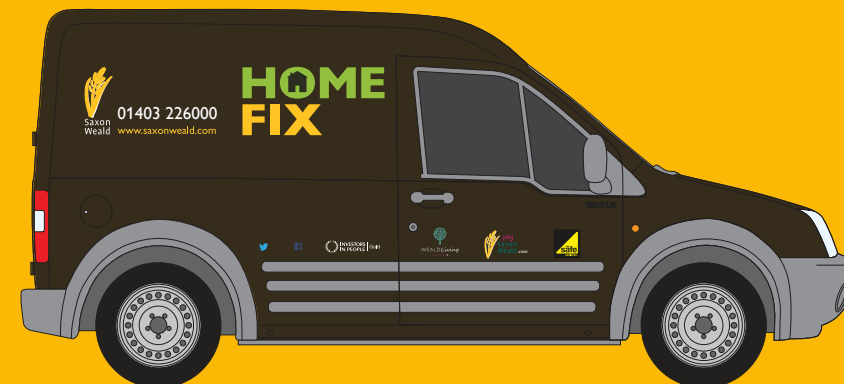
The average number of days to attend a standard repair was 9.5 days, compared to 13 days the previous year. We attended 99% of appointments on time and completed 91% of jobs on our first visit. 100% of emergency jobs were made safe within 24 hours.

10,252
DAY-TO-DAY
REPAIRS
IN 2017-2018.

10,252 day-to-day repairs were completed by HomeFix. 95% of customers were satisfied with the last repair they had carried out. The average satisfaction level for similar housing associations is 83%.

£310
AVERAGE
REPAIR
COST PER
PROPERTY

£310 – this is the average cost per property for our repairs service. It has reduced from £369 last year and £416 the year before that thanks to efficiencies made by expanding HomeFix's in-house services.



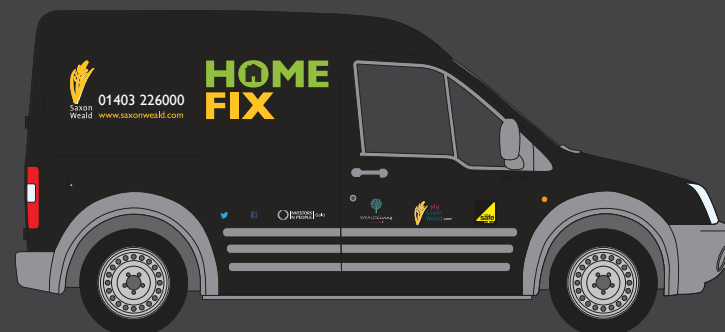
YOUR FEEDBACK MATTERS

Last winter, your feedback told us that our gas servicing contractor was not performing well. Due to the importance of this service, we decided to start doing the work ourselves, so we could be confident of the quality. We were up and running by February 2018, launching in the same week that the 'beast from the east' hit us with an unprecedented cold snap. Our fledgling team coped brilliantly with the resulting increase in repairs and have gone from strength to strength since. Customer satisfaction is now at 92% and we are fully compliant with all safety checks.

HomeFix



Nine young people have joined HomeFix as apprentices over the last nine years, helping them gain their qualifications while getting practical training and, of course, earning a wage. They make a great contribution to the team and we're very proud of their achievements.



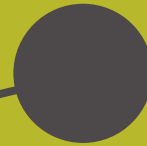
Your feedback

29
COMPLAINTS
RECEIVED



The biggest cause of complaints were gas problems. We have since taken over this work and no longer use the contractor involved.

We've streamlined our complaints procedure, so we can resolve any issues more quickly



150
COMPLIMENTS
RECEIVED



The majority of compliments are about the politeness and professional attitude of our staff, which is always great to hear



For more information on our services, properties, performance and where we spend our money please visit our website

www.saxonweald.com