



SAXON WEALD

*Great homes, building futures*

## PERFORMANCE REPORT

to residents



# 2019



# Welcome to this year's performance report to residents



It hardly seems possible that a year has flown past since I last introduced our performance report. Time really flies when you are busy! And the team at Saxon Weald certainly have been busy. We have not only been running our usual services but also looking at ways we can add to them or make them even better.

As for many housing organisations, we have had to balance the desire for improvements with the need to make savings in light of government-imposed rent cuts. I think our performance this year shows we have got the balance right. Nine out of 10 customers are happy with our services overall, our repairs service is well-received and we have managed to invest £9.9 million in improving homes. Added to this, we managed to build affordable new homes in one of the most expensive regions of the country.

While I think we are performing well, this report is designed to help you make up your own mind. I hope it provides you with the information you need to have confidence in us and how we manage your home.

*Steven Dennis*

**Steven Dennis**  
Chief Executive



## Want to know more?

This report aims to give you an overview of how Saxon Weald is performing, our priorities and our spending. If you would like more detail, please see a copy of our annual report and financial statements which are available on our website [www.saxonweald.com](http://www.saxonweald.com).



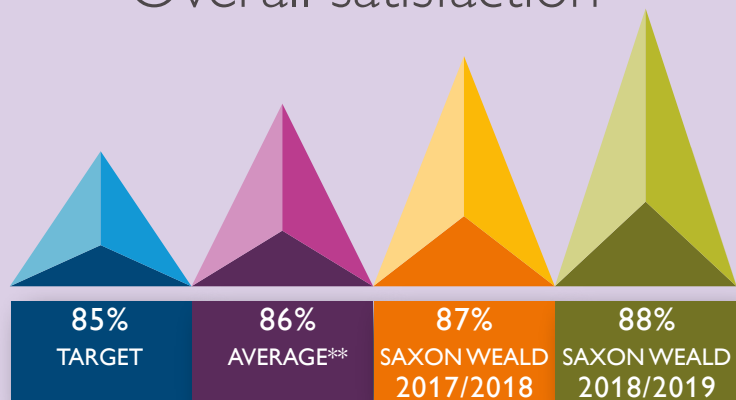


# Performance at a glance

The figures below relate to the financial year 2018/19.

\*\* We use information from a research company called Housemark to compare ourselves to 17 other regional housing associations with a stock size between 2,500 and 12,500 homes.

## Overall satisfaction



## Repairs & maintenance



## Customer support



## Rents



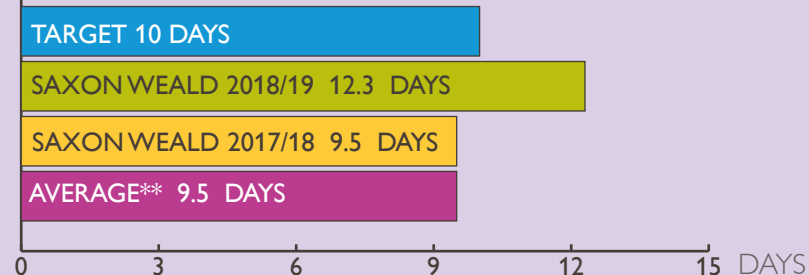
Average rents for a two-bedroom property in Horsham

### RENT ARREARS

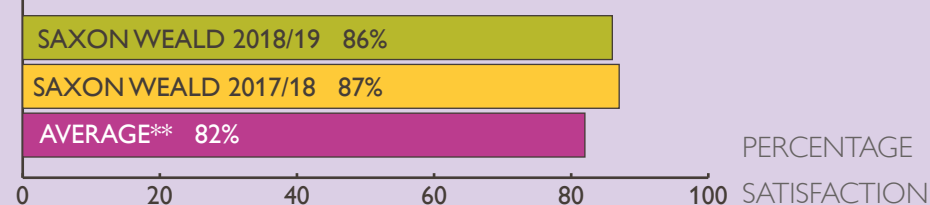
- Rent arrears at the end of the year were 2.4%.
- In monetary terms, this means we were owed £948,000. This is an improvement on the previous year when rent arrears were at 2.6%.

\* from [www.home.co.uk](http://www.home.co.uk)

### AVERAGE STANDARD REPAIR COMPLETION TIME

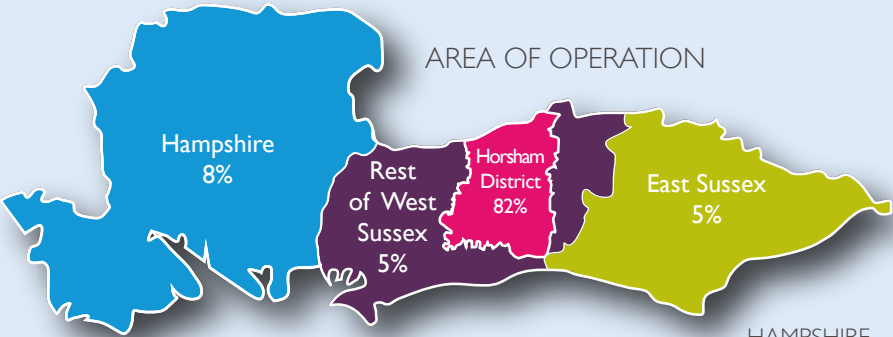


### SATISFACTION WITH REPAIRS SERVICE

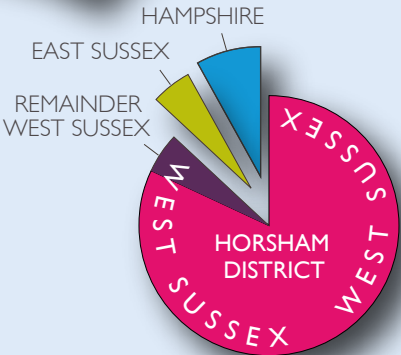


# About us

## Our homes



- 82% Homes located in the Horsham district of West Sussex
- 5% Located in the remainder of West Sussex
- 5% East Sussex
- 8% Hampshire

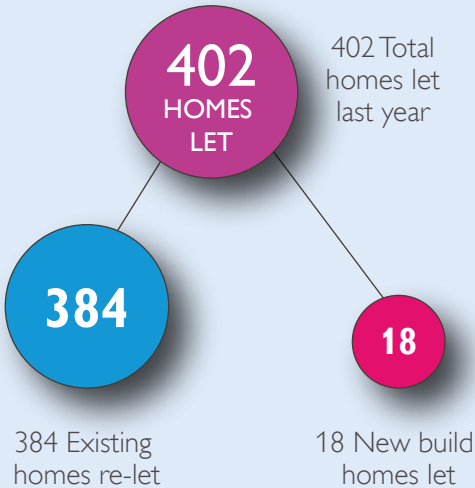


### NUMBER OF HOMES

	Social rented homes	5707
	Shared ownership homes	171
	Leasehold homes for older people	157
	Freehold of privately owned homes	519
	Market rent homes	81

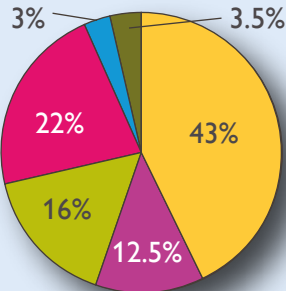
Total number of homes: 6635

### NUMBER OF PROPERTIES LET DURING THE YEAR



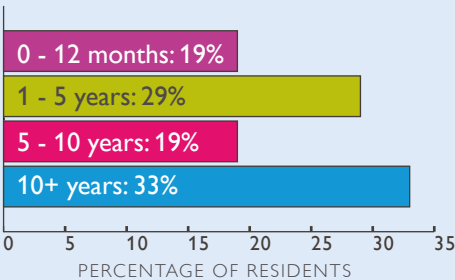
## Our customers

### HOUSEHOLD TYPE



	Families	43%
	Single person	12.5%
	Over 65s in general needs homes	16%
	Over 65s in retirement properties	22%
	Shared owners	3%
	Leaseholders	3.5%

### LENGTH OF TIME AS A SAXON WEALD CUSTOMER



## Our staff

Office staff	123
Scheme managers	37
Maintenance	71
Board members	10
Total	241 (221 full-time equivalents)

We were awarded the Investors in People Gold award for the third time in June 2019.

# Customer experience

## Getting in touch



My Saxon Weald



OPEN 24/7

3800 customers are signed up to use MySaxonWeald, our 24-hour self-service portal. Between them, they used MySaxonWeald 46,192 times this year. Users can book a repair, change an appointment, make a payment, check their balance and more at any time of day. Go to [mysaxonweald.com](http://mysaxonweald.com) and give it a go!

You'll also find a wealth of helpful information on our website [www.saxonweald.com](http://www.saxonweald.com). The site was visited 106,644 times this year so we always try to keep it up-to-date.

## Your voice in Saxon Weald

We know that listening to customers is important. There is no one better placed to tell us what is working well and where we need to improve.

We have two residents on our board, who are able to influence our services at a strategic level.

We also carry out a number of surveys throughout the year, some about our service overall, and some about specific things like repairs. The results of these surveys give us great feedback and help us decide where we need to focus our improvements.

More recently, we have started carrying out important customer consultations via email. This gives us a more representative sample of views than when we hold focus group meetings. Our latest consultation on grounds maintenance attracted more than 350 responses. As a result of the feedback, we have changed the specification of the contract to include things such as annual jet washing of communal patios and cleaning of communal garden furniture. So please, do spare a few minutes to give your views when we contact you – it really does make a difference.

# Customer experience

## Complaints

We need to know when things go wrong. It means we can put things right and learn from any mistakes.

The first stage of our complaints process is to simply tell us if you have a problem. You can do this by whichever method of contacting us you prefer. We will then try to resolve the issue within three working days.

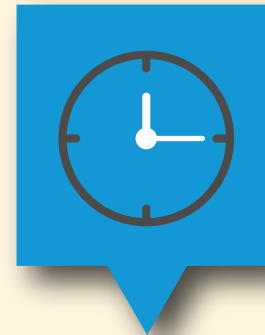
452 problems were reported this year.

Of these, only 19 were not resolved at the first stage of our complaints process and needed further investigation.



- 2 Dispute over costs/charges
- 4 Quality of work
- 1 Staff behaviour/attitude
- 5 Standard of accommodation
- 5 Standard of service
- 2 Policy

**19** 2nd stage complaints



We respond to all complaints at the second stage of our process within 10 working days



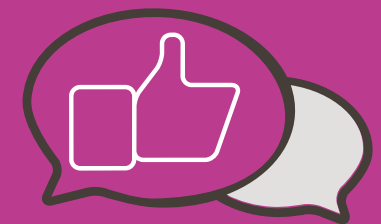
Only one complainant referred their case to the Housing Ombudsman Service. The Ombudsman ruled in our favour.



Our executive team and board receive regular reports on our complaints and what we have learnt. This helps us spot trends and review our services accordingly.

## And the good news...

We were very pleased to receive 89 compliments during the year. If we do a great job, please tell us – it makes our day!



# Housing quality and maintenance

## Day-to-day repairs

**12,000 repairs**

We completed over 12,000 day-to-day repairs to our homes last year.



**24 hrs**

We responded to all emergencies within 24 hours of reporting

**12 days to complete standard repair**

This is above our target of 10 days so we'll be looking at what we can do to improve this during the year

**95% satisfaction**

95% of customers were satisfied with the last repair they had carried out

## Gas servicing

We carried out 3842 gas services this year.

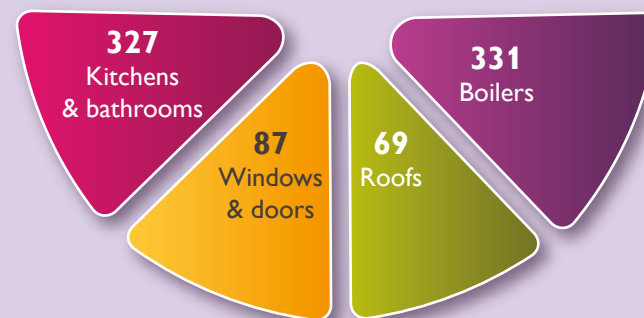
93% of customers said they were satisfied with our gas maintenance service, compared to 88% in the previous year. We are extremely pleased with this as it was our first year of operating the service with our own in-house team.

Our external auditors, Morgan Lambert, check that our operatives are meeting gas regulation standards. They recently ranked us as first out of the 157 companies they audit.



## Investing in homes

This year we invested £9.9 million in property improvements and planned maintenance work. In addition to routine jobs such as painting communal areas or cleaning fascias, this included replacing:



## Health and safety

We have a dedicated health and safety manager who makes sure we are doing everything right to keep you, our staff and your homes safe. Following the Grenfell disaster, we have completed a thorough review of our fire safety procedures. We do not have any high-rise properties, but we do have 56 properties considered to be 'complex buildings'. We will carry out an annual fire risk assessment for these buildings. Our other grouped properties will have an assessment every three years, as this is considered suitable for the level of risk.

## Staying independent

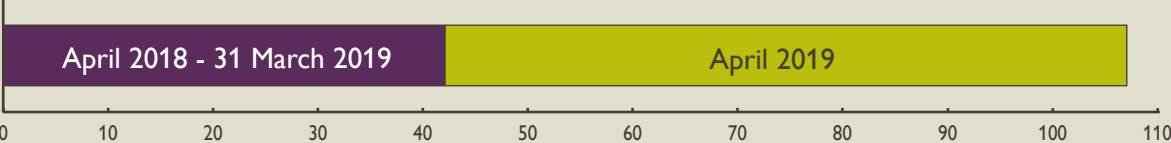
We spent £89,972 on fitting aids and adaptations to homes this year, helping to make life a little easier and safer for tenants with mobility issues. Grab rails and lever taps are some of the simple changes we make that have a big impact for customers.



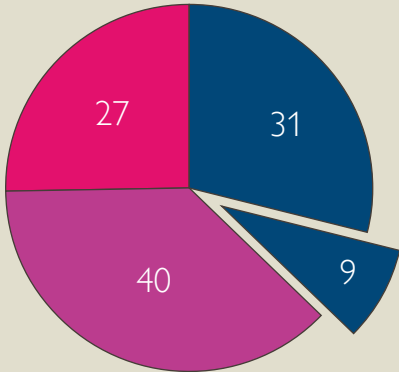


# Neighbourhood and community support

## New homes



We built 42 new homes during the 2018/2019 financial year, with a further 65 completed in early April 2019



### PROPERTY TYPE BUILT

- 40 affordable rent
- 40 shared ownership
- 27 market rent

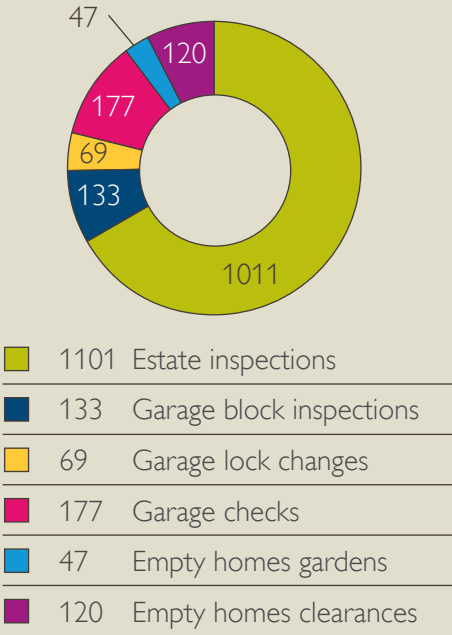
9 of the homes we built for affordable rent have been leased to Horsham District Council to be used as temporary housing. This will help the council address homelessness in the district.



## Pride in our estates

Our estates improvement team are out in all weathers making sure your neighbourhoods are kept clear and tidy.

### This year they carried out:

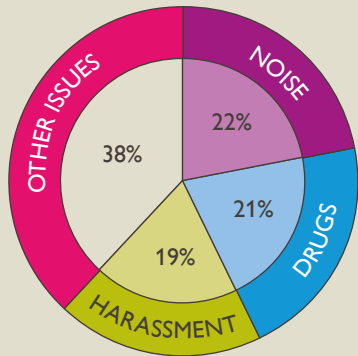


One of our biggest bugbears is rubbish left on the floor in bin stores. Everything has to go in one of the bins provided or the council will not collect it. This means smelly unpleasant facilities for you and unnecessary expense for us. If you see someone dumping rubbish where they shouldn't, please report it.



# Managing homes and helping people

10 cases of domestic abuse were reported during the year. Working closely with the police, we helped seven victims to find new homes. We supported the remaining three people to stay in their own homes with additional security as appropriate.



Our housing management team dealt with 71 cases of antisocial behaviour this year. Two cases ended up with us evicting the household concerned. The main causes of antisocial behaviour were noise (22% of cases), drugs (21%) and harassment (19%).

We have referred five cases of suspected tenancy fraud for investigation. One case has already proved to be a case of illegal sub-letting and we successfully took the tenants to court to regain possession of the property.



## In the community

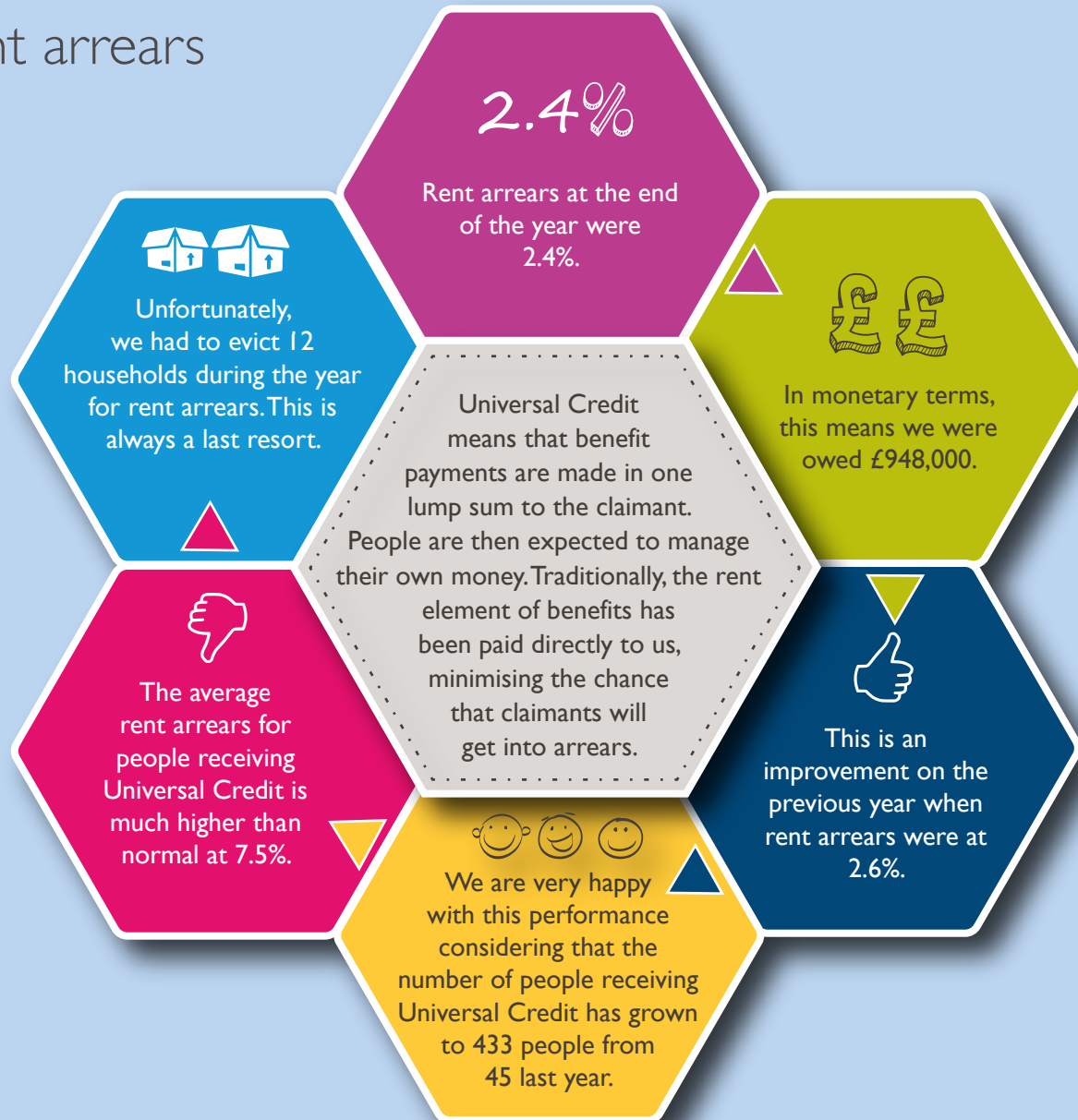
We work in partnership with Horsham Matters, and have issued 85 foodbank vouchers during the year. We have seen an increase in the need for foodbanks, especially where people are waiting for Universal Credit claims to be paid. Horsham Matters have also provided our tenants with 36 furniture packs, 48 white goods items and 90 fuel vouchers.

As a non-profit making company ourselves, we don't have a lot of money to donate to other organisations. What we are able to do though is give some of our time. All staff are given one day off a year from their usual jobs to work on a community project. By lending a team of willing volunteers for a day of action, we have helped Trafalgar Infant school, Age UK, Horsham Rusty Brains, Langley Green hospital and the Horsham & Shipley community project.



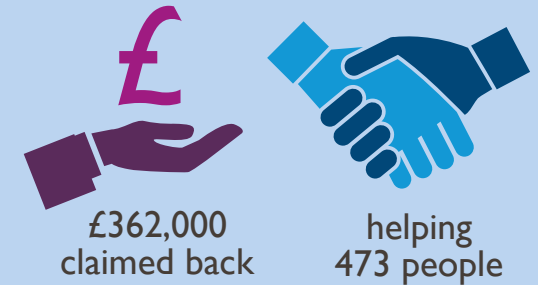
# All about money

## Rent arrears



## We can help

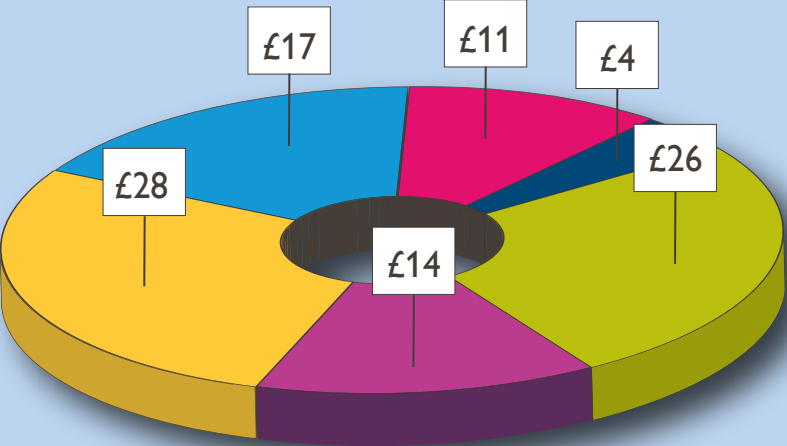
If you are struggling financially, you are not alone. Our money matters team provide friendly support to residents with housing and welfare benefits. They helped 473 people this year. In particular, they helped residents claim a total of £362,000 in backdated benefits.



Lisa, Steve & Nichola  
from the money matters team

# All about money

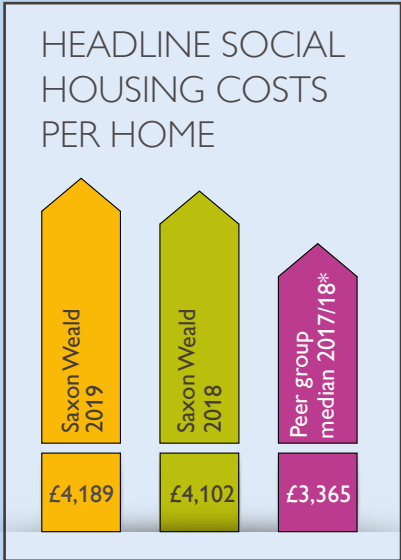
## How we spend our money



FOR EVERY £100 WE SPEND:

Management and service costs	£11
Overheads	£4
Repairs and maintenance costs	£26
Staff costs	£14
Interest payments	£28
Investment in new homes	£17
	£100

## How we compare



Our overall headline costs are higher than average largely due to the high number of retirement and extra care homes we manage. These homes require more staff support and maintenance work than general needs properties. Our headline costs per home based only on general needs homes are £3,253, putting us below the peer group average.

\* 2018/19 figures for our peer group are not yet available.



# Do your bit! Go digital...

If you received your copy of this report in the post, please consider doing your bit for the environment and go digital. If we have your email address, we will automatically send it to you electronically.

If you've changed your email address recently, please let us know or log in to [mysaxonweald.com](http://mysaxonweald.com) and update it there. Thank you.

Sign up to

## MySaxonWeald.com

*The services  
you need at  
a time you  
want.*



- BOOK AND CHANGE REPAIRS APPOINTMENTS
- CHECK YOUR RENT BALANCE
- MAKE A PAYMENT
- SEND SECURE MESSAGES
- ...AND MORE

*Once you've  
registered you  
can access  
your account  
any time.*



Saxon Weald is a housing association, established in 2000, managing approximately 6500 homes across Sussex and Hampshire. We provide affordable rented and shared ownership homes for individuals and families, as well as properties exclusively for the over 55s. We also provide homes for market rent and outright sale through our Weald Living brand.

We are a charitable Community Benefit Society, with the money we make from rents being re-invested in the management, maintenance and building of homes. We are regulated by the Regulator of Social Housing.

