



ENGAGING
our
CUSTOMERS

2015 ANNUAL REPORT TO TENANTS

GETTING FROM
92%
SATISFACTION
TO 95%

ENGAGING OUR CUSTOMERS

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Welcome to the 2015 tenant report. Over the last 12 months we have worked with many of our customers to help us improve our services this year, next year and beyond.

In this report we will tell you how some of our customers have been involved in service reviews and the improvements we will be making as a result. We are always keen to hear from you, so please let us know if services are delivered well, or not so well, as we are always learning from this valuable feedback.

In 2013, 92% of you said you were satisfied with the service we provided to you, but through continuous improvement **we want this to have increased to at least 95% by 2017.**

This report confirms how we have performed in delivering services to you during 2014/15

During 2014/15 we have:

- **Met national standards set by the Homes & Communities Agency**
- **Continued to deliver services as promised within our offer to customers**

from **bdht** chair, Maddy Bunker

As the Chair of bdht, I believe great customer service is at the heart of everything we do.



We can all tell stories of when we have had poor customer service, and so we know what we expect excellent to look like.

I believe that when you come in contact with **bdht** staff, in whatever way, you are listened to, valued and we do everything possible to meet your expectations.

I think it is critical that you are involved and as part of this, I am hugely grateful that the Tenants Panel is involved in shaping the way our services are run.

There are 7 National Standards that a housing provider is expected to meet.

- **Home Standard**
quality of accommodation, repairs and maintenance
- **Tenant Involvement & Empowerment Standard**
customer service, choice and complaints, involvement and empowerment, understanding and responding to diverse needs
- **Tenancy Standard**
allocations and tenancies
- **Neighbourhoods and Community Standard**
neighbourhood management, local area co-operation and dealing with anti-social behaviour
- **Rent Standard**
- **Value for Money Standard**
- **Governance & Financial Viability Standard**



LISTENING AND INVOLVING YOU

OUR OFFER TO YOU:

- We aim to deliver excellent customer service in a way that suits you
- We will treat you fairly with courtesy and respect
- We will ensure you are listened to and give you opportunities to be involved
- We will respond quickly to complaints and learn from our mistakes

Why is customer service important to bdht?

Delivering excellent service is integral to everything we do. It's not only at the heart of our values but makes great business sense, as satisfied customers are much more likely to promote us and our reputation.

Improving telephone access

Most of our customers still prefer to contact us by phone. You have told us that if lines were busy, we could improve your experience by telling you how long you would be likely to wait for your call to be answered. Based on this feedback we are continuing to make this service better.

Customer Service - how have we performed?

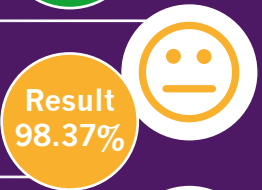
Satisfaction with overall customer service
Target 92%



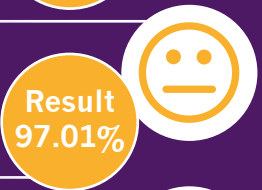
Staff taking time to listen and understand
Target 95%



% of follow on jobs booked same day
A) REPAIRS
Target 99%






% of follow on jobs booked same day
B) GAS REPAIRS
Target 99%



% of calls answered by the
Customer First team
Target 98%



KEY

-  Met targets
-  Missed target between 1-3%
-  Missed target by 4% or more



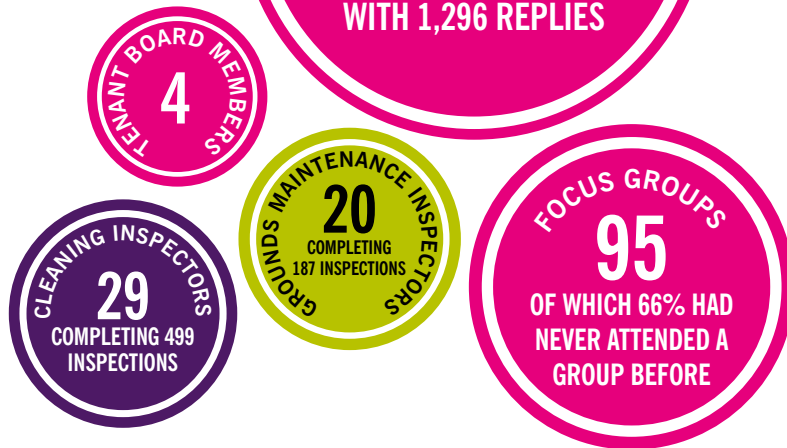
CUSTOMER INVOLVEMENT



OUR OFFER TO YOU

- We want to deliver excellent services to you
- We are accountable to you
- We want you to help us design services that are right for you

Last year, this is how many people got involved to help shape our services to you



the bdht tenant panel

THE BDHT TENANT PANEL

Checking the performance of our organisation is a high priority for us. The Tenant Panel meets every quarter to help analyse our services and ensure that any queries are brought to the bdht Board.

Members of the Panel have full access to **bdht** performance reports, including a summary of complaints made, compliments received and satisfaction survey results.

Members of the Panel also undertake detailed enquiries into specific service areas and use the information obtained to work with **bdht** staff to improve services for the future.

HOW YOU CAN BE INVOLVED

If you would like to join the Tenant Panel or get involved in any other way, please call us free on **0800 0850 160** or email resident_involvement@bdht.co.uk.

COMPLAINTS, COMPLIMENTS AND FEEDBACK

OUR OFFER TO YOU:

Your feedback is really important to help improve our services, whether it's a complaint or a compliment. What's important is that you let us know how you feel.

We have had more formal complaints this year than last. This is mainly the result of a large programme to fit external wall insulation (EWI) to our least energy efficient properties.

Although we are confident customers will recognise the benefits of this work in terms of energy costs, these works were very disruptive in the short term and took longer to complete than expected. We would like to take this opportunity to apologise for the inconvenience caused and reassure you that we have learnt from this experience.

Number of complaints



Apart from EWI works, most complaints received concerned other larger planned works and repairs. Issues raised by customers included poor communication and failure to complete works on time. Due to the intrusive nature of planned works and the volume of response repairs, these services generate the most complaints. We do, however, want to reduce the number of service failures and we are already making improvements. See page 7 for more details.

Despite our best efforts, things will go wrong on occasion. If they do please tell us by contacting the Business Improvement Team on **0800 0850 160**, or email complaints@bdht.co.uk.

During 2014/15 we did, however, receive more compliments than complaints.



ENCOURAGING COMPLAINTS

Please tell us when things go wrong as it gives us a chance to put things right and learn for the future. We want to make it as easy as possible for you to talk to us. Customers have told us that it is really important that staff take time to listen and understand their issues.

To do this, we are trialling the following:

- Reducing the formal internal complaint process from 3 stages to 2
- Reducing the overall completion time from 30 days to 25 days, but we are giving managers an extra 5 days (up to 15 days in total) to resolve complaints at Stage 1

No complaints against bdht were upheld by the Independent Housing Ombudsman during 2014/15.

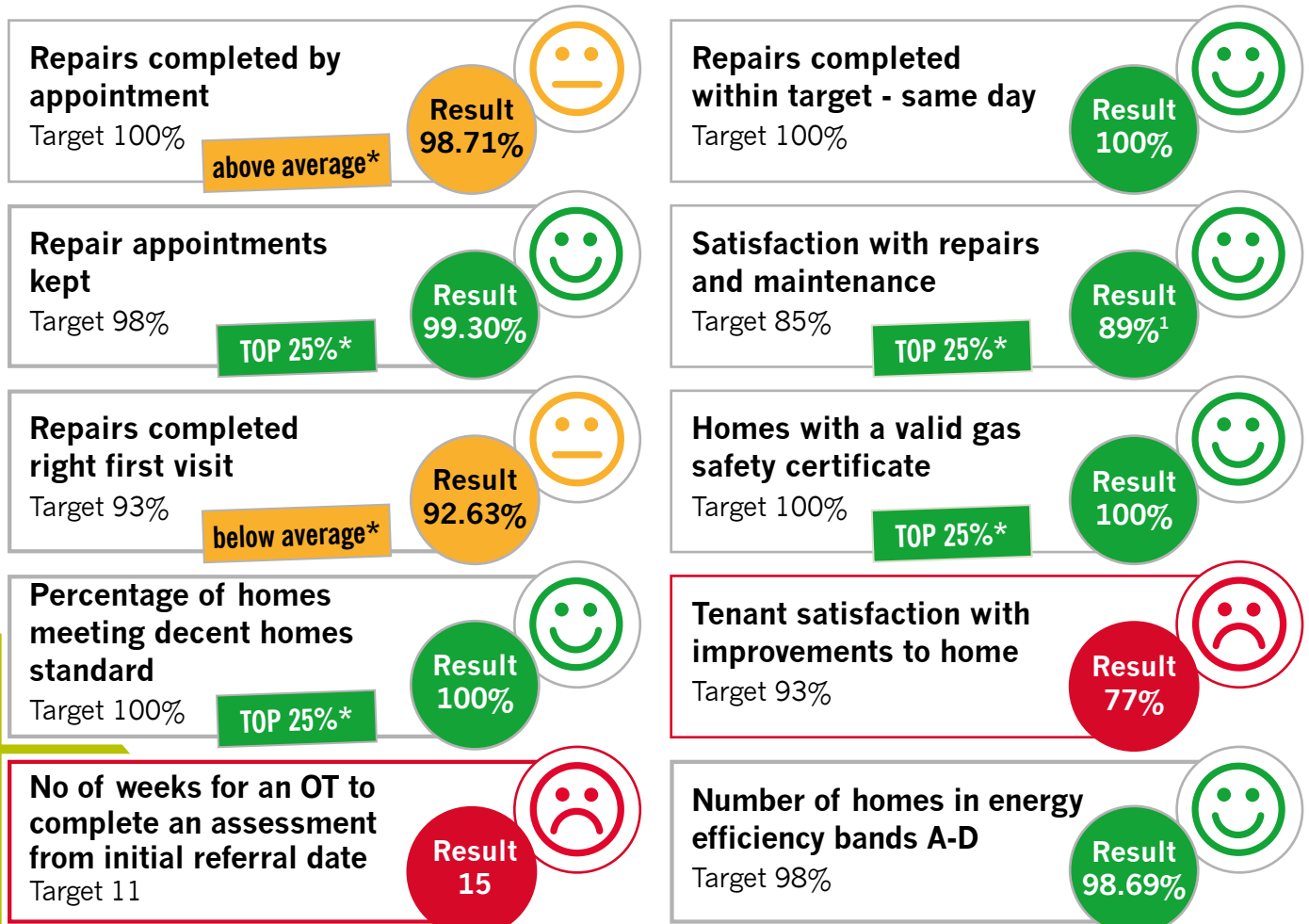


YOUR HOME

OUR OFFER TO YOU:

- **We will ensure** that you have a decent home to live in
- **We will strive** to make your home as energy efficient and affordable as possible
- **If you have a disability** we will help you adapt your home to suit your needs
- **We will repair** your home quickly and make improvements when required
- **We will** regularly check your home to make it safe and secure
- **We will offer** appointments and try to fix faults first time

REPAIRS, IMPROVEMENTS AND ADAPTATIONS - HOW HAVE WE PERFORMED?



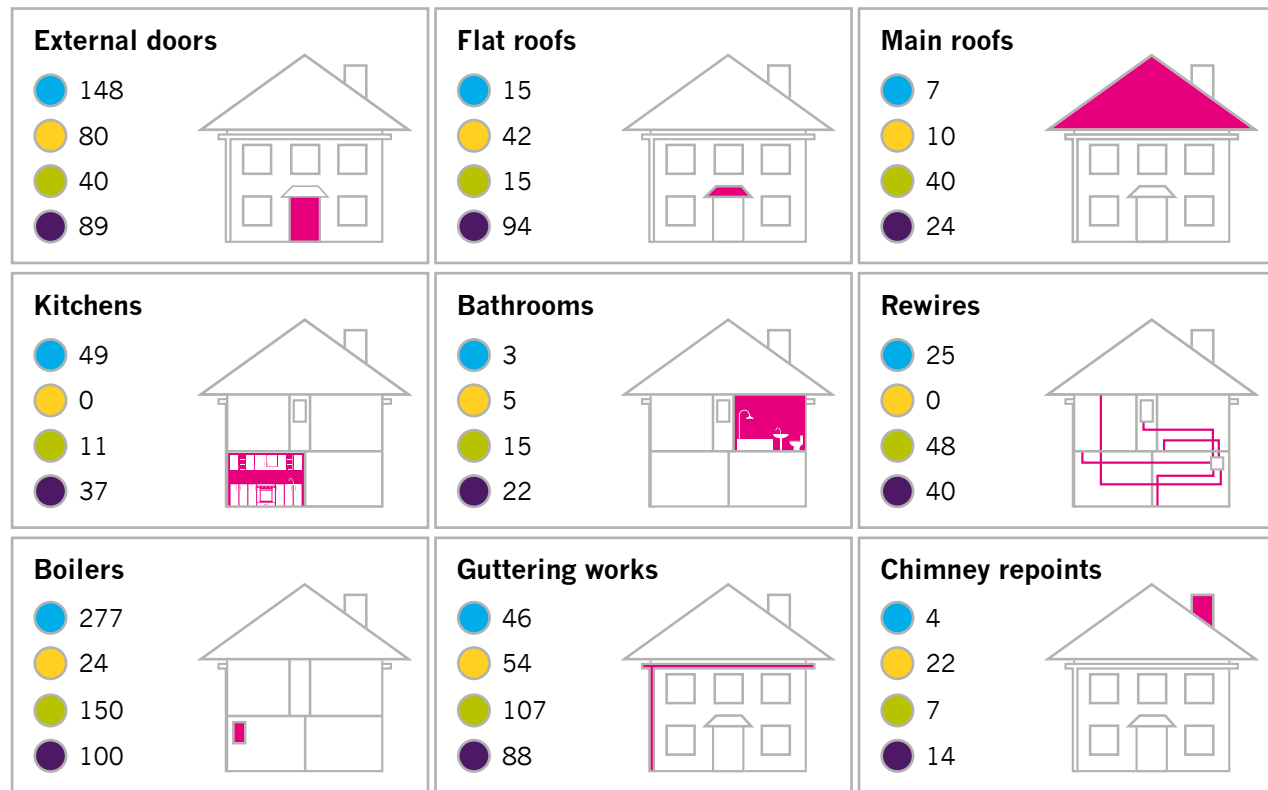
IMPROVING HOMES

OUR OFFER TO YOU:

In the last 12 months we have externally insulated 303 properties. Insulation has increased thermal efficiency, leading to reduced fuel bills and reduced condensation.

Although valuable, this work has been disruptive leading to a slight reduction in customer satisfaction to 77%. However, we are confident that these improvements will have longer term benefits for current and future customers leading to improved satisfaction levels.

WE HAVE ALSO COMPLETED **508** PLANNED WORKS AS SET OUT BELOW:



KEY ● 2011/12 ● 2012/13 ● 2013/14 ● 2014/15

MOVING FORWARD

As a result of feedback from customers, we have employed an additional surveyor, which will enable our Asset Management Team to provide an enhanced customer focused service.

In addition we have appointed a new planned works contractor, Wates Living Space, who will undertake the planned works programme from 2015 onwards. Customers and Leaseholders were involved in the selection process for this appointment.

*members of our
Asset Management
Team*



RESPONSE REPAIRS

SATURDAY APPOINTMENTS

We have completed 528 Saturday appointments and have expanded the team to be able to offer plumbing, plastering, carpentry and gas appointments.

REDUCING WAITING TIME

Following consultation with customers, you advised us that reducing the time you wait for a repairs appointment was important to you. Therefore this year, the average target time for repairs will be reduced from 12 days down to 11 days and larger scale works reducing from 30 days down to 20 days.

We are now bringing roofing repairs in-house during 2015-16, as we know from feedback this is what customers would prefer.

Priority	Number	% in target	Average time
Emergency	1509	100%	
Appointed	7124		11.41 days
Larger Appointed	1278		23.11 days

bdht staff spotlight 2015

CAREER DEVELOPMENT STAR
AWARD WINNER 2014 -

KATE LEANING

One of our valued team members was recognised for her work when she scooped a prestigious award at the Housing Heroes Awards 2014.

Kate Leaning, part of our Community Repairs Team, was nominated for the Career Development Star award and beat off competition from around the country to be crowned the winner. Kate is the first female operative in our Community Repairs Team and has completed rigorous training and qualifications after deciding to retrain for a new career path.

Some of you will recognise Kate. We're so proud of her achievements - she is a wonderful ambassador for the business and is always striving to do her very best for our customers.



MOVING FORWARD

After receiving positive feedback for our Repairs MOT scheme, we have decided to extend it to include even more properties for the coming year. By bundling up work it becomes more convenient for you, cutting down the amount of appointments you need and ensures you receive a guaranteed visit every six months.

If anyone would like to join this scheme, please contact the Customer First Team free on 0800 0850 160 or email repairs@bdht.co.uk.

% AND NUMBER OF JOBS COMPLETED BY THE IN-HOUSE REPAIRS TEAM – INCLUDING GAS BUT EXCLUDING SPECIALIST WORKS

In-house teams

12,819

External teams

744

Total

13,563

or

94.51%

QUICKER HOMES IN BETTER CONDITION

Over the last 12 months we have repaired 292 homes which had been vacated. These properties were re-let in an average of 17 days. At viewing and sign up, we have spent more time going through the re-let standards with you and this has helped increase customer satisfaction from 71% in 2013/14 to 88% this year.

New customers had previously told us that they received a great deal of help during the letting process but very little once they moved into their new home. We have listened and as a result, all new customers in general needs properties will receive 12 months support from our Tenancy Sustainment Team. Customers in sheltered housing will continue to receive ongoing assistance from the Sheltered Living Team.

During 2014/15 we let 345 properties (including new developments), with 95% of new customers satisfied with the letting process (compared to 90% during the previous year).

MUTUAL EXCHANGE

17 completed during 2014-15, 100% were within timescale.

If you are looking to move homes you may be interested in joining HomeSwapper.

HomeSwapper is a website to help customers identify others who want to exchange homes. Access to the site is free for **bdht** customers. You will be able to advertise your property and receive automatic matches for your needs. Just visit www.homeswapper.co.uk for more information.

GAS REPAIR UPDATE

For your safety it is a legal requirement to have an up-to-date gas safety certificate. Any customer that fails to allow us access to carry out our annual inspection can be taken to court.

At the 31st March 2015, all of our homes had a valid gas safety certificate – a big thank you to all of you for providing us access to your homes to undertake these vital checks.

What we check as part of your gas service:

- The gas meter is working properly
- That your boiler is maintained and safe
 - Carry out pipework checks
- Do a visual inspection of your gas cooker
- Carry out a gas safety check on gas fires installed by us
- That tenant's own fires have a valid gas safety and flue check

We will always make an appointment to carry out the gas repairs and services, if weekdays are inconvenient, Saturday appointments are available on request.

Priority	Number	% in target	Average time
Same day	522	100%	
Appointed repairs	2230		5.69 days
Planned repairs	751		15.65 days



PAYING YOUR RENT

A BIG THANK YOU

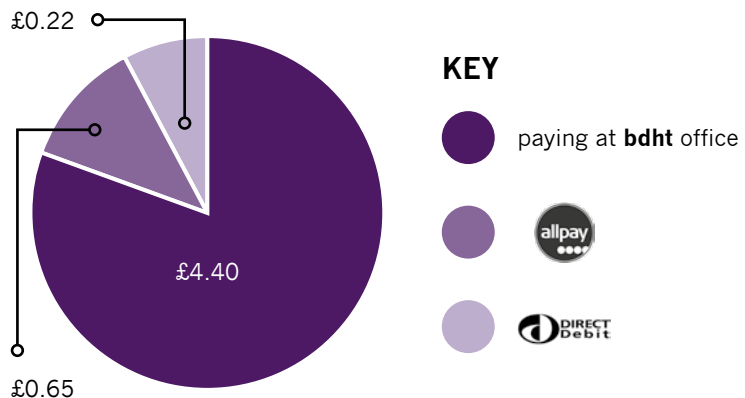
Rent accounts for around 80% of our income and is essential for the ongoing delivery and development of services to customers.

This year we collected 100.38% of the rent due. This means that we were paid the majority of rent from last year, but we also managed to collect some outstanding rent from previous years.

We want to spend as much of our income on providing services to customers and building new homes. We are always looking at ways to reduce overhead costs and one way you can help us achieve this is by the way you pay your rent.

The cost to bdht of paying your rent

Cost per transaction



This is money that could otherwise have been spent on services to customers.



Mr Mark Davis with Sue Driver from bdht

PRIZE WINNERS

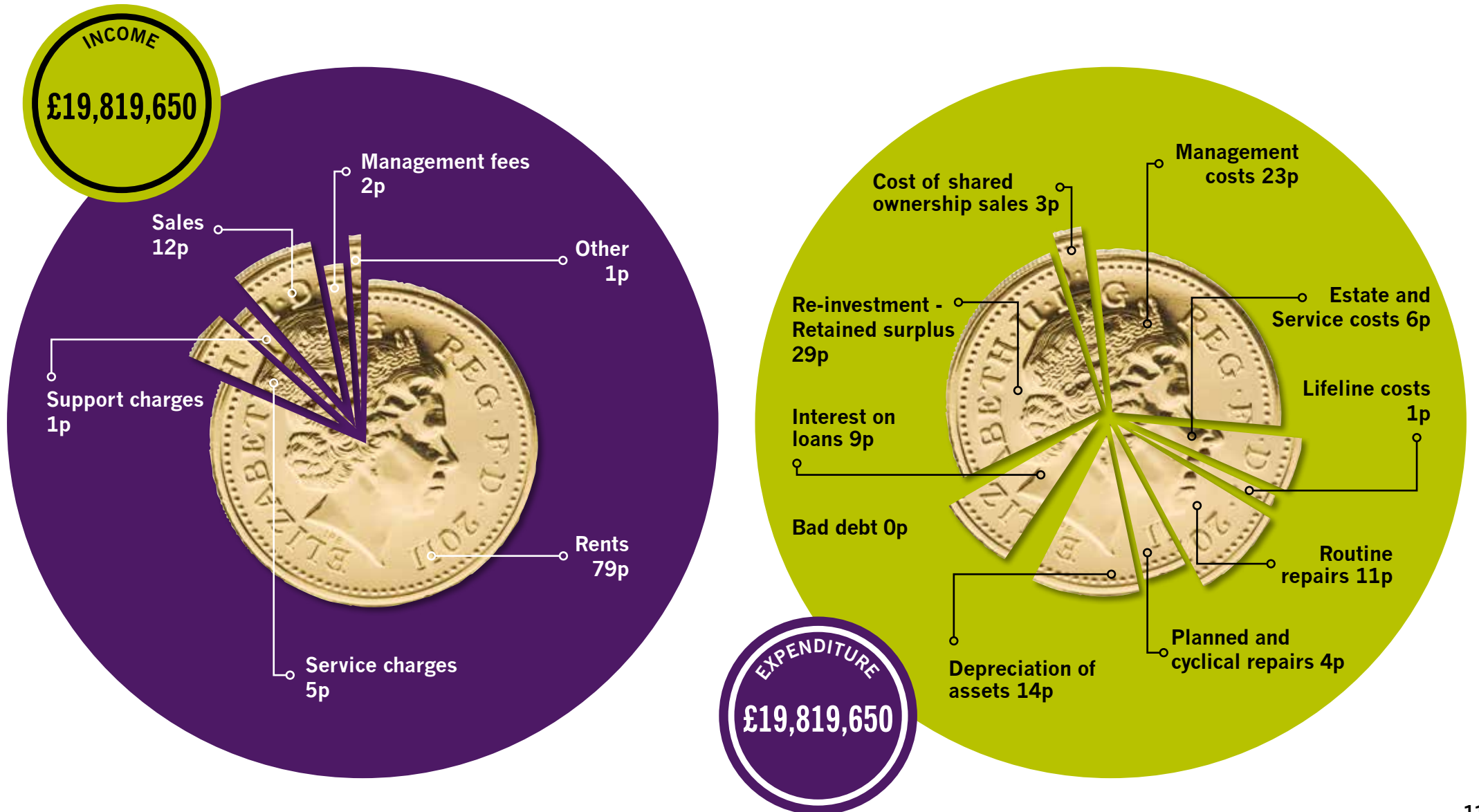
Congratulations to Mr Mark Davis who won £1,000 in our July 2014 draw for paying his rent on time and in full each month.

Every year, we offer three opportunities for you to win £1,000 if you have clear rent accounts.

The winners are drawn in July, December and March after the rent free weeks. To be entered, you must be a **bdht** customer and have clear accounts, no breaches of your tenancy and have a valid gas safety certificate. Don't miss out, call us today on **0800 0850 160** to check your rent account balance.

VALUE FOR MONEY

Reducing rent collection costs is just one way we are looking to make changes whilst maintaining and improving services. Each year we publish a detailed assessment on how we have delivered greater value for money. This assessment is published on our website at www.bdht.co.uk in the About Us section.



NEIGHBOURHOODS AND COMMUNITIES

OUR OFFER TO YOU

- **We will** work with you to make your communities a nice place to live
- **We will** help to reduce crime and tackle anti-social behaviour (ASB)
- **We will** support people to find employment opportunities and access benefits and training available to them
- **We will** help people and communities to reach their full potential

Satisfaction with neighbourhood

Target 88%

below average*

Result
86%²



Tenant Cleaning Inspections; Standard Met

Target 82%

Result
90%



Grounds Maintenance Inspections; Quality of Grass Cutting

Target 95%

Result
97%



²2013 Star Survey

*Against other Housing Associations



(l-r) Betty Kremer and Eileen Hughes

SHELTERED LIVING

Over the last 12 months the Sheltered Living Team has been busy engaging with customers and has held nearly 200 activities, such as Easter events, bingo and even curling. The team has also seen over 650 drop-ins to its weekly sessions.

OF THOSE TENANTS ENGAGING WITH THE SERVICE:

96% said the wellbeing calls from the sheltered living team were valuable

94% found home visits from the sheltered living team valuable

89% rated drop-in sessions held by the sheltered living team as valuable

87% felt that the social activities arranged by the team were of value

One third of customers have not regularly accessed the service and the team is working hard to make sure there are new activities and drop in sessions available to appeal to everyone.

TENANCY SUSTAINMENT

We offer support to people in the first 12 months of their tenancy. There have been 250 new tenancies since March 2014 and in this time, only 2 households have left.

A Furnished Tenancy package has been piloted since December 2014 and has proved popular so we will be extending it during 2015/2016. 7 furnished tenancies are in place with 100% satisfaction. At a time when money is tight and you haven't got much spare cash, this may be an option you could use.

ESTATE WALKABOUTS

We will continue to carry out estate walkabouts, however, we would like more customers to get involved to highlight local issues. Dates and locations are on our website and will be advertised locally.

COMMUNAL CLEANING

Cleaning standards are checked by our 29 Tenant Cleaning Inspectors, with an average of 90% of standards being met. We know we can still do better.

A Tenant Panel Enquiry Group has looked at this service on ways it can be improved and a number of recommendations are currently being considered.

If you need help with maintaining your garden, we do offer a 'Handy Garden' service. This is charged at £8 for half an hour. Please contact the Environmental Services Team on 0800 0850 160.

SCHOOL PROJECTS

Two sessions with schools have been held this year looking at taking pride in their community and building inter-generational links. We are looking to expand this across the district.

COMMUNITY FUN DAY A HUGE SUCCESS

Last August we hosted another successful family fun day at Lyttleton Avenue Recreation Park which saw over 400 people attend. We are looking to organise other events across the district this year and will keep you updated with details. We hope to see some of you there so you can give us your valuable feedback on your neighbourhood and local community.

MOBILE WORKING

We have invested in mobile technology so that our staff can capture your immediate feedback.



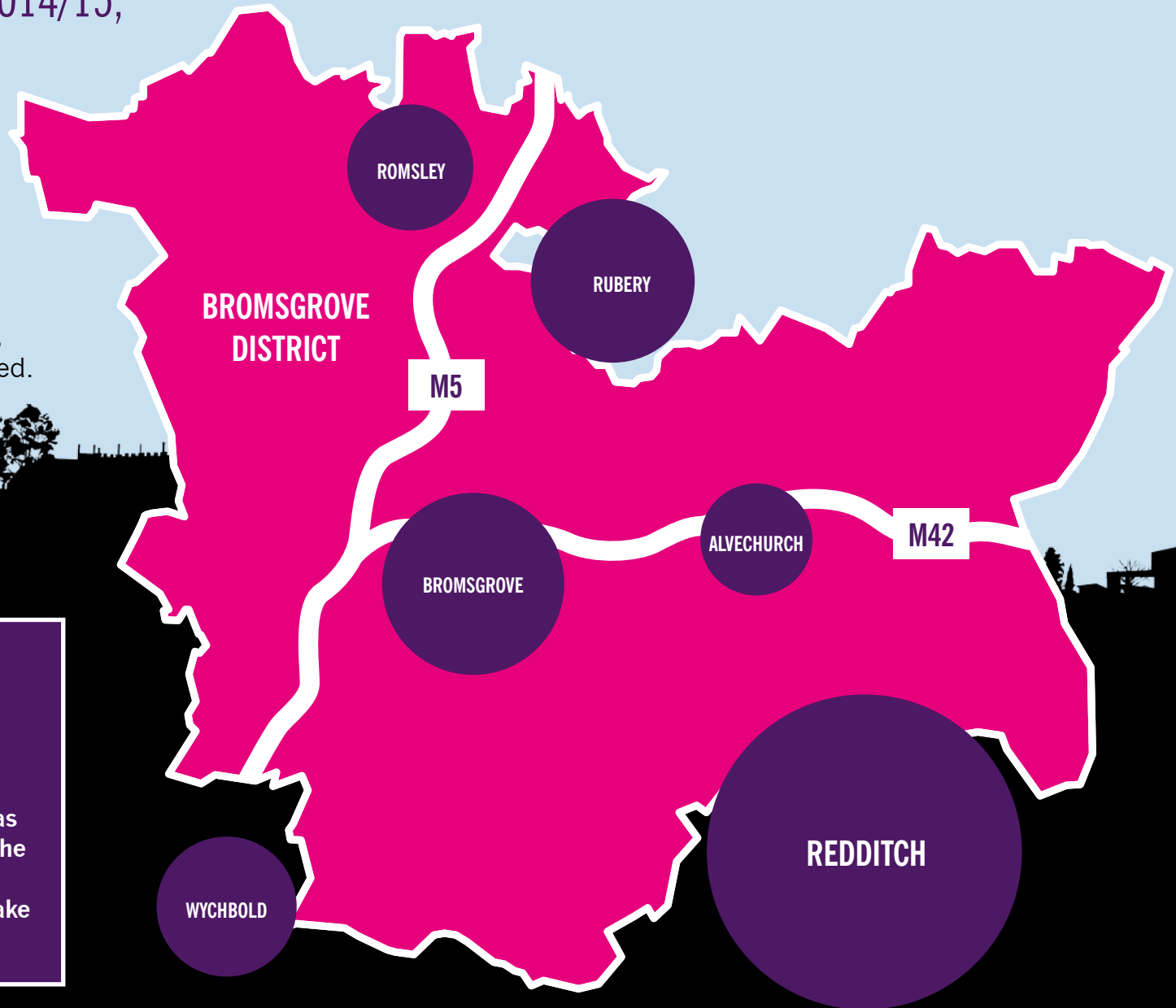
first, second and third place winners Lily, Holly and Isabelle from our van livery competition

WHERE WE ARE BUILDING

74 PROPERTIES COMPLETED IN 2014/15,
102 PLANNED FOR 2015/16

It's now a nationally accepted fact that we need to build more homes if we are to provide the opportunities for our children that we have benefited from. At the recent election the lack of suitable and affordable housing was the 5th most important issue raised by the electorate.

As the District's largest housing association, we accept our responsibility to meet this need.



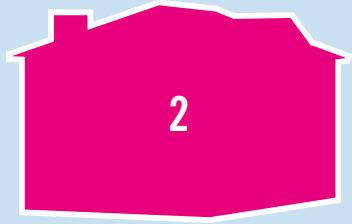
1 BEDROOM HOUSES - UNDER OCCUPATION

Traditionally Housing Associations have not provided one bedroom homes, seeing them as lacking flexibility and taking up as much land as two-bed equivalents. However we fully accept the need to respond to customers affected by the changes in government policy and they now make up a quarter of our new builds.

Total completions (by district)

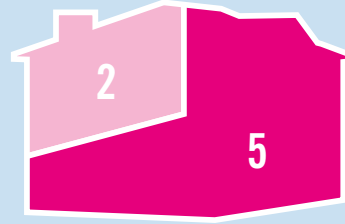
ALVECHURCH

2014/15 completions 2015/16 completions



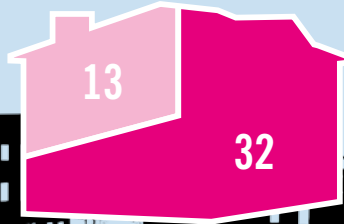
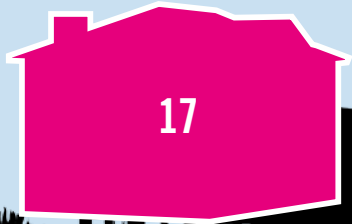
ROMSLEY

2014/15 completions 2015/16 completions



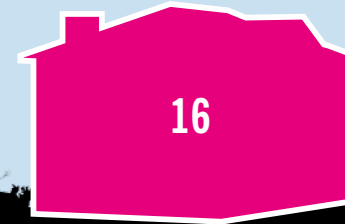
BROMSGROVE

2014/15 completions 2015/16 completions



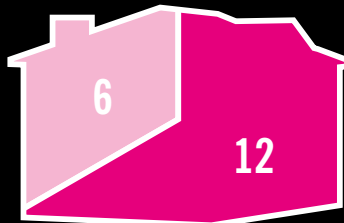
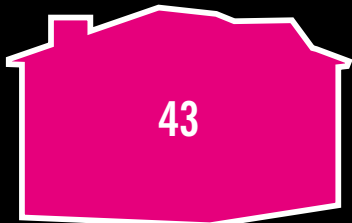
RUBERY

2014/15 completions 2015/16 completions



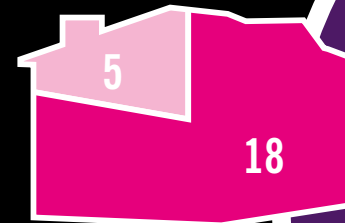
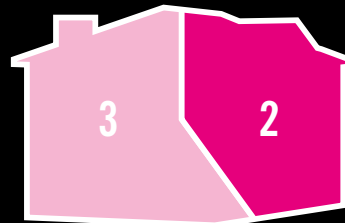
REDDITCH

2014/15 completions 2015/16 completions



WYCHBOLD

2014/15 completions 2015/16 completions



Total completions
in 2014/15

74

Completions planned
for 2015/16

102

KEY rented shared ownership

GOVERNANCE AND FINANCIAL VIABILITY

bdht is independently assessed by its regulator, the Homes & Communities Agency (HCA). The result of the most recent assessment is that bdht has been awarded the highest possible rating for financial viability (V1) and governance (G1). These assessments can be viewed in full at www.gov.uk/government/organisations/homes-and-communities-agency then go to Regulation and then Regulatory Judgements.

The Board is responsible for the performance of our organisation. The Board sets out our strategic direction and ensures that we comply with legislation, regulation and manages risks faced by the organisation.

BOARD MEMBERS



Maddy Bunker
Independent Board Member
Chair of the Board



Stephen Gabriel
Independent Board Member
Chair of the Development and
New Business Committee



Paul High
Independent Board Member



Vikki Holloway
Independent Board Member



Barry Thompson
Independent Board Member
Chair of the Compliance Committee



Adam Wagner
Independent Board Member



Barrie Payne
Shared Owner Board Member



Peter Worthington
Tenant Board Member
Chair of the Performance & Review Committee
Chair of the Remuneration Committee



Brian Bonham
Tenant Board Member



Rachel Ward
Tenant Board Member



Mary Miller
Co-opted Board Member



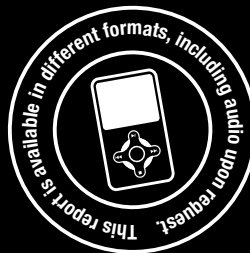
David Saunders
Co-opted Board Member



Edwina Evans
Chair Tenants Panel
Permanent Invitee

Bromsgrove District Housing Trust
Buntsford Court, Buntsford Gate, Bromsgrove, Worcestershire, B60 3DJ
freephone 0800 0850 160
email info@bdht.co.uk
web www.bdht.co.uk

Registered Charity number: 1111423



WAYS TO GET IN TOUCH

- **Phone:** 0800 0850 160 or 01527 557557
- **Letter:** FREEPOST bdht
- **Email:** info@bdht.co.uk
- **Website:** www.bdht.co.uk
- **Fax:** 01527 557600
- **Text:** 88020 start your message with the word **bdht**
- **In person:** bdht offices Buntsford Court