

2016 ANNUAL REPORT TO TENANTS

# BUILDING FOR THE FUTURE

SAVING MONEY, SAVING SERVICES



**bdht**

Bromsgrove District Housing Trust



**A MESSAGE FROM  
MADDY BUNKER,  
CHAIR OF  
THE BOARD**



**OUR VALUES  
AND MEETING  
THE NATIONAL  
STANDARDS**



**1.  
LISTENING AND  
INVOLVING YOU**



**2.  
CUSTOMER  
INVOLVEMENT**



**3.  
COMPLAINTS,  
COMPLIMENTS AND  
FEEDBACK**



**4.  
YOUR HOME**



**5.  
REPAIRING YOUR  
HOME**



**6.  
GAS REPAIRS TO  
YOUR HOME**



**7.  
REPAIRING AND  
RE-LETTING  
VACANT HOMES**



**8.  
NEIGHBOURHOODS  
AND COMMUNITIES**



**9.  
WHERE WE ARE  
BUILDING**



**10.  
PAYING YOUR  
RENT/PAYING FOR  
SERVICES**



**11.  
VALUE FOR MONEY**



**12.  
GOVERNANCE  
AND FINANCIAL  
VIABILITY**



**NEXT SECTION**

# WELCOME TO YOUR 2016 ANNUAL REPORT

## A message from Maddy Bunker, Chair of the Board

**In this report we will let you know how well we have delivered services to our customers over the previous year and our plans for the next 12 months.**

Many of you will be aware of the Government's welfare reforms, these have resulted in income reductions for many of you, they have also reduced ours. There are more changes to come, and we need to be prepared to meet these challenges. These will impact on all of us. What is important is how we choose to respond and how we change.

bdht is an extremely strong organisation of which I am immensely proud. We are financially robust. We are able to bend into the wind without damaging our roots. The Board of bdht are absolutely clear that we will hold tightly to our long established goal of achieving 95% tenant satisfaction with bdht as a landlord by 2017.

Staff are committed to working flexibly to ensure services continue to be delivered to high standards but even more efficiently. However, we also need you, as our customers, to be flexible, and help us. We will be working closely with customers to ensure that our respective responsibilities are understood and that we all work to these.

A vital way in which we can operate more efficiently and yet continue to improve services for you is through our Digital Delivery strategy. We are developing new systems that allow you to access our services via the Web, email and text, 24/7.

Because we are financially strong and continually look for greater efficiencies we are able to commit to our ambitious development plans to help existing and future customers meet their housing aspirations whether as a tenant, leaseholder or shared owner.

**EXPLORE YOUR ANNUAL REPORT**



## OUR VALUES

### CARING

To care about the quality of services we provide to our customers and the welfare of the Trust's employees

### ENABLING

To enable our customers to access and choose services wherever possible and empower the Trust's employees to deliver high standards of customer service

### FAIR

To deliver a consistently excellent service to all customers and to always be fair in the day to day support of the Trust's employees

### HONESTY

To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity

### POSITIVE

To display a positive 'can-do' approach to customer service and support and encourage the Trust's employees in this respect



## MEETING THE STANDARDS

There are 7 national standards that a housing provider is expected to meet.

- Home Standard - quality of accommodation, repairs and maintenance
- Tenant Involvement and 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



## DURING 2016 WE HAVE

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



Homes &  
Communities  
Agency



NEXT SECTION

# 1. 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

## CUSTOMER SERVICE - HOW HAVE WE PERFORMED?

Satisfaction with overall customer service

Target  
93%

Result  
96%



Staff taking time to listen and understand

Target  
96%

Result  
98%



HOW HAVE WE LISTENED - WHAT HAVE WE DONE ABOUT IT?





## DIGITAL DELIVERY

Thank you to the majority of customers who completed the digital inclusion survey that we sent you late last year. If you haven't sent us your completed survey, please return it as it will improve the services that we can offer you.

We believe that online services are more convenient to you and can save costs to the business. Many people find it a lot more convenient to send an email these days than a letter, or report something via a website or an app than to call someone. It also helps us to offer some services around the clock, rather than be restricted by office hours.

We believe by developing our digital delivery, we can improve customer satisfaction and target our resources to where they are most needed.

This summer, we're moving all of our core housing management systems to a new supplier, and as part of this initiative, we are launching a new web portal as part of our website. This will enable you to interact far more, including reporting repairs, selecting appointments and viewing rent statements.



## GREAT PLACES - MOTIVATED STAFF

**We believe that well motivated staff help deliver excellent customer service.**

We put as much effort into staff satisfaction as customer satisfaction and have benchmarked ourselves against the best organisations in the Country through Great Places to Work. Our position of 7th in the Medium Sized Organisations category builds on our success in the Sunday Times Best Companies over the last five years where we consistently finished in the top ten.

By being a great employer this helps us retain and attract the best staff to deliver services to you.

96% of our staff told Great Places that bdht is truly customer focused with systems in place that allow them to deliver the best possible service to customers.



RANKED 7<sup>TH</sup> IN 2016

**We continue to build our Customer First Team, ensuring that as many of your calls are able to be answered at the first point of contact. We've invested in better phone management and reporting services so we get the right amount of staff available at the right time. We know that a lot of you prefer to contact us by phone, but we're busy developing digital channels so you have another option available to you.**



GET IN TOUCH



NEXT SECTION

# 2. CUSTOMER INVOLVEMENT



## OUR OFFER TO YOU

- We will ensure you are listened to and give you opportunities to be involved
- You can be involved in a number of ways to suit you to help improve services for everyone

## YOU CAN PARTICIPATE IN THE FOLLOWING WAYS

- Cleaning Inspector<sup>1</sup>
- Grounds Maintenance Inspector<sup>2</sup>
- Tenant Mystery Shoppers
- Member of the Tenant Panel<sup>3</sup> (membership limited to 9 tenant, 1 leaseholder and 1 shared owner)
- Member of the bdht Board<sup>4</sup> (4 positions on the Board are reserved for bdht tenants (3) and shared owners or leaseholders(1))
- Attendance at Focus Groups
- Completing customer surveys

If you would like more information about any of these options and the rewards available to participating tenants please contact the Business Improvement team by email at [info@bdht.co.uk](mailto:info@bdht.co.uk) or call us for free on **0800 0850 160**.

<sup>1</sup> Subject to vacancies

<sup>2</sup> Subject to vacancies

<sup>3</sup> Subject to a selection process when vacancies arise

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**DURING  
2015/16**



**4 TENANT  
BOARD  
MEMBERS**



**13 TENANT PANEL  
MEMBERS**

9 TENANTS,  
1 LEASEHOLDER AND  
3 SHARED OWNERS



**1,294 SURVEYS  
RECEIVED**



**35 GROUNDS  
MAINTENANCE  
INSPECTORS  
OF WHICH UNDERTOOK  
234 ASSESSMENTS**



**24 TENANT MYSTERY SHOPPERS**  
TESTED OUR SERVICES ON 212 OCCASIONS



**26 CLEANING  
INSPECTORS**  
CARRIED OUT 585  
CLEANING CHECKS



**NEXT SECTION**



DURING  
2015/16



# 1,294 SURVEYS

## RECEIVED



4 TENANT  
BOARD  
MEMBERS



13 TENANT PANEL  
MEMBERS

9 TENANTS,  
1 LEASEHOLDER AND  
3 SHARED OWNERS

Tenants who have participated in the above activities have helped improve many services including:

**1. Standard of Re-Let Homes**

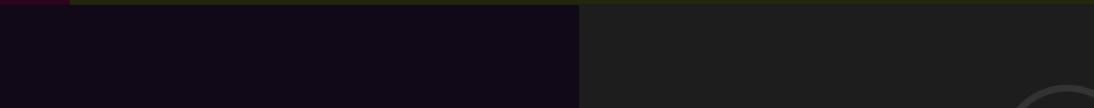
Standard Met in Full

2013/14 – 71%

2015/16 – 87%

**2. Appointments**

Appointment of a new planned works contractor (Wates Living Space) from April 2015. Tenant satisfaction with planned works has risen to 89% during 2015/16 compared to 77% during 2014/15.



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## 24 TENANT MYSTERY SHOPPERS

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# 3. COMPLAINTS, COMPLIMENTS AND FEEDBACK



## OUR OFFER TO YOU

### **We will respond quickly to complaints and learn from our mistakes.**

Your feedback is really important to help us improve services for you and your neighbours. Thank you to all of those who took time last year to let us know how you felt.

Please let us know how you feel, good or bad, we can learn. You can do so via our website portal [www.bdht.co.uk](http://www.bdht.co.uk) by Email: [info@bdht.co.uk](mailto:info@bdht.co.uk); by phone 0800 0850 160.

If you are dissatisfied with any action we have taken or failed to take, or the standard of service provided, please tell us. We will try to resolve your complaint quickly either through a 'quick fix' (within two working days) for simpler issues or through a "formal" complaint for more complex problems (within 15 working days).

**SEE HOW MANY PEOPLE GOT INVOLVED TO HELP SHAPE OUR SERVICES TO YOU DURING 2015/16**





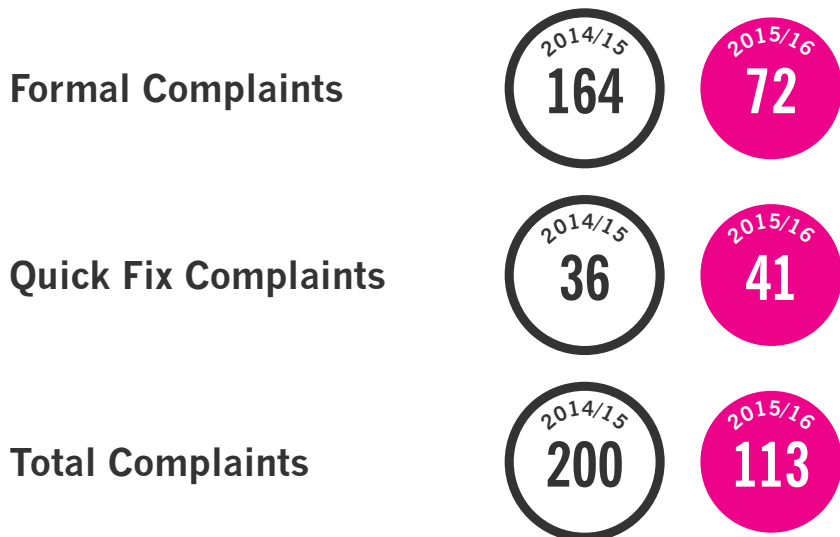
# DURING 2015/16 THE NUMBER OF COMPLAINTS RECEIVED FELL BY ALMOST 50% COMPARED TO 2014/15.

We were, however, able to resolve more complaints through our 'quick fix' system this year than last, with over one third completed as 'quick fixes' during 2015/16 compared to just 18% in the previous year.

Of those more complex formal complaints 85% were resolved at the first Stage of our internal complaints process.

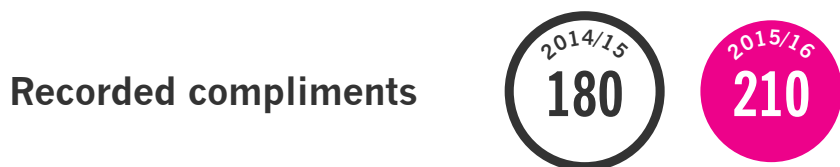
We operate a simple two-stage complaint process, tenants still dissatisfied at the end of this process can contact a 'designated person' (a local district Councillor or any MP) and ultimately take their complaint to the Independent Housing Ombudsman.

**During 2015/16 only one complaint was escalated to the Housing Ombudsman. Whilst we are not complacent, we are proud that in the past twelve years no complaint against bdht has been upheld by the Ombudsman.**

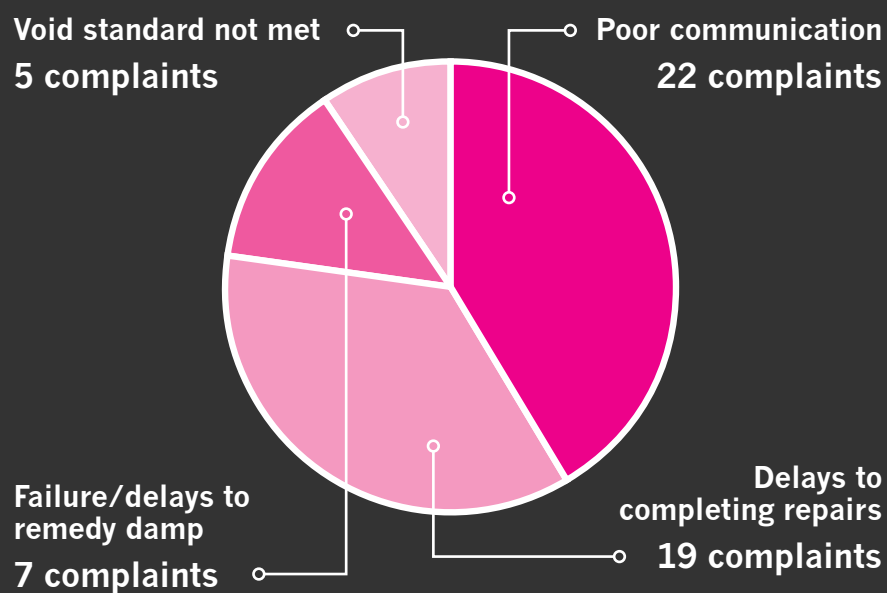


## COMPLIMENTS

Whilst the number of complaints fell last year, the number of recorded compliments rose to over 200.



## THE MAIN CAUSE OF COMPLAINTS



When we looked into these complaints, in over half the cases (56%) we agreed with our customer that there had been a service failure and agreed action to rectify the failure.



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# 4. 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 to heat 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

During 2015/16 bdht spent **£6,125,852** improving, repairing, maintaining and adapting customer's homes.

## IMPROVEMENTS & ADAPTATIONS - HOW HAVE WE PERFORMED?

Percentage of homes meeting the Decent Homes Standard

Target  
100%

Result  
100%



Percentage of homes in energy efficiency bands A-D

Target  
98.5%

Result  
98.91%



Satisfaction with the aids and adaptation service

Target  
98%

Result  
97%



Number of adaptations assessed and undertaken by the Community Repairs Team

Target  
80%

Result  
81%



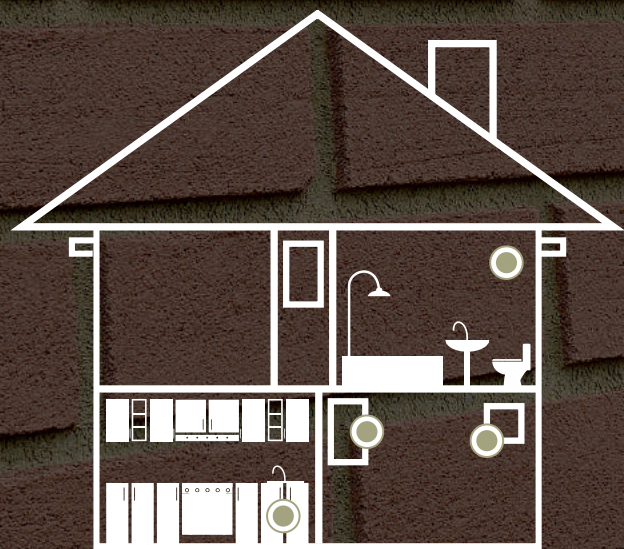
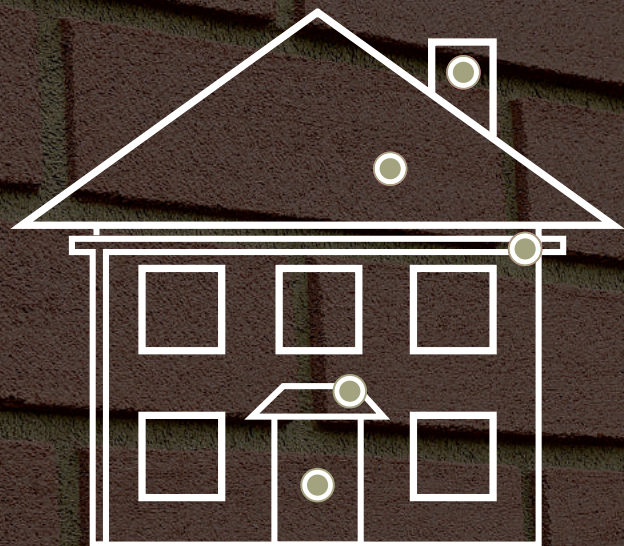


During 2015 we appointed Wates Living Space as our new planned works contractor. Customer satisfaction with planned works improved during 2015/16 to 89% (from 77% during the previous year).

**During 2015/16 we spent £3,570,902 improving our tenant's homes, of which £1,036,138 was toward improving the energy efficiency of homes through installation of new boilers.**

**During 2015/16 bdht spent £55,523 adapting tenant's homes to meet their changing needs.**

WE HAVE ALSO COMPLETED **1,026** PLANNED WORKS AS SET OUT BELOW:



### How the 'hot spots' work

Tap on one of the pulsing 'hot spots' on the house graphic to reveal the number of completed planned works for that area of the home.

You have told us that the condition of communal areas is very important and over the last 12 months we have refurbished communal areas to 101 flats at locations at Villiers Road, Charford, May Farm Close and Shawfields in Hollywood and Tranter Avenue in Alvechurch. Communal refurbishments include:

- New easy clean flooring and decoration
- New entrance doors to flats

We have carried out fire risk assessments for all communal areas and it is important that everyone helps us to maintain these areas by keeping them free from obstructions.



MEET MICK



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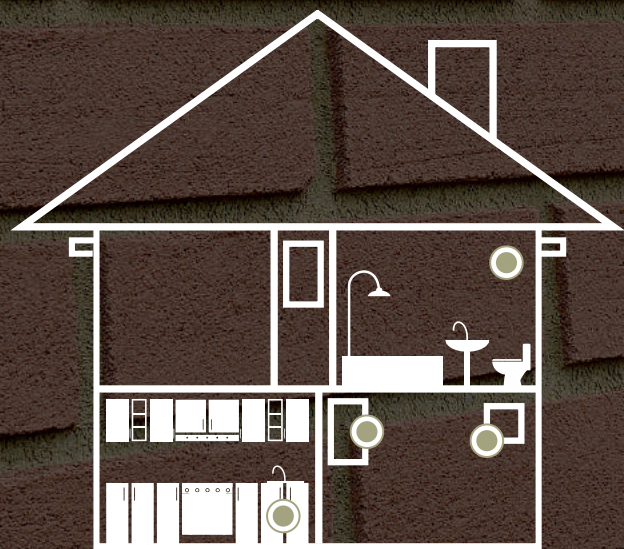
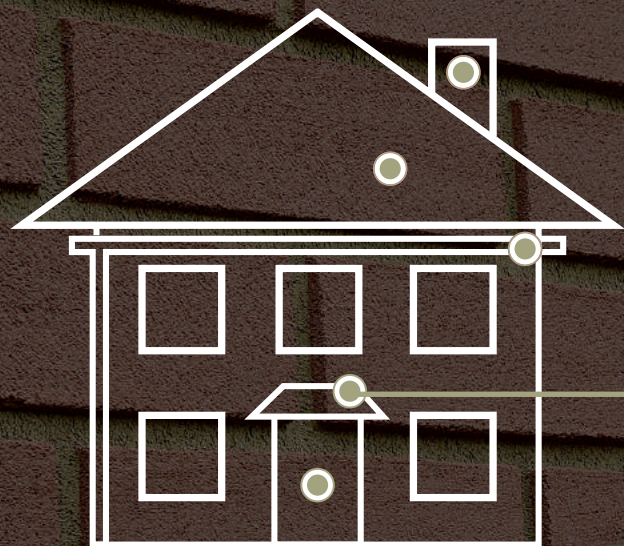


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### Flat roofs

35	2015/16
94	2014/15
15	2013/14
42	2012/13
15	2011/12



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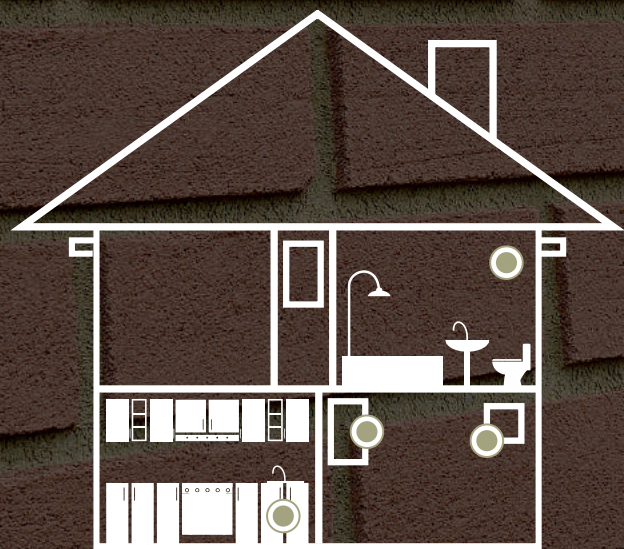
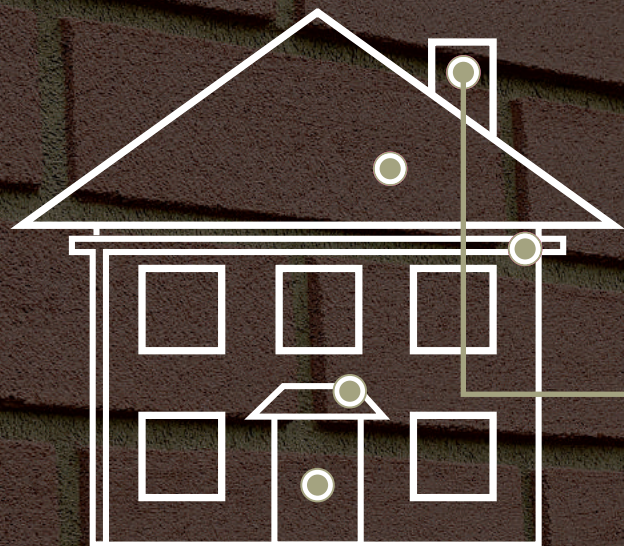


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### Chimney repoints

13	2015/16
14	2014/15
7	2013/14
22	2012/13
4	2011/12

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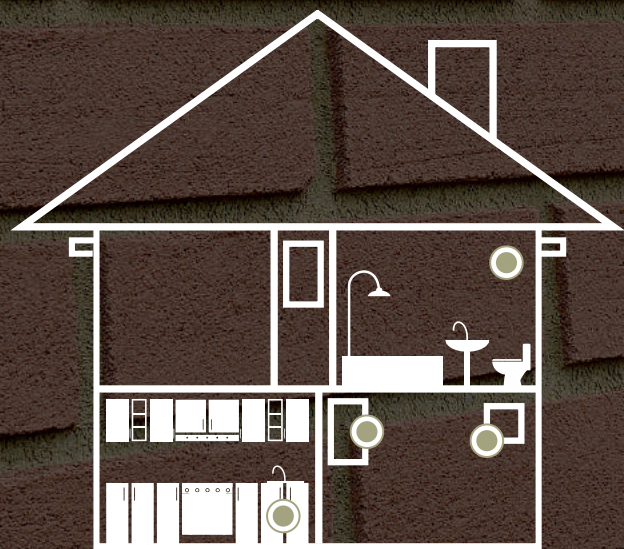
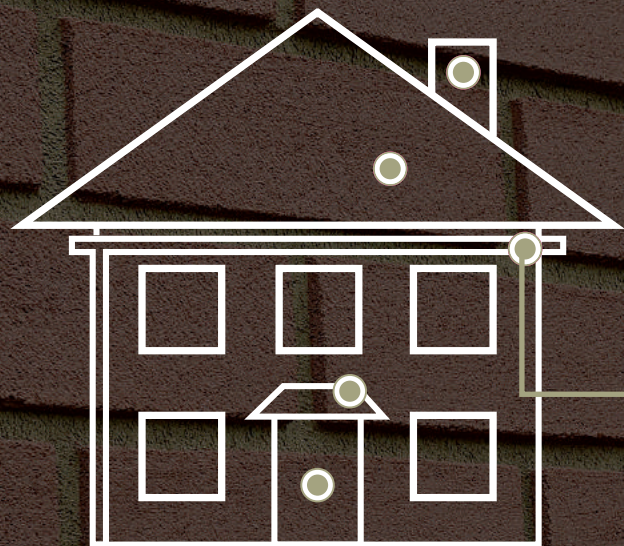


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### How the 'hot spots' work

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### Guttering works

151	2015/16
88	2014/15
107	2013/14
54	2012/13
46	2011/12

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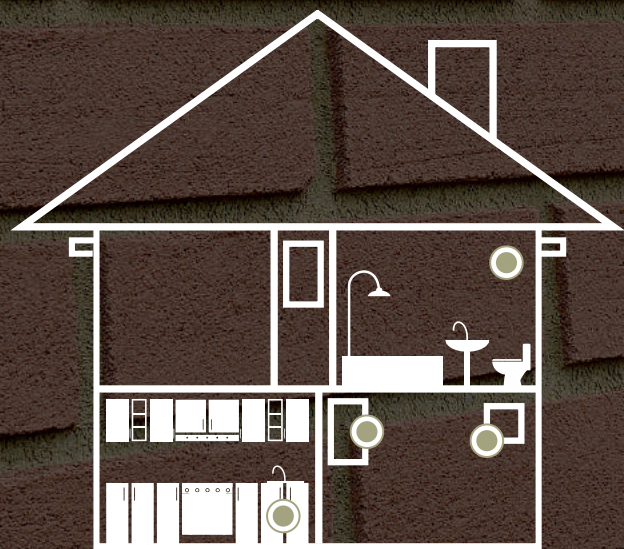
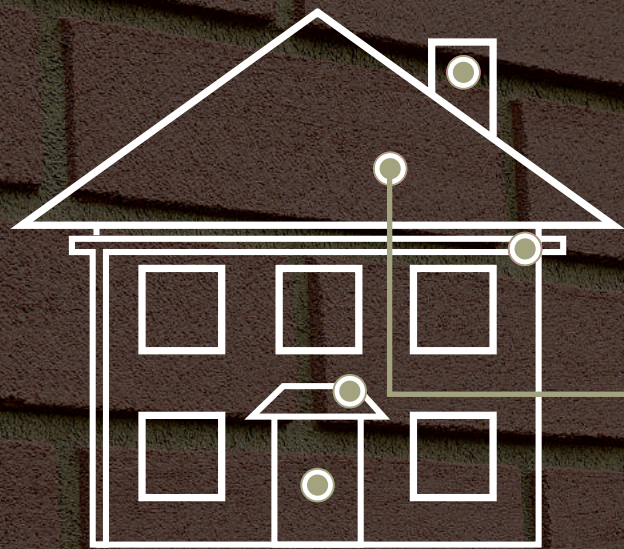


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### Main roofs

10	2015/16
24	2014/15
40	2013/14
10	2012/13
7	2011/12

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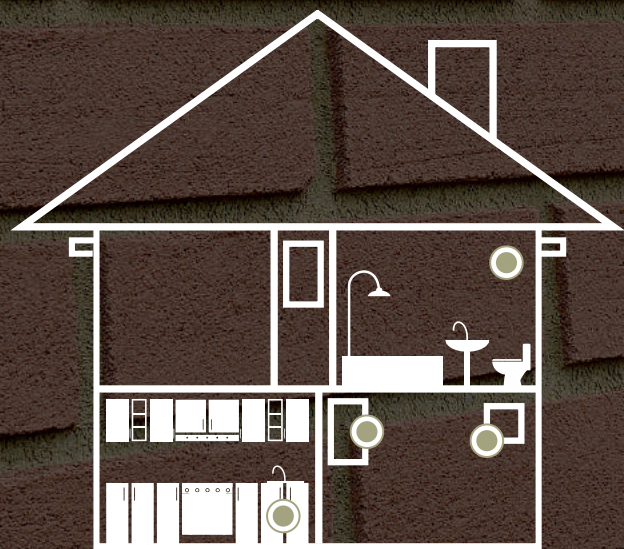
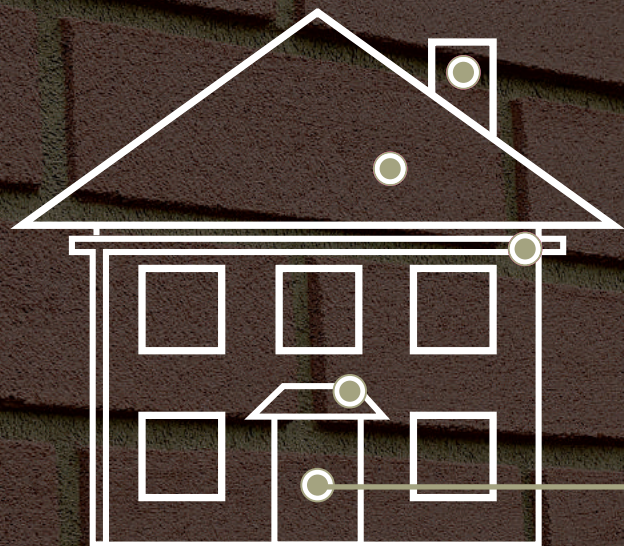


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### External doors

230	2015/16
89	2014/15
40	2013/14
80	2012/13
148	2011/12

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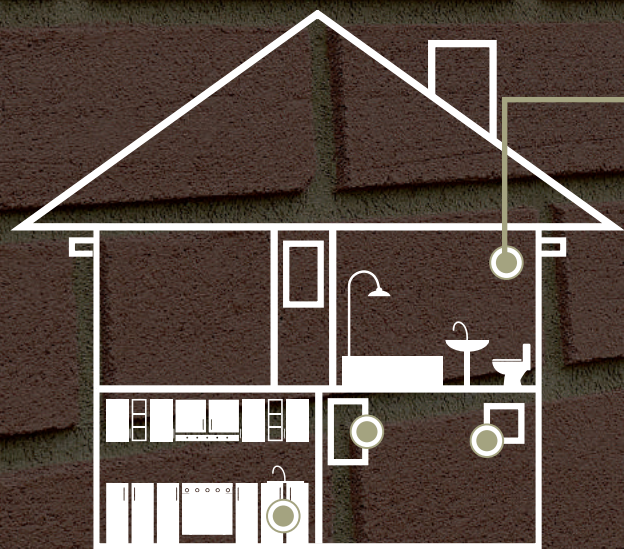
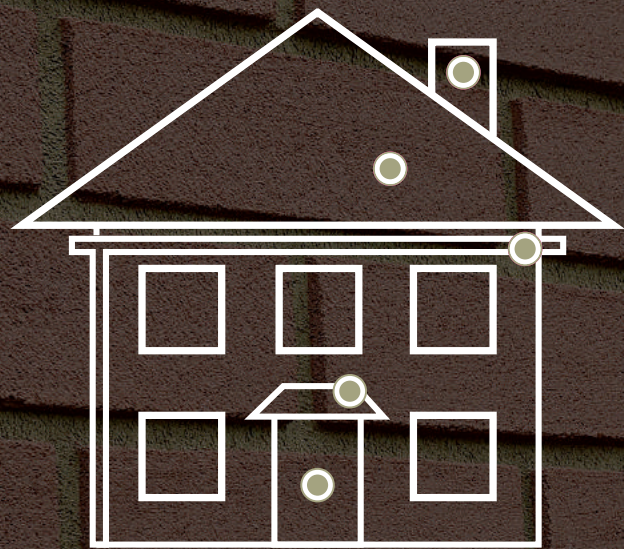


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### How the 'hot spots' work

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### Bathrooms

28	2015/16
22	2014/15
15	2013/14
5	2012/13
3	2011/12

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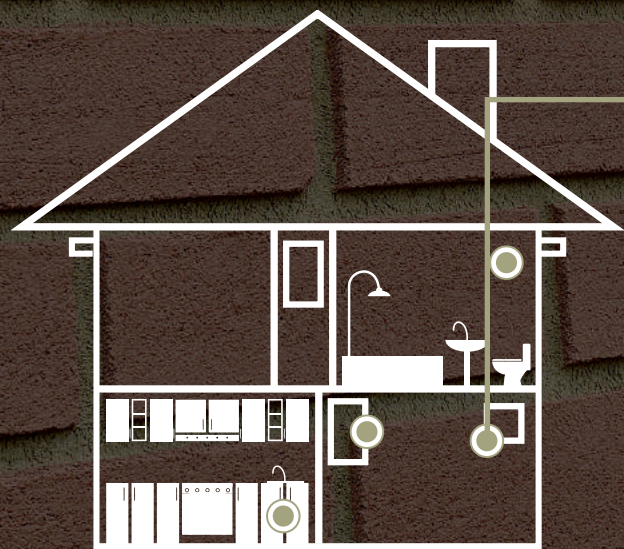
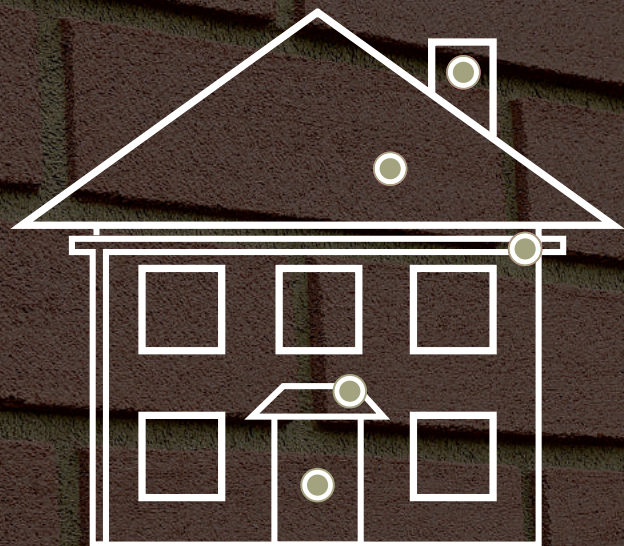


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### How the 'hot spots' work

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### Rewires

166	2015/16
40	2014/15
48	2013/14
0	2012/13
25	2011/12

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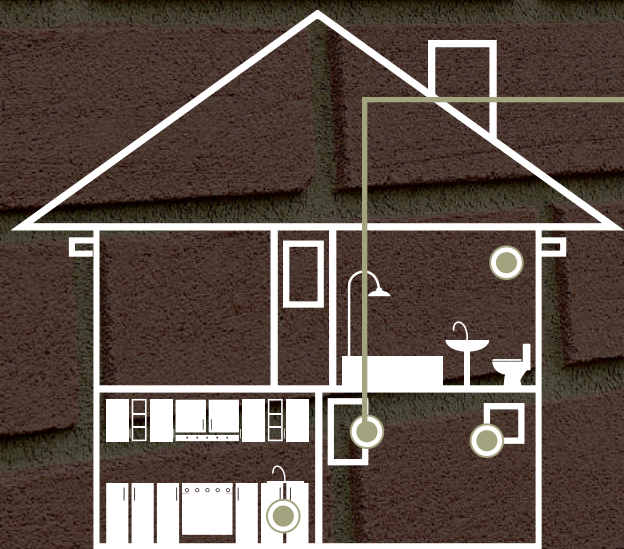
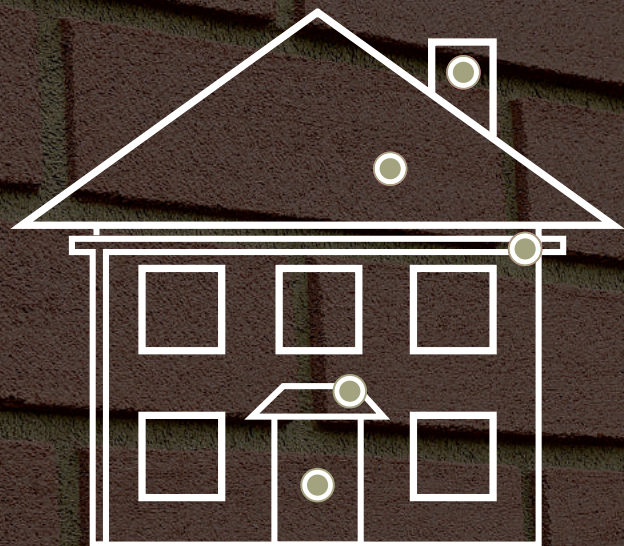


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### Boilers

353	2015/16
100	2014/15
150	2013/14
24	2012/13
277	2011/12

You have told us that the condition of communal areas is very important and over the last 12 months we have refurbished communal areas to 101 flats at locations at Villiers Road, Charford, May Farm Close and Shawfields in Hollywood and Tranter Avenue in Alvechurch. Communal refurbishments include:

- New easy clean flooring and decoration
- New entrance doors to flats

We have carried out fire risk assessments for all communal areas and it is important that everyone helps us to maintain these areas by keeping them free from obstructions.



MEET MICK



NEXT SECTION

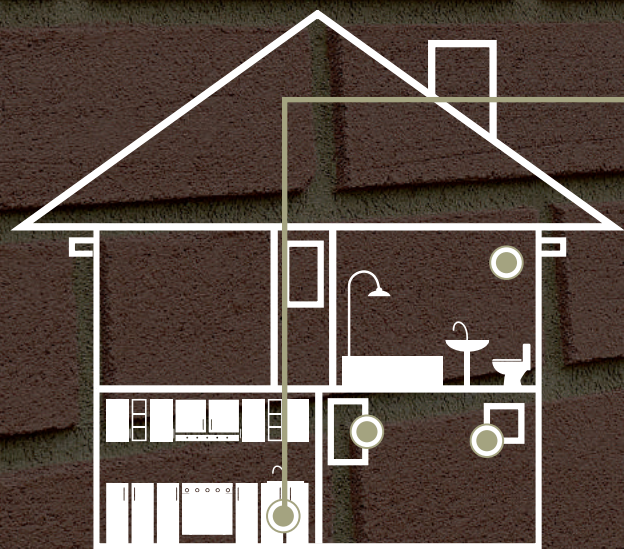
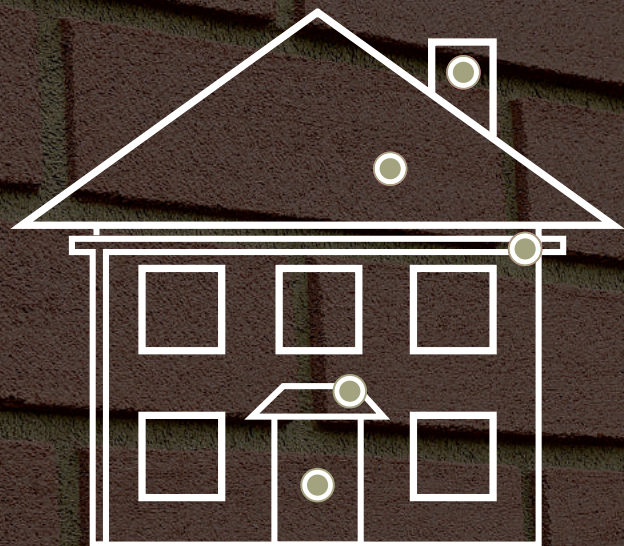


During 2015 we appointed Wates Living Space as our new planned works contractor. Customer satisfaction with planned works improved during 2015/16 to 89% (from 77% during the previous year).

**During 2015/16 we spent £3,570,902 improving our tenant's homes, of which £1,036,138 was toward improving the energy efficiency of homes through installation of new boilers.**

**During 2015/16 bdht spent £55,523 adapting tenant's homes to meet their changing needs.**

WE HAVE ALSO COMPLETED **1,026** PLANNED WORKS AS SET OUT BELOW:



### How the 'hot spots' work

Tap on one of the pulsing 'hot spots' on the house graphic to reveal the number of completed planned works for that area of the home.

### Kitchens

40	2015/16
37	2014/15
11	2013/14
0	2012/13
49	2011/12

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MEET MICK



NEXT SECTION



# 5. REPAIRING YOUR HOME



## OUR OFFER TO YOU

- 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.

## DURING 2015/16 WE

- carried out 12,174 repairs
- spent £1,201,111 on completing these repairs
- at an average cost of £98.66 per repair

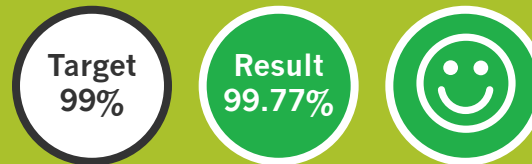
Customers have told us that they prefer repairs to be undertaken by our in-house teams. During 2015/16 95% of jobs were completed by our in-house teams.

REPAIRS - HOW HAVE WE PERFORMED?

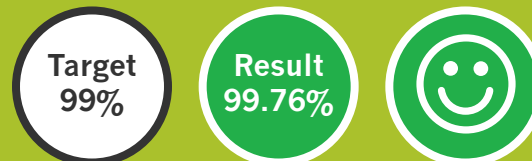


## REPAIRS - HOW HAVE WE PERFORMED?

Repairs completed by appointment



Repair appointments kept



Repairs completed right first visit



Emergency Repairs completed in same day



Repairs - percentage completed within 20 days



Percentage of follow-on repair jobs booked on the same day



## REPAIRS ONLINE

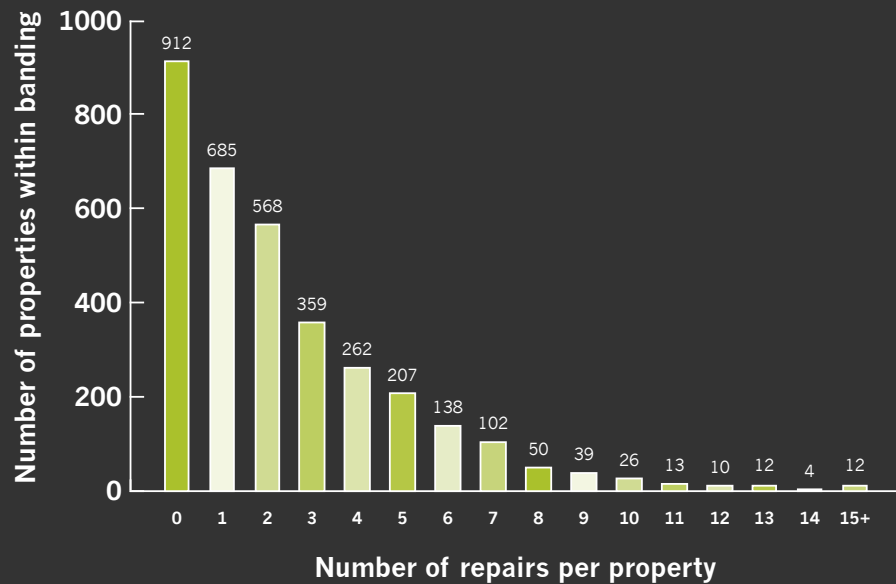
From the end of June 2016 we will be using a new repairs reporting system, which will also be available to you, through the website, to report your repairs 24 hours a day.

The new reporting system will use pictures and simple descriptions to make it as easy as possible for you to report your repairs.





## 2015/16 REPAIRS (EXCLUDING GAS) PER PROPERTY



## REVIEW OF REPAIRS SERVICE

With members of the Tenant Panel we have carried out a review of the repairs service. This has highlighted a number of areas where we can become even more efficient by:

- working closely with our customers to understand respective responsibilities for maintaining homes
- introducing more effective diagnostics to get more jobs completed right first time
- managing multiple repair requests
- understanding the reasons why some tenants order more repairs than others
- extending the 6 monthly property MOT pilot scheme where properties generate a high volume of repairs
- using our suppliers more efficiently to avoid repairs being delayed waiting for replacement parts

## NEW ROOFING TEAM

Based on feedback from tenants about poor service from previous roofing contractors, we took the decision to employ our own team. This has been in place since September 2015 and has proved more successful than we could have hoped.

The Roofing Team, Matt and Tom carry out 99% of response roofing repairs and some larger works.

Going forward we will be looking to assess if we can expand the team to carry out even more larger roofing works.



We would like to welcome Rudy, Simon, Matt and Tom who have joined our Community Repairs Team over the last 12 months.



**NEXT SECTION**



# 6. GAS REPAIRS TO YOUR HOME

## OUR OFFER TO YOU

- 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

## GAS SERVICING - HOW HAVE WE PERFORMED?

**During 2015/16 we completed gas safety checks to 3,423 homes at a cost of £122,590.**

During 2015/16 nearly 300 customers gave us their views of the gas repairs service  
96.17% of customers were satisfied with the annual gas safety service undertaken

### Homes with a valid gas safety certificate



Faulty gas appliances are dangerous. Last year, across the UK, 6 people died as a result of faulty gas fittings with a further 240 non-fatal injuries<sup>6</sup>. Your safety is our top priority. To continue to keep you safe we need you to provide us with access to your home each year to complete our annual gas safety check. It is a legal requirement to have an up-to-date gas safety certificate. On the rare occasions that customers fail to provide access we take court action to gain entry.

As of 31st March 2016, all of our homes had a valid gas safety certificate – a big thank you to all of you for providing us with access to your homes to undertake these vital checks.

<sup>5</sup> As at 31st March 2016

<sup>6</sup> Health & Safety Executive RIDDOR





## GAS REPAIRS - HOW HAVE WE PERFORMED?

Emergency Gas Repairs completed in same day



Gas Repairs percentage completed within 20 days



Percentage of follow-on repair jobs booked on the same day



## GAS REPAIRS

During 2015/16 we carried out 3,800 gas repairs, all under-taken by our in-house gas team. 95.21% of customers were satisfied with the gas repair service.

We spent **£293,193** on completing these repairs at an average cost of **£79.26** per repair.





## WHAT WE CHECK AS PART OF YOUR GAS SERVICE

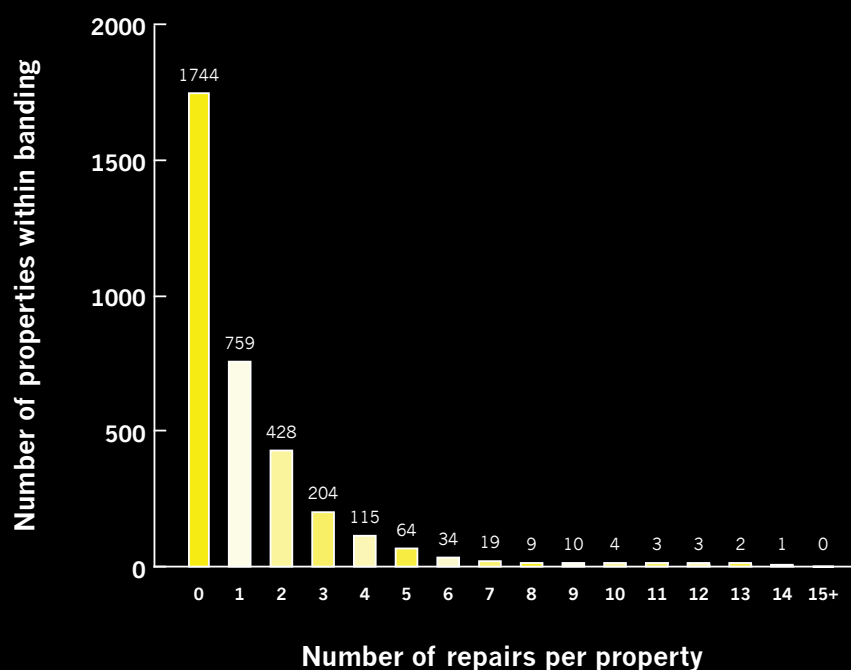
- the gas meter is working properly
- that your boiler is maintained and safe
- check pipework
- do a visual inspection of your gas cooker
- carry out a gas safety check on gas fires installed by us
- that tenant's own fires have a valid gas safety and flue check

Everyone's first gas servicing appointment will be a minimum of 28 days before your certificate is due to expire. Your appointment will be earlier than your certificate expiry date, this is because we want to be sure that we can complete the service within time and still have team members free to make any repairs during the winter.

**If a weekday appointment is inconvenient, Saturday appointments are available on request.**



## 2015/16 GAS REPAIRS PER PROPERTY



## REDUCING INCONVENIENCE

**We want to reduce inconvenience to customers caused by repeated heating failures.**

During 2015/16 we invested an additional £1,036,138 in fitting 353 new energy efficient boilers to homes. We are continuing to invest in modernising heating systems and use repair data to focus replacement programmes on those boilers breaking down most often.

## IN CASE OF AN EMERGENCY

Call the National Gas Service Emergency Line on 0800 111 999 to report a suspected gas leak. They'll sort out the problem and tell you what to do to stay safe.



**NEXT SECTION**



# 7. REPAIRING AND RE-LETTING VACANT HOMES

## OUR OFFER TO YOU

### **We will ensure that you have a decent home to live in.**

During 2015/16 340 bdht properties were vacated (10% of our total stock), this compares to just 284 homes during the previous year.

During the same period 351 vacant bdht homes were repaired at a total cost of £707,982 (an average of £2,017 per property).

Although we have had a high number of properties becoming vacant this year, partly as a result of so many tenants being able to move to newly developed homes, we have achieved good performance based on quality, cost and timescales.





## REPAIRS TO EMPTY PROPERTIES - HOW HAVE WE PERFORMED?



MEET THE VOIDS TEAM

## MUTUAL EXCHANGES

36 tenants swapped homes during 2015/16, 100% were approved within timescale.



## HOMESWAPPER

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](http://www.homeswapper.co.uk) for more information.



NEXT SECTION



# 8. 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

DISCOVER THE AWARD WINNING STARLIGHT CAFÉ





## AWARD WINNING STARLIGHT CAFÉ

As well as providing homes we feel it is just as important to build and maintain communities.

As well as being a fully functional café and buffet service, the Starlight Café in Charford is the hub for a lot of our community initiatives.

It provides:

- Work experience and volunteering opportunities
- Youth clubs and Craft Groups
- Autism club and specialist services
- IT Training and Adult literacy courses
- Addiction Recovery Groups
- Senior Citizens Lunch Club



## 'SPIRIT OF BROMSGROVE' AWARDS

It was honoured at the recent 'Spirit of Bromsgrove' awards, winning the Outstanding Community Organisation award.

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Going forward during 2016/17 we will continue to develop our job clubs at the café. We have already helped 15 customers into employment, training or other voluntary opportunities.

For more information contact the Starlight Café on 01527 833886.

 starlight café



DISCOVER MORE





## COMMUNITY DAYS

Last year we were able to increase the number of community fun days from one to two; with hundreds of customers attending the days in Charford and Sidemoor.

They enjoyed a range of fun activities and raised over £800 for the local Asperger's group. Following the success of the days, we are planning to run two similar events later on this year.

## COMMUNAL CLEANING UPDATE

Communal cleaning services were re-tendered in 2016 with Boxer Facilities Management Ltd successfully being awarded the contract.

Boxer have a great relationship with bdht already and we are confident of continued high quality services in the future.



The gardening and landscaping service is due for re-tendering in 2017. bdht will start the tender process later this year with the new contract commencing April 2017.

Standards and satisfaction with this service have traditionally been very high for customers, so we are keen to build on this and explore opportunities for innovative ways of working.



HANDY GARDEN SERVICE



NEXT SECTION





## COMMUNITY DAYS

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They enjoyed a range of fun activities and raised over £800 for the local Asperger's group. Following the success of the days, we are planning to run two similar events later on this year.



## Handy Garden Service

If you need help with maintain 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, Email [alan.williams@bdht.co.uk](mailto:alan.williams@bdht.co.uk) or via our Website Portal.

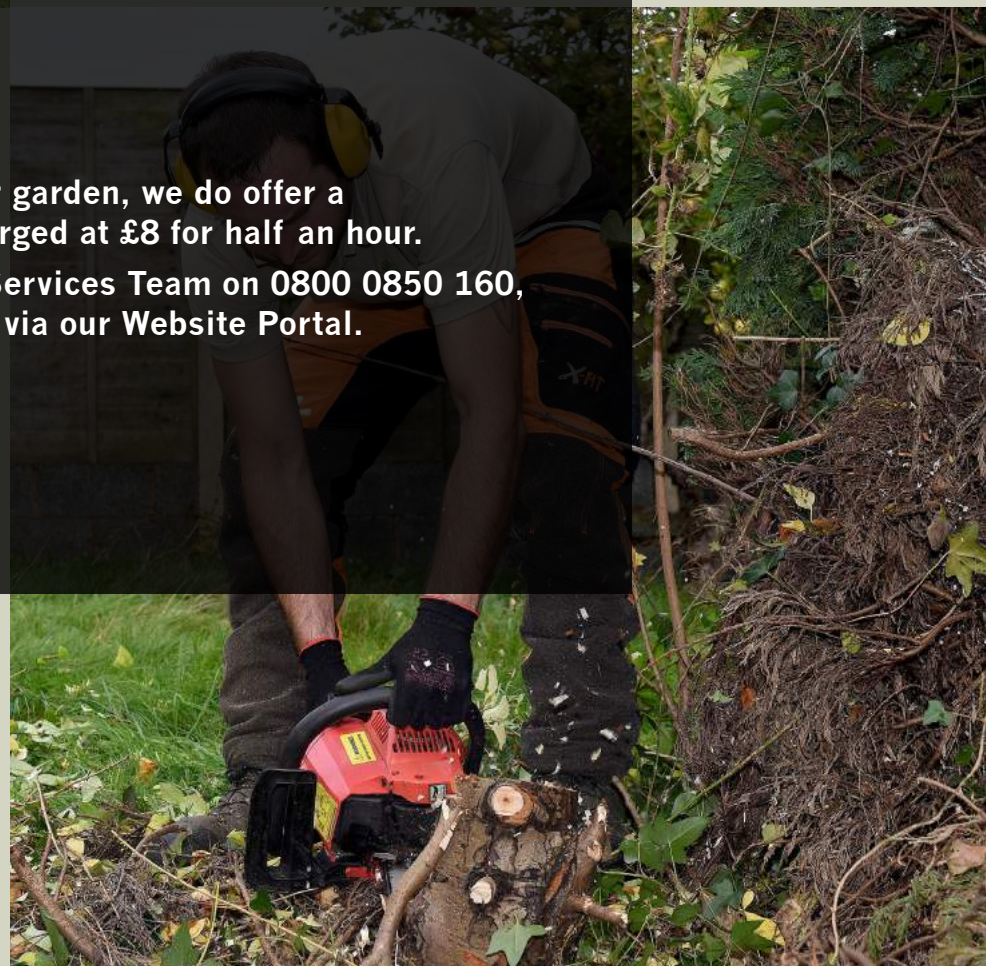
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HANDY GARDEN SERVICE



NEXT SECTION



# 9. WHERE WE ARE BUILDING

Despite recent national policy changes which have impacted on our income bdht continues in its commitment to develop new affordable homes to meet the housing needs of local people.

DURING 2015/16 WE

- completed 94 new homes

We plan to deliver a further 91 new homes **during 2016/17.**

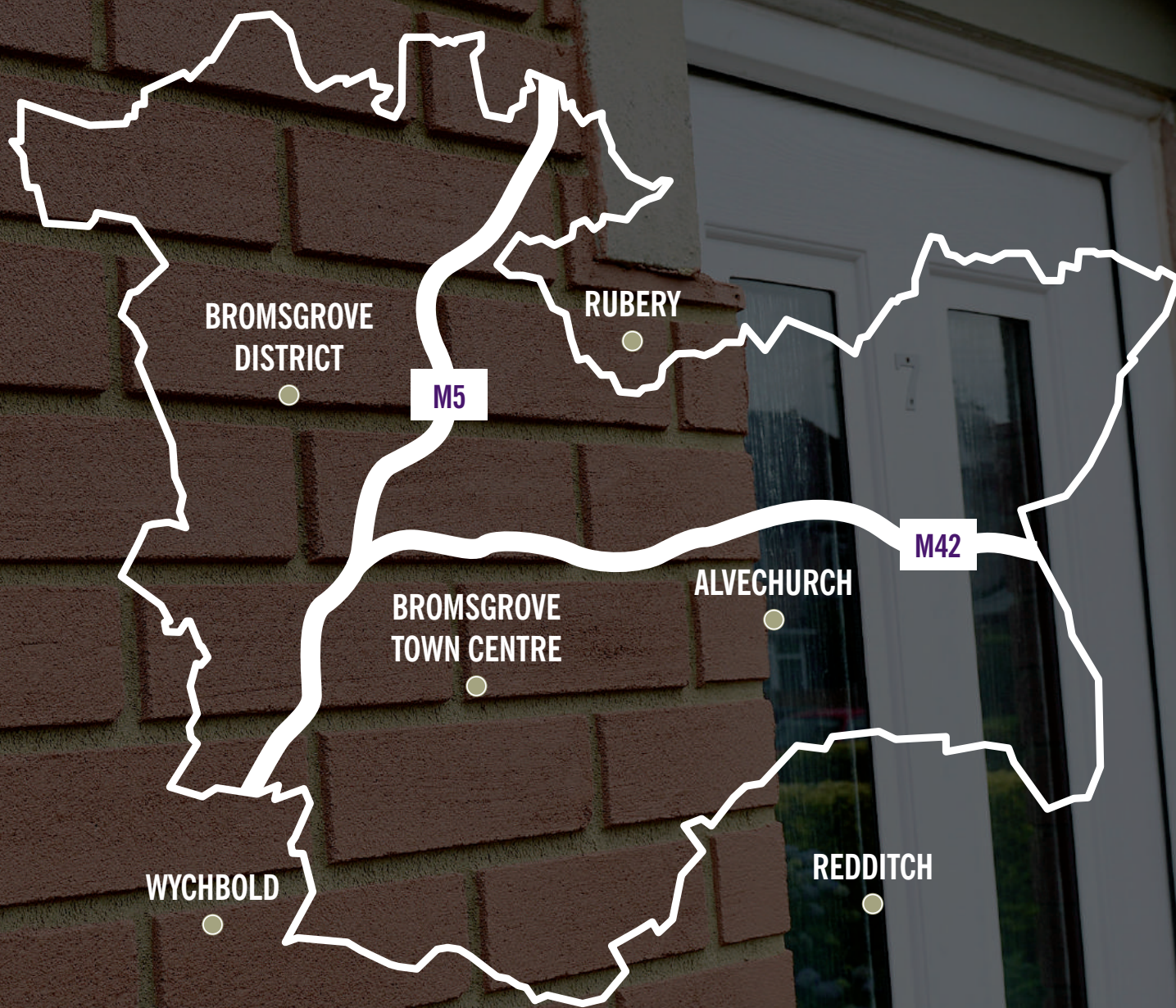
FIND OUT WHERE WE ARE BUILDING





### How the 'hot spots' work

Tap on one of the pulsing 'hot spots' on the district map graphic to reveal the number of completed planned works for that area of the home.

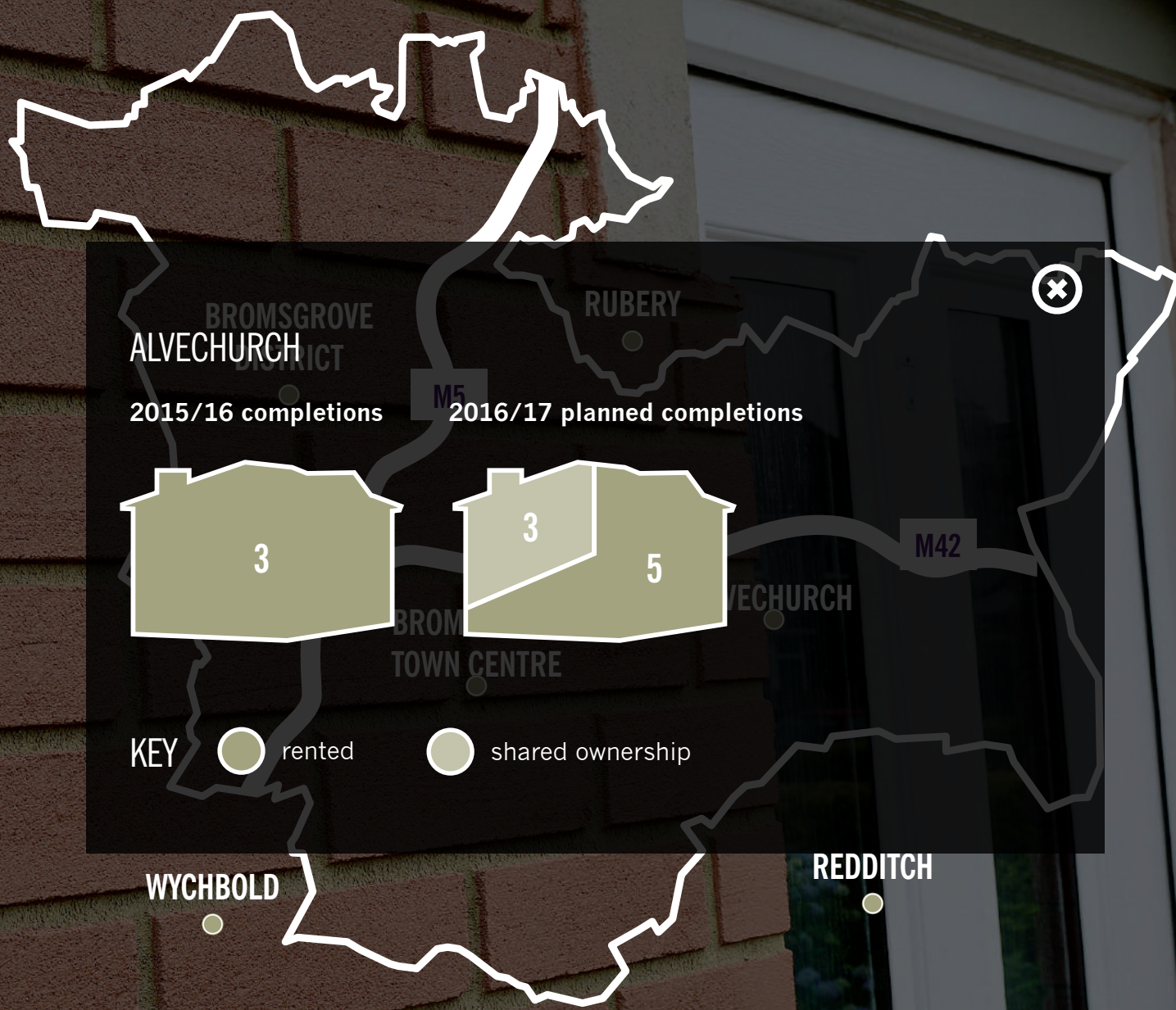


NEXT SECTION



### How the 'hot spots' work

Tap on one of the pulsing 'hot spots' on the district map graphic to reveal the number of completed planned works for that area of the home.

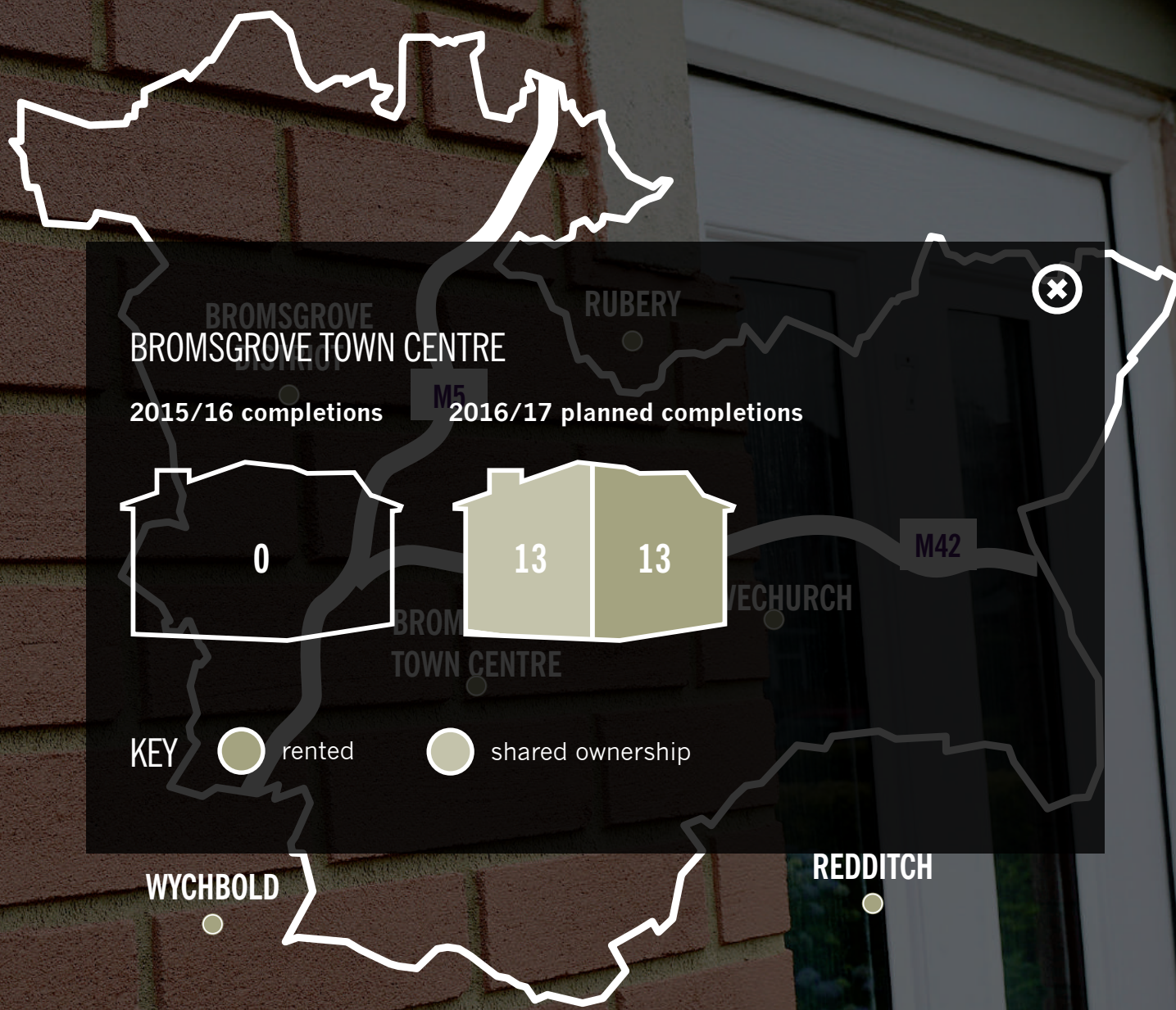


NEXT SECTION



### How the 'hot spots' work

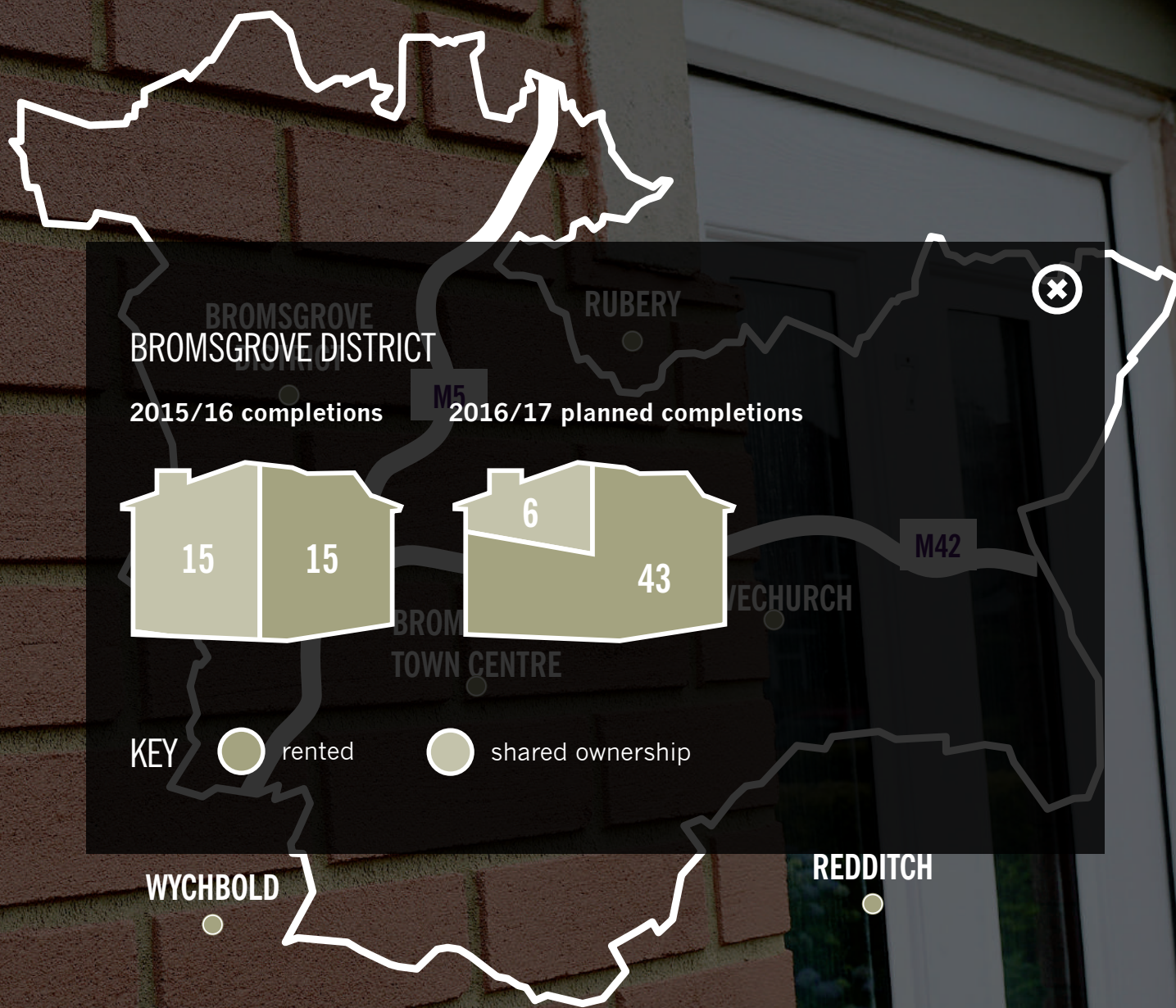
Tap on one of the pulsing 'hot spots' on the district map graphic to reveal the number of completed planned works for that area of the home.





### How the 'hot spots' work

Tap on one of the pulsing 'hot spots' on the district map graphic to reveal the number of completed planned works for that area of the home.

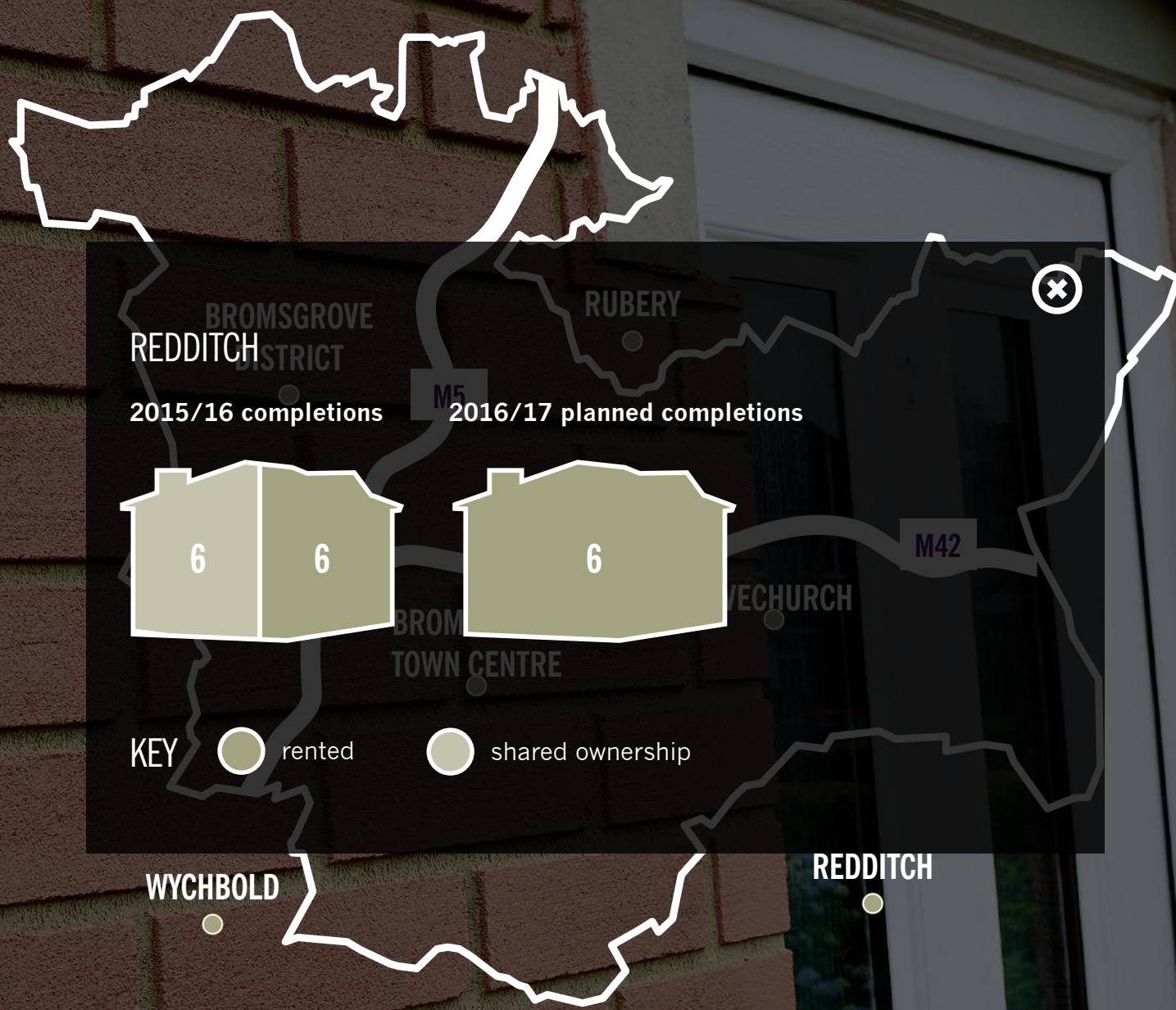


**NEXT SECTION**



### How the 'hot spots' work

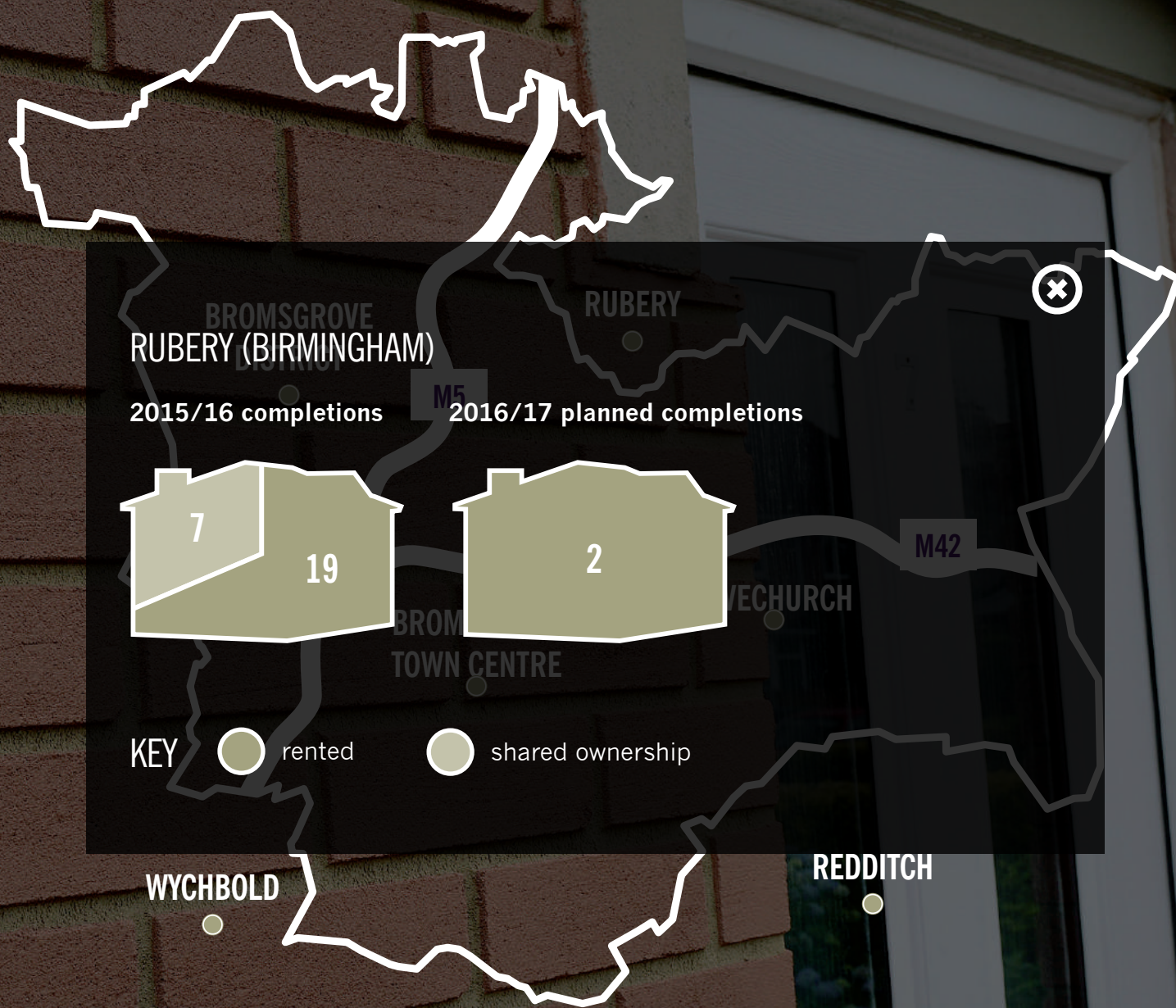
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### How the 'hot spots' work

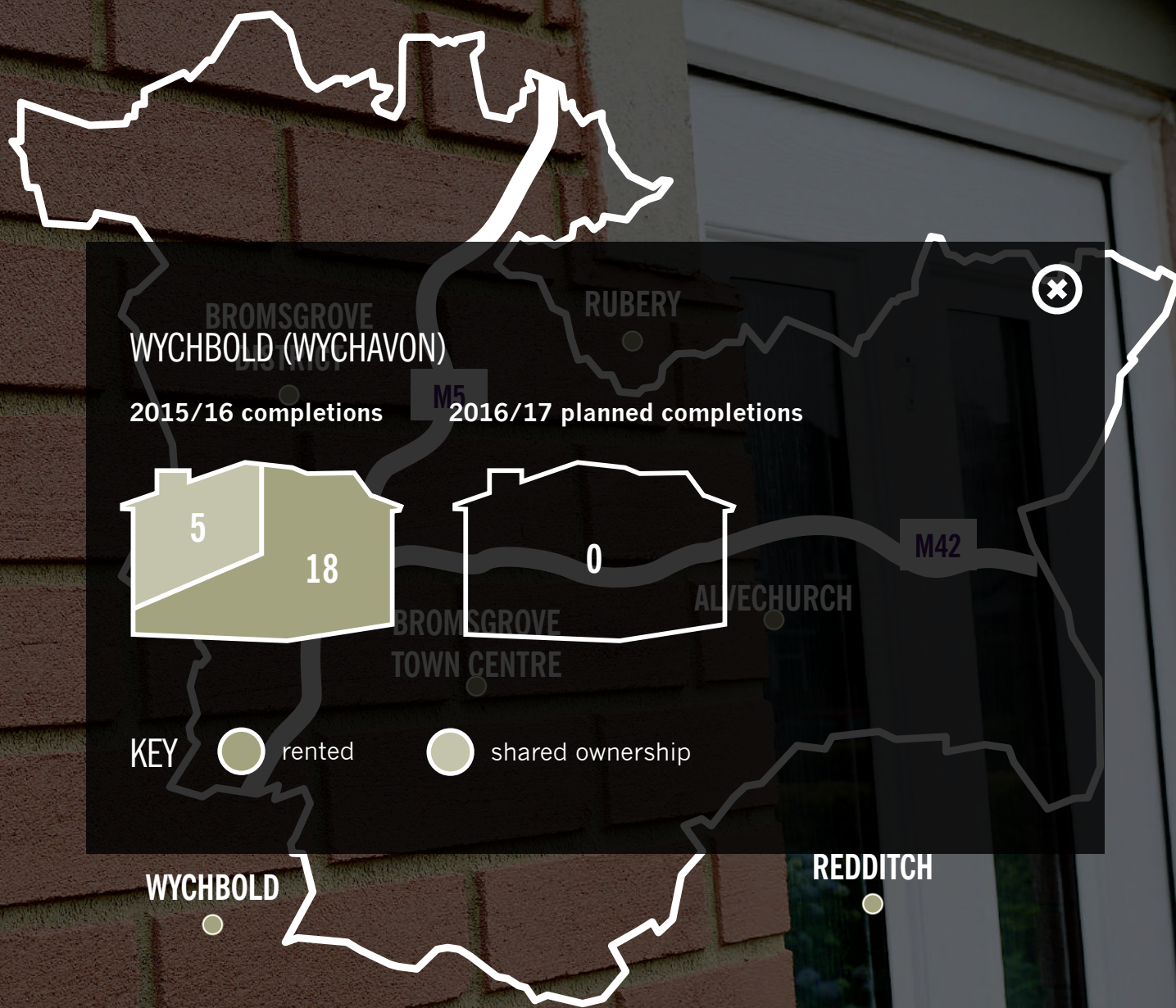
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### How the 'hot spots' work

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NEXT SECTION



# 10. PAYING YOUR RENT/PAYING FOR SERVICES

**The changes as a result of welfare reform mean that a lot of our customers will be moved to Universal Credit over the coming years. This will result in housing benefits being paid to you, rather than directly to us. As a result of this and our on-going cost saving drive, we will be contacting all customers to ensure rent payments are made by Direct Debit.**

As part of the cost saving and modernisation strategy rather than you paying your annual rent over 48 weeks we are moving all customers to 12 monthly debits in line with other services e.g. utilities, Sky etc. We will write to all customers to explain these changes in more detail later in the year.

As you are probably aware there are further changes to welfare and benefits including the lowering of the Benefit Cap expected in autumn 2016. We have expert staff already working on the impact of this and please don't hesitate to contact us if you have any concerns.





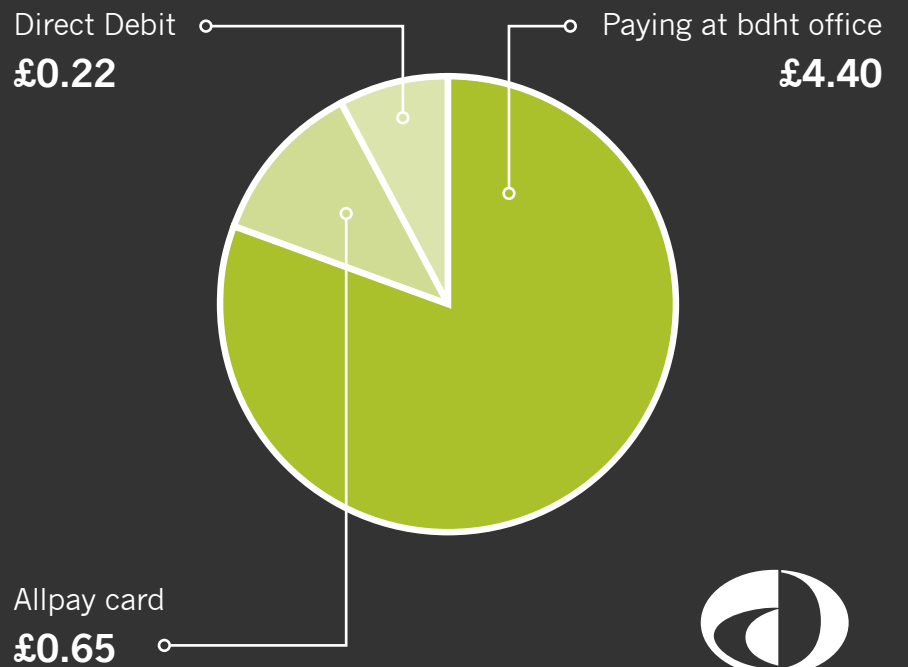
# THE COST TO BDHT OF PAYING YOUR RENT

If customers pay by DD rather than through other channels this will mean we have more income to spend on maintaining existing services to customers.

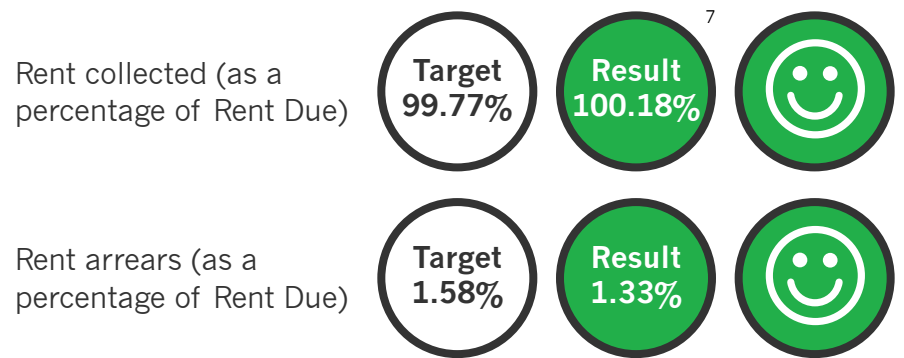
As a result of improvements to our IT systems and services to you we are hoping that more of you will take the opportunity to view and manage your rent accounts on-line.

[Link to rent system?](#)

## COST PER TRANSACTION



## RENT COLLECTION AND ARREARS - HOW HAVE WE PERFORMED?



GET IN TOUCH



NEXT SECTION

<sup>7</sup> This is because we are catching up on previous arrears



# 11. VALUE FOR MONEY

**There has never been as much change or challenge in the housing association sector and we are doing everything possible to improve efficiency whilst maintaining a quality service to you.**

We remain committed to providing housing for those most in need and continue to develop new affordable housing. Staff at **bdht** are committed to working flexibly to respond to new priorities to ensure quality services are maintained.

## SOCIAL HOUSING COST PER HOME

**Figures recently released by the Homes & Communities Agency show that bdht is more efficient in the provision of services to tenants than most other housing associations with below average costs per unit.**

bdht

**£3,250**  
per property

Median for all  
Housing Associations

**£3,550**  
per property

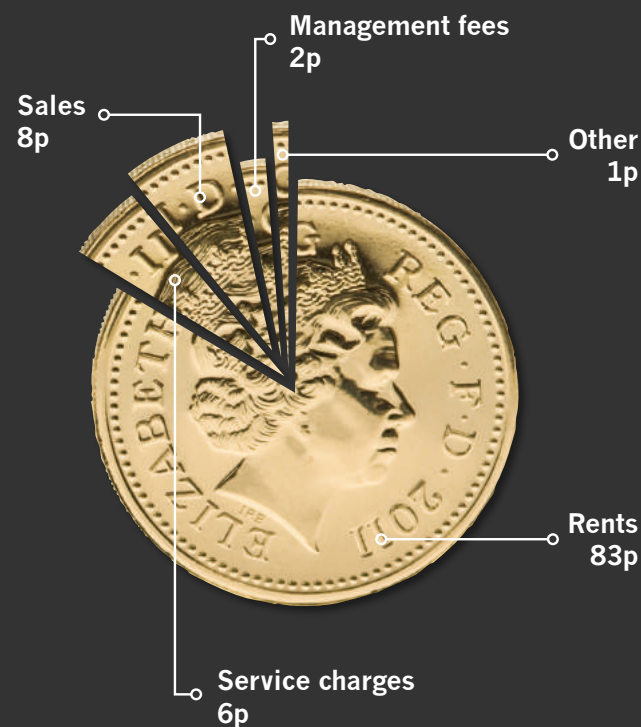




## SO, WHERE DOES OUR MONEY COME FROM?

During 2015/16 we received **£19,760,544** from the following sources:

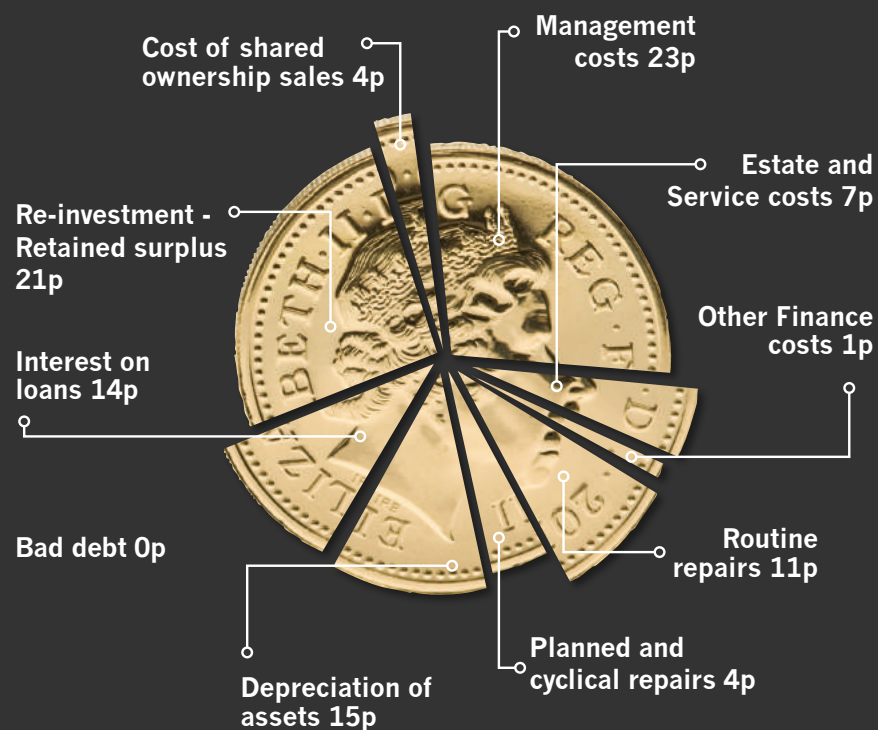
### WHERE EVERY POUND OF INCOME COMES FROM



## AND HOW IS IT SPENT?

During 2015/16 the **£19,760,544** of income was spent in the following ways:

### HOW EVERY POUND OF MONEY WAS SPENT



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](http://www.bdht.co.uk) in the About Us section.

[Click here to download our Value for Money statement](#)



**NEXT SECTION**



# 12. GOVERNANCE AND FINANCIAL VIABILITY

bdht is independently assessed by its regulator, the Homes and Communities Agency (HCA). The result of the most recent assessment has bdht maintaining 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](http://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

## WAYS TO GET IN TOUCH

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



### Bromsgrove District Housing Trust

Buntsford Court, Buntsford Gate, Bromsgrove, Worcestershire,  
B60 3DJ

**freephone** 0800 0850 160

**email** [info@bdht.co.uk](mailto:info@bdht.co.uk)

**web** [www.bdht.co.uk](http://www.bdht.co.uk)

**Registered Charity number: 1111423**



Bromsgrove District Housing Trust



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