

**Annual Report  
2018**



***Providing  
opportunity***

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# Introduction

**Working with pride is one of our core values at Teign, and as chair I'm certainly proud of the achievements staff at Teign have delivered over the last 12 months.**

The housing sector has had to respond to the continued impact of rent reduction, changes to the welfare system and the introduction of General Data Protection Regulation, to name just three important issues this year. And, of course, the impact of Grenfell and the difficult questions raised about health and safety have rightly challenged how the sector operates and engages with customers.

Against this backdrop, Teign Housing has continued to deliver on its promise to provide opportunity and create better communities. We've handed keys over to **41** new homes, achieved the top accreditation from Investors in People (IIP) which ranks how good we are as an employer, maintained the highest regulator rating for our financial management and also achieved savings of some **£500,000** by improving how we work and restructuring our teams.

But what truly tests an organisation and its values is when things – despite all best plans and intentions – do go wrong. Back in 2017 we discovered that some

customers were due a rent repayment. We handled this quickly and with complete openness, setting up specialist phonelines for customers and bringing in independent observers to examine our systems.

We continue to learn from this experience and have recently recruited an internal risk manager to look at this type of issue, and more widely at how we comply with such things as GDPR and health and safety. We hope our robust response will mean we soon regain the highest governance rating.

In the meantime, with a new corporate plan about to be launched, new technology about to be introduced to transform how we work and plans to build some 75 plus homes this year, we continue our work to provide opportunity and create strong communities.

Thank you to all our partners who have supported us over the last 12 months, and to our engaged tenants for their time and input into scrutinising our work and improving our services.



**We continue our work to provide opportunity and create strong communities.**

**Andy Jones**  
Chair of the Board

# Tenant involvement & empowerment

Providing you with good quality services, choice and a clear complaints process and the opportunity to influence our work.

## Customer data

Over the last few years we've been working hard to ensure the data we hold about customers is accurate. This is partly so we can offer more digital services which improve value for money and give you easy access, but also so we can target services where they are most needed.

Around 88% of all customers have had their data updated with us within the last five years and we hold email address for 53% of you. You can sign up to receive our newsletter on our website homepage.

We have also completed a comprehensive project to ensure we are compliant with the new GDPR data rules.

## Social media

Social media is becoming an increasingly popular way for customers to contact us. We have grown our audience on Twitter and Facebook to 732.

## SeeMyData

SeeMyData is the current way you can report repairs, view and pay bills and update your details online. Just over 700 customers are now registered. We have invested in a new system which will improve our online offer and increase the services you can access online. This will launch later this year.

## Call handling

This year we saw a significant shift in the volume of calls received from customers, with many of you choosing to email or use SeeMyData. We are introducing online live chat soon to help respond to your wish for more online options to contact us.

	Target	Actual 2017/18	Actual 2016/17
Telephone response rate*	90.0%	89.0%	92.3%
Number of calls	-	27,972	37,782

\* calls to our main number answered within 20 seconds



## At a glance...



We delivered **63 hours of IT training** thanks to Digi Bugs

We have **more than 700 social media followers**



We saw **704 tenants** register on SeeMyData

We achieved **53% of our tenants' email addresses** on our system



As at end of March 2018

## Scrutiny

Our Scrutiny Panel completed a six-month review of our garages during this year and also examined how we meet the consumer standards. We have already implemented some of their recommendations, including carrying our quicker inspections of empty garages, completing repairs to an agreed standard before renting out again, introducing a planned maintenance programme to keep garages in good condition and ensuring rent is collected by monthly Direct Debit in advance.

Thank you to all panel members who gave their time to complete this important work.



## In 2018/19 we will:



Ensure at least **90% of customers are happy** with our services across the business



Boost the number of enquiries **resolved first time to 65%**



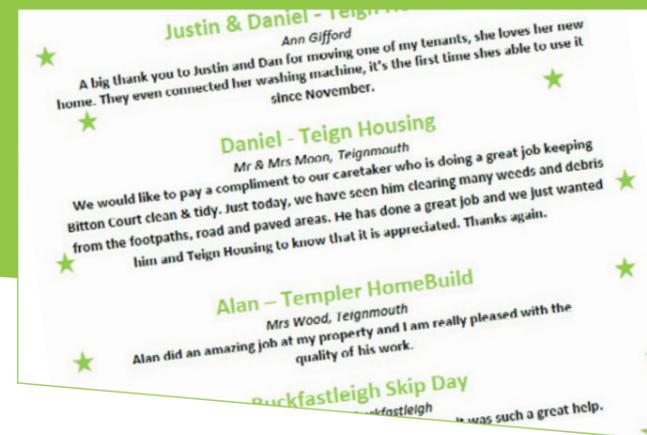
Provide **500 hours of Digibug training** to help customers get online

## Mystery shopping

We completed two mystery shops during this year, looking at how we ensure voicemails are clear and missed calls are returned across a range of issues including repairs, data and Universal Credit advice. The report highlighted variations in how we record messages and a need to ensure all Teign Housing staff check their voicemail more regularly.

## Compliments

Each month we name the Service Stars who have received a compliment or thank you from a fellow colleague or customer. We handed out more than 100 such awards in 2017/18, on everything from repairs completed well, how we support the Scrutiny Panel through to our response during winter's heavy snowfall.



## Complaints

Of course, not all the feedback you give is positive. We received 57 complaints during the year 2017/18, an increase from 41 last year.

	Target	Actual 2017/18	Actual 2016/17
Complaints answered on time	100%	96%	93%

To ensure we learn from complaints we monitor what they are about to find any common themes:

NATURE OF COMPLAINTS	2017/18	2016/17	2015/16
Service area			
Allocations	2	3	4
Anti Social Behaviour	3	3	-
Estate services	0	1	4
Tenancy management	1	4	12
Rents and service charges	7	3	4
Repairs and maintenance	44	24	22
Staff and customer services	0	2	2
Other	0	1	2
<b>Total</b>	<b>57</b>	<b>41</b>	<b>50</b>

This has shown that repairs is one area attracting more criticism than in previous years. This largely falls to Templer HomeBuild, our new subsidiary company responsible for all aspects of repairs and maintenance. The development of the new company has involved new ways of working and new staff and this is taking time to settle in. We are confident this time and investment will see positive progress as we continue to work towards service improvement.

# Tenancy

**Renting our properties in a fair, transparent and efficient way and develop homes that meet local need. Provide you with the most secure type of tenancy that we can and making sure you can maintain your tenancy with us.**

## Universal Credit support

We are focussing a lot of our resources on helping people to prepare for the introduction of Universal Credit. We have developed a Welfare Reform Action Group that ensures that we have a robust plan to prepare customers for welfare reform.

Digital Universal Credit launched in the Teignbridge District during September 2018 and combines a number of core benefits into a single monthly payment which includes any housing costs. The introduction of Universal Credit is a significant change for the way benefit payments are made. In response to this we have launched Keeping in Touch visits and have been running events to raise awareness and provide important information to support customers.

## TeignCare

In 2017/18 we had 1,259 TeignCare customers. Our TeignCare team completed 338 alarm installations. The net growth was 3.6%.

## At a glance...



We hosted **five community clear up days**

We helped customers **access additional income** of some £68,000



We supported **95 customers** with free financial and employment advice

We attended **252 new Keeping in Touch visits**



## Keeping in Touch Visits (KIT)

This is a new approach developed to stay in contact with customers, to better understand the needs of individuals and how best we can support households. We now visit all customers in their own homes once every two years. KIT's ensure we keep all customer information up to date and also helps maintain tenancies. These meetings also allow us to help customers access key advice on jobs and skills, health and wellbeing, digital inclusion and volunteering. One such visit resulted in a 93-year-old customer downsize to a property better suited to meet health needs, and also attracted a payment towards moving costs.

## In 2018/19 we will:



Carry out **50% Keeping in Touch (KIT) visits** across our all homes to provide support



**Increase Direct Debit take up by 50%** in order to increase financial confidence



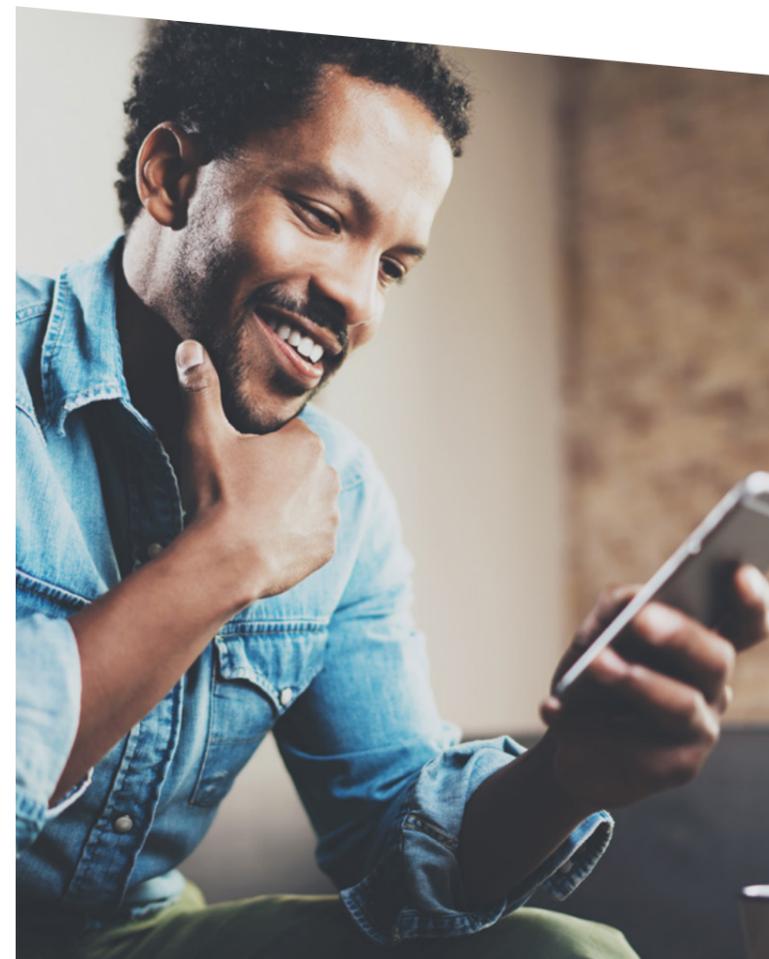
**Grow our TeignCare alarm business** by increasing our customer base by at least 5%



**Increase actions identified through estate inspections** including reporting repairs to communal areas, rubbish clearance, health and safety issues and similar



**Increase and improve when and how we engage with our customers and communities** through delivering patch promises and also developing a Community Charter



## Head Start

In November 2017 we relaunched our Go 2 service to widen our tenancy support to customers. The team has helped more than 95 customers get to grips with their finances, access local services to find jobs, work towards health goals and build up digital skills. We helped customers gain additional income of more than £68,000, this is made up of additional benefit claims, discretionary housing payments and other grant applications.

# Home

**Maintaining all our homes at or above the Government's Decent Homes Standard by providing a repairs and maintenance service for all homes and communal areas. Building new affordable homes to meet local need for a range of people.**

## Repairs

Between April 2017 and March 2018 we carried out 16,000 repairs. Satisfaction with our asset management service is at 96%, an increase of 6% compared to last year and also favourable compared with other landlords of a similar size.

	Target	Actual 2017/2018	Actual 2016/17
% of repairs completed on time	95%	98.3%	97.4%
Emergency	100%	100%	96.29%
Appointments made and kept	99.7%	99.86%	97.51%
Number of repairs raised		16,000	17,911



## Templer HomeBuild

In June 2017 we awarded Ian Williams a contract to supervise the delivery of our repair, maintenance and planned improvement services by our new wholly owned subsidiary, Templer HomeBuild. During this year the team has achieved a 97.2% customer satisfaction rating.

An event in November saw customers given the opportunity to learn DIY skills.

Templer Home Build has also now taken on additional services, including gas maintenance and repairs.



## New homes

In 2017/18 we built 41 new homes and put in place plans to build many more next year.

Teign Housing has an ongoing development programme with future capacity included in the business plan. The business plan approved by the Board in March 2018 aims to deliver 345 homes by 2022-23.

Teignbridge will remain the key area in which we develop new homes, but we will consider all opportunities to develop new homes where they can be managed and maintained effectively and efficiently from our base in Newton Abbot.

We have been selected to deliver rural schemes for the Upper Coly Valley and Wilmington Community Land Trusts in East Devon as part of our commitment to building affordable homes in rural areas. We also have been contracted to build our first schemes outside Teignbridge, in Totnes and Exeter.

To get the most out of land we own, we have also secured planning approval for three new homes on a garage site in Heathfield, and currently have a planning application submitted for another three new homes on a garage site in Buckfastleigh, the first two of a series of proposed developments on our land.

## At a glance...



We built **41 new homes**



We carried out nearly **16,000 repairs**



We completed **98.3%** of all repairs on time

# Neighbourhood

**Working with you and other organisations to provide social, environmental and economic wellbeing and keep neighbourhoods and communal areas clean and safe.**

## Patch Pods

We developed a Neighbourhood Strategy this year which has seen us restructure our teams to improve how we deliver services and enhance customers' experience. As part of the strategy we have created new patch pods, which are made up of a number of both our homes in general needs and those that benefit from our Independent Living Service. There are six Patch Pods each with a Neighbourhood Services Advisor, Independent Living Advisor and a Caretaker. The teams will be out and about more so we can build a new and closer relationship between us and our customers, give us more visibility in our communities and more joined up working with others.



## Contribution to community

This year staff donated more than 100 presents to children in need this Christmas. We teamed up with Action for Children and other local organisations to identify families in need to help ensure every child had a gift to open.

We also have supported the local food bank and the Pow Wow Café.



## At a glance...



We gave **£4,090** to help local projects through the Community Chest scheme

We introduced **six Patch Pods**



We worked closely with our local communities to **support our commitment to improving engagement** with our customers through initiatives

## Snow response

Winter 2017 brought with it some significant snow. With many roads blocked and dangerous walking conditions, our teams went the extra mile to ensure boiler repairs were completed and that vulnerable residents received a visit. Some of our team had to abandon their vans and instead headed out in their own 4x4 vehicles to ensure you continued to get emergency repairs. One visit by our neighbourhood team found a resident ill on the floor, thanks to us attending we were able to get emergency help and ultimately save her life.

## Estate inspections

We changed the way we carry out estate inspections, following consultation with our involved customers.

The number of residents attending the publicised estate inspections had decreased and we were finding only a handful of attendees took part. Feedback told us the times are not always convenient or the weather was poor.

We continue to inspect all our estates every three months as we feel this is important to meet our aim to create 'safer, cleaner and greener neighbourhoods' but we are also meeting individuals and community groups more flexibly around their other commitments.

## Live Wise Age Well

In February 2017 we introduced the Live Wise, Age Well programme to our Independent Living residents at Jubilee Court, Exminster. The programme comprised a six-week course involving learning tools and techniques enabling participants to create happy and healthy lifestyle choices.

The course comprised a mix of group discussions and learning based on the principles of Cognitive Behavioural Therapy (CBT).

Sessions covered adjusting to change through the aging process; maintaining a healthier life and mind; having goals and keeping active; healthier relationships and travelling forward.

Out of 12 residents who initially participated, six were regular attendees who completed the course.

Feedback and evaluation demonstrated positive benefits to those who participated so we will look to carry out similar courses with other customers in the future.

## Tenants' Forum Community Chest

The Community Chest is an annual £5,000 fund that we set aside to fund community projects. Each project can apply for up to £500 that is approved by the Tenants' Forum.

Projects supported by the Community Chest included an under 7s football team, The Base Youth Club, fitness equipment for The Yard Youth Centre, planters for a communal garden, support for local women's groups and a contribution towards the cost of buying a minibus for the Kingskerswell Navigators.



### In 2018/19 we will:



Provide another £5,000 Community Chest funding to support local community projects that **improve the lives of our customers**



**Increase mobile working hours**, which means more neighbourhood and housing staff are out and about working across communities rather than working at our head office



**Launch an interactive map** that will clearly illustrate each of the patch pods, who works in them and will include lots of information about each of the areas

# Economic

**Charge rent in line with the standards set out by the Government's direction. We will provide cost-effective, efficient and good quality services and homes and show how we are using our finances to provide good value for money.**

## Universal Credit

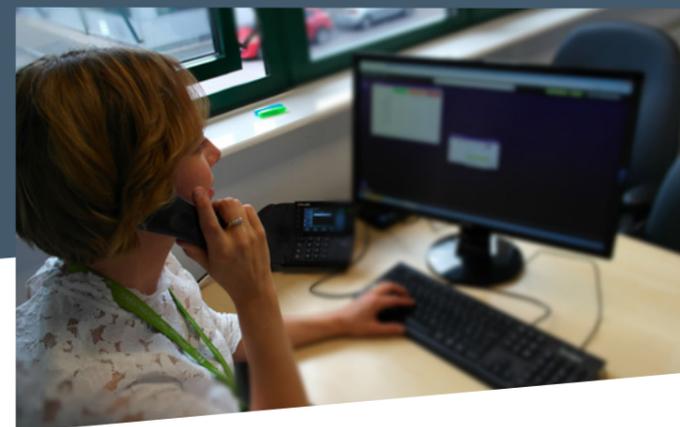
Universal Credit comes into force in September 2018 for everyone of working age claiming benefits in Teignbridge. When someone's circumstances change, such as moving home, having a new baby or new care or health needs, they will need to apply for Universal Credit.

As of the end of the financial year 2017/18, we had 25 customers who were claiming Universal Credit. There is a five-week waiting period between a successful claim for Universal Credit and the first payment. So, we've been working hard to ensure affected customer are prepared for this delay. The best way to prepare is to start paying rent now in advance; 69% of customers now do this.

## Rent collection rate

As a not-for-profit organisation, rental income is ploughed back into building new homes, maintaining existing homes and delivering services. It is vital that we collect the rent due to us. This year we collected 101.46% of rent due, this is over 100% because we had collected a significant amount of rent arrears on top of the ongoing weekly rent charges.

We also ensured that any resident who had made an historic overpayment received a voluntary repayment back to them.



**For more information on how we provide value for money, read our statement online**



**In 2018/19 we will:**



Launch a new technology system, Civica CX, to make us more efficient in how we work, and also **offer greater opportunities for customers to use digital tools to access our services.** This will also boost our mobile working

**Reduce our office space to reflect more mobile working,** therefore saving rent and other costs which will be reinvested into homes



Launch paperless Direct Debits, **offering customers more choice on how they pay their rent** and greater flexibility on payment dates

## At a glance



We collected **101.46% of rent**



**69% of our customers** pay their rent in advance



**25 of our customers** are claiming Universal Credit



We are preparing to launch a **new housing management system**



## **Contact us**

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