

ANNUAL REPORT

2021-22

ForHousing 



Hello!

At ForHousing we are united by our purpose to improve lives, by providing quality homes and places, making more things possible for more people.

In partnership with Cheshire West and Chester council, we're passionate about challenging inequalities and investing in projects that prevent homelessness, improve health and wellbeing and create job opportunities.

I'm very proud of the progress we've made on delivering real change over the last year and we'd like to thank you for working closely with us.

Wellbeing has also been front of mind for both staff and residents, and we have been progressing well with our wellbeing strategy.

This year our report includes performance against key indicators that are important to you, as well as areas of achievement and outcomes that enable people to realise their potential through providing access to activities.

We're excited to continue working together with you and your landlord Cheshire West & Chester Council to develop the Together with Tenants Charter, to better understand tenant experience and to ensure we're delivering services that are important to you.

I'm proud of our response to the challenges over the past 2 years and by providing our services in an agile and customer focused way, we make sure we always put the customer at the heart of all we do.

Best wishes

Henry Terefenko

Managing Director (HMC)

In partnership with



Cheshire West
and Chester

OUTCOMES ACHIEVED TOGETHER

2021 - 2022



Current rent collected as a % of rent owed (excl. void rent loss)
99.19%



Rent loss due to empty properties (voids) as a % of the gross rent (includes void rent loss)
0.5%



Rent arrears of current and former tenants as % of annual rent owed (excl. void loss)
7.33%



Average re-let time (calendar days) all voids
28.87 days



Stable homes

5,550 emergency repairs were completed within the 24-hour target

1,721 repairs reported digitally

Repairs



Successfully delivered the Neighbourhood Scheme at the Liverpool Road Estate - shared a newsletter with over **500** tenants, tenants reviewed the scheme, making a total of **20** recommendations, with **11** of them adopted



Digitally able

1,721 tenants have downloaded the MyAccount+ App



Person centred

6 policies were reviewed with tenants and customers, a total of **23** recommendations were adopted, and **13** changes made to procedures

78 anti-social behaviour (ASB) cases were successfully handled and **66%** tenants who reported ASB were satisfied with how we dealt with their case

Feedback

Dealt with **240** expressions of dissatisfaction and **103** formal complaints received. We made **10** positive changes to services

168 tenants took up the offer of our wellbeing service to support them to live better in their home



Percentage of emergency repairs completed or made safe within 24 hours.
100%



Average time to complete non-emergency repairs
11.68 days



% of properties with a valid gas safety certificate
100%



% of appointed repair jobs where appointment was kept
98.77%



% of tenants satisfied with the landlord's services overall
95.41%



% of tenants satisfied with repairs and maintenance services
94.86%



% of properties achieving the Decent Homes Standard
98.06%



% of tenants satisfied with Capital Investment programme
98.08%

Compliance

100% fire risk assessments in low rise blocks of flats completed

100% compliant with all statutory checks

97.7% of properties with electrical installations have been inspected within 5 years and with a valid electrical installation condition report (EICR)



Continually learning

110 tenants received support to access work, learning or volunteering



58 residents/service users involved in formal/informal consultation groups



Charitable support

£67,782

The ForCheshireWest fund awarded grants to **12** projects - **3,120** people benefited from this grant funded support



Prosperous

135

tenants benefitted from the free money advice service



Connected

144

volunteer hours given by involved tenants to help shape and improve services

£663,492

extra income for tenants generated from our free support

97

people kept their tenancy with the help of the tenancy sustainment service

211

hours were recorded under the GIFT initiative, showing where staff have supported the local community

Wellbeing support

199

people benefitted from the Wellbeing service, with **161** achieving at least one positive outcome, of which **94** a positive financial outcome

Keeping in touch

Colleagues from ForHousing can visit you at home or you can drop into our community surgeries.

If you would like to hear more, please visit our website:



forhousing.co.uk/cheshirewestandchester



hello@forhousing.co.uk



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