

# **CUSTOMER ANNUAL REPORT 2019 - 2020**


Creating more places for people to thrive  
and be recognised as a sector leading landlord







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# OUR VISION, MISSION AND PRIORITIES

We're a new generation of home provider. Responsible, caring and creative. We pride ourselves on doing the right things, for the right reasons. This is what drives us as a business and inspires us as people.

## Our Mission

Through our innovative approach we will finance, build and manage more homes to increase choice and drive value for our customers.

## Our Vision

Creating more places for people to thrive and be recognised as a sector leading landlord.





# INTRODUCTION FROM THE CHAIR

2020 has been challenging for Your Housing Group (YHG) and for many of our customers, tenants and residents. Nevertheless, we continue to move forward and successfully deliver our corporate strategy.

The Covid-19 crisis has dominated the year and we recognise the sacrifices and difficulties that our residents have faced. Where possible, we have sought to help, with staff volunteering to make welfare calls, or providing portering and wipe down services at some of our older people's schemes.

We've managed the crisis thanks to strong finances; the excellent work of our IT team who have helped by enabling staff to work from home, and through maintaining our essential repairs service. In terms of our employees, we didn't reduce our workforce or furlough staff during this period.

Your Housing Group is committed to ensuring that equality and diversity principles are embedded in the organisation and that they are considered in both our business planning and the way we shape our culture.

In November 2018 we established the Balance for Better group to explore how we could make changes to address the gender pay gap and identify any issues or gender disparities. In mid-2019 we surveyed all colleagues to gain a better understanding of working life for women at YHG. Then, in November 2019, we hosted our first ever Balance for Better conference to celebrate diversity and inclusion, and to empower women across our organisation. During 2019 we made great progress - female representation in each of the three higher grades has increased and the average salary for women at YHG has increased by ten per cent over the past 12 months (see illustration). In 2019 we didn't have any female executives on our leadership team and today we have a 50/50 split. We continue to be bold and honest as we strive for increased diversity and inclusion.

We remain passionately committed to playing our part in addressing the housing crisis and formed a strategic partnership with Homes England, the public body that helps fund affordable homes. Since then we've sourced £39 million of funding to build more social and affordable homes. The YHG Board approved a total of £78 million to fund new developments – a total commitment to £256 million. We aim to build more affordable homes in line with our Value for Money objectives. To support this work, we have made several strategic land purchases, giving us greater control over supply and costs.

Besides new homes, we have an obligation to our existing customers, so we've invested over £13 million in improving our housing stock – installing 1,995 new bathrooms, kitchens and boilers to customers' homes. We are also replacing balconies, conducting extensive fire safety upgrades, making building improvements and upgrading communal areas.

Fire safety was highlighted August 2019, as a devastating fire almost completely destroyed our Beechmere Extra Care Scheme in Crewe. Thankfully, all 139 residents were safely evacuated. Supported by Cheshire East County Council, our staff worked tirelessly and successfully rehousing all but one resident. We've helped with replacing furniture and other practical items, as residents moved into their new homes. We're also running social events to maintain the Beechmere community until the scheme is rebuilt next year.

Our in-house contractor, Fix 360, is progressing well - completing 72,000 repairs in customers' homes in its first full year of operation. Thanks to customer feedback, YHG's repairs and maintenance service made a number of changes, with satisfaction scores increasing by eight per cent. We also retained our 100 per cent record on gas safety and other compliance checks, spending over £5.7 million in total on fire safety improvement works.

Customer Service also made progress – through process improvements we reduced the time it takes to re-let one of our properties by 9.9 days. This has a welcome financial benefit, but more importantly it means our customers can move into their new homes more quickly.

Following the Hackitt Review, Building a Safer Future – published after the Grenfell Tower disaster, we're implementing the report's proposals and consulting with residents to develop customer-friendly safety information. Keeping everyone safe remains our number one priority, as we continue to create places for people to thrive and aim to be a sector leading landlord.

*Kathy Doran*

**Kathy Doran**  
Chair

June 2019		December 2020		
	Average Salary*		Average Salary*	% Change
Female	£25,848.99	Female	£27,724.88	7.26%
Male	£30,914.10	Male	£30,956.46	0.14%
Grand Total	£28,208.76	Grand Total	£29,396.39	

During the last year we have made great progress with our commitment to address the Gender Pay Gap. Female representation in each of the three higher grades has increased

Grade	Female	Male	Grade	Female	Male
A	0%	100%	A	50%	50%
B	40%	60%	B	44%	56%
C	29%	71%	C	35%	65%
Grand Total	30%	70%	Grand Total	39%	61%

\*Figures based on full time salaries

Meanwhile the average salary for women at YHG has increased by over 7 per cent since 2019.





# COVID-19

Since March there have been some difficult times, but the challenges of the Covid-19 pandemic have brought out the best in so many people – not least here at Your Housing Group, where so many of our colleagues and residents have gone the extra mile!

## CUSTOMERS

Ensuring customers were safe and well was a priority:

**1,300**

During Lockdown YHG staff carried out **over 1,300 porterage services**, including delivering food and picking up prescriptions for residents

**129**

**129** members of YHG staff volunteered to make calls contacting vulnerable residents and **45** volunteered to provide a wipe-down service in Retirement Living Schemes

**9,500**

**9,500** elderly or vulnerable residents were contacted

**948**

**948** residents received daily calls, **1,197** residents received bi-weekly calls and **2,539** residents received weekly calls. **33,000** support calls were made in May alone!

**100**

YHG employee Jeni Hann spent time through lockdown sewing over **100** washbags to donate to the NHS! The washbags were supplied to Royal Preston and Chorley hospitals and some in Manchester too as well as local care homes.

## COMMUNITY

**5,000**

In the first week of the lockdown we invested **£5,000** into our communities.

**647**

**647** YHG tenants assisted with food parcels across our neighbourhoods.

**60**

Issued **60** electric and gas top-up cards for YHG tenants

**78**

Undertook **78** medical prescription and delivery drop-offs for YHG tenants.

## STAFF

During the lockdown, none of our staff were furloughed.

**2%**

All staff were paid in full and during the lockdown the company acted on a pay review, so employees all received a **two per cent** rise.

**82**

In our employee satisfaction survey **82** per cent of our employees said they would recommend YHG as a great place to work.

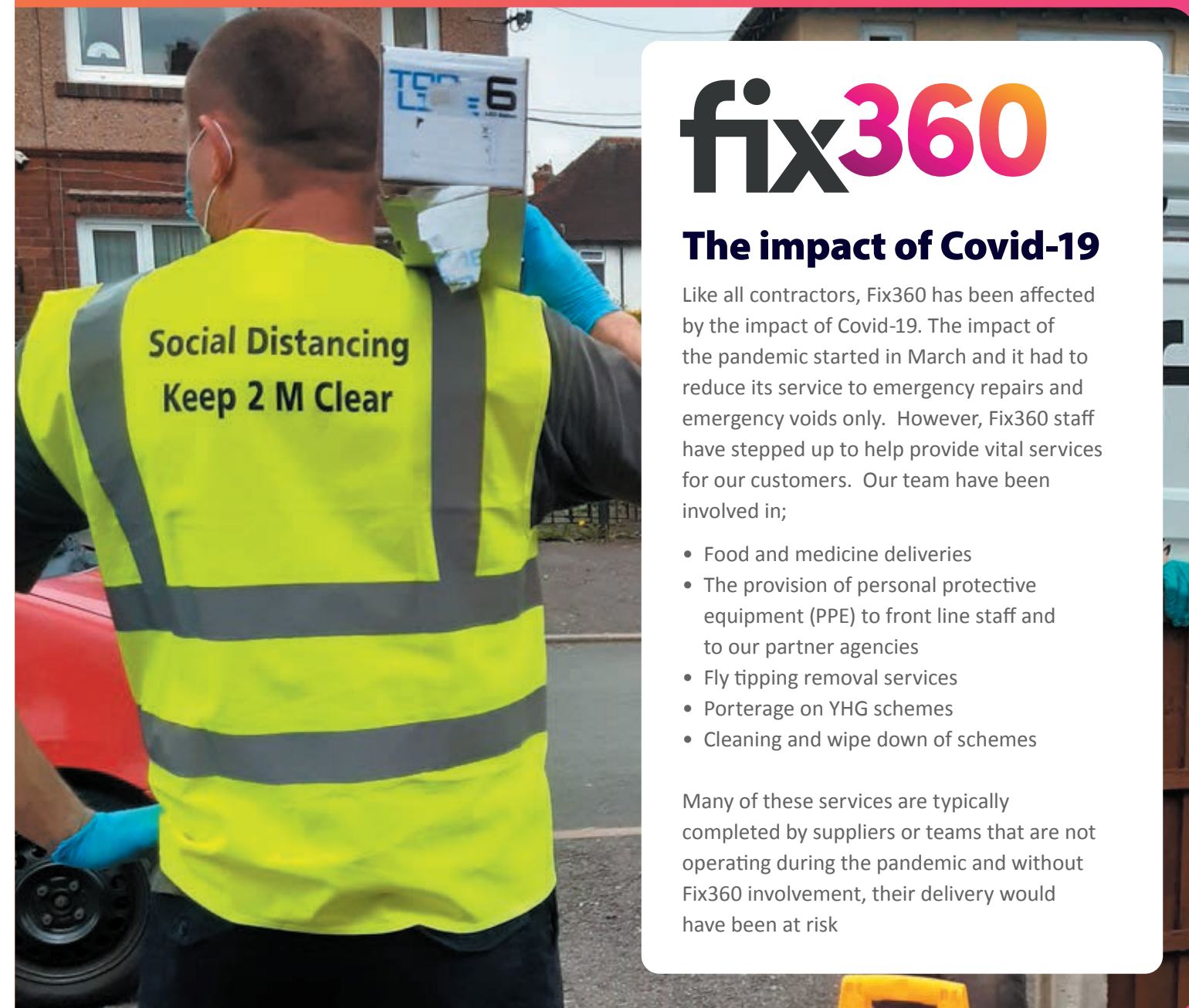
**£500**

Our staff who delivered front line services during the pandemic received a £500 recognition payment' thanking them for their fantastic contribution.

**74%**

Work/life balance is important to us, so the fact that we had already embraced 'agile working', meant that we had a fairly seamless transition to homeworking for **74 per cent** of our staff.

In May we sent a letter to all the children of YHG employees. The letter praised them for playing their parts in the effort to defeat the Coronavirus and also thanked them for supporting their Mums and Dads.



**fix360**

## The impact of Covid-19

Like all contractors, Fix360 has been affected by the impact of Covid-19. The impact of the pandemic started in March and it had to reduce its service to emergency repairs and emergency voids only. However, Fix360 staff have stepped up to help provide vital services for our customers. Our team have been involved in;

- Food and medicine deliveries
- The provision of personal protective equipment (PPE) to front line staff and to our partner agencies
- Fly tipping removal services
- Porterage on YHG schemes
- Cleaning and wipe down of schemes

Many of these services are typically completed by suppliers or teams that are not operating during the pandemic and without Fix360 involvement, their delivery would have been at risk



## The impact of Covid-19 on development work

Building development has been affected by the impact of Covid-19. We started to be affected in March, where contractors began to close sites, reduce staff numbers and limit the services they provided to YHG. As a result, the knock-on effect was construction programmes were being delayed, handovers were cancelled, and contractors were limiting all defect repairs to emergency calls only. This has been a significant challenge to the team and as result the number of possible handovers for the 2021 financial year has had to be reduced as our contractors continue to highlight the effects of Covid-19 in their updated construction programmes.

# OPERATING PERFORMANCE

Key performance measures for the year were:



**£150.9m**

Income increased to £150.9m (2019: £148.3m). The increase takes into account the impact of the 1 per cent rent reduction relating to affordable homes, but this was offset by additional revenues generated by development schemes.



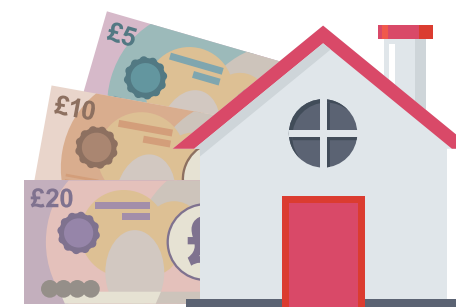
**£39.7m**

Earnings before interest, tax, depreciation, amortisation and property sales (EBITDAS) was £39.7m

## Financial Position

At the end of the last financial year, the Group remained financially robust.

Key performance measures were:



**£1,135m**

The Net Book Value (NBV) of fixed assets was £1,135m (2019: £1,085m). There was an overall increase in the value of fixed assets due to investments in new homes;



**£36.6m**

The Group had £36.6m of cash and cash equivalents with £113m additional undrawn facilities, based on existing debt facilities;



**£14.1m**

At the year end, the Group had invested £14.1m in properties under construction.



**26,814**

The Group owned and managed 26,814 homes.



**£311.4m**

The Group had reserves of £311.4m;



# VALUE FOR MONEY

Something that we promised to you in 2019 was that we would continually work on 'doing better'; we've listened to your feedback and adapted to your ever-changing needs as residents.

Improving your homes and giving you even more value for money is key to our business and we have now had the go ahead for a significant investment in your homes over the next five years.

This will mean residents will start to see bathrooms, kitchens, roofs, windows and doors replaced and improved as there is already a commitment to spend £40 million pounds by the end of March 2021. There will also be additional compliance work taking place, in gas and electrical areas, to ensure that we remain up to date and in line with all regulations required to keep you safe.



**£219m**  
for existing home  
improvements

## 2019-2020

**665**   
New kitchens fitted

**213**   
New bathrooms fitted

## 2020-2021

**760**   
New kitchens fitted

**370**   
New bathrooms fitted

## New Homes

We have also invested almost £22 million pounds on building new homes in 2019-2020.



### NEW HOMES

**£21.9m building 177  
new homes**

We expect to complete a further 120 homes within 2020-2021, and a total of 578 ready by the end of 2022.



### NEW HOME SCHEMES

**2439 new homes built by March 2025**

Despite the delays due to COVID-19, we are now back up and running in a protected and safe working environment, and we expect to be on site with over 1,000 homes by September 2020. The impact of the pandemic is ever-changing but we continue to explore opportunities for future developments, working with Homes England.

## Investing in you – new website

As you know our current website is not user friendly and not as accessible as we need. So we are now building a site that will not only be easy to navigate for our residents, but it will also have additional features to ensure everyone can find what they need, when they need it.



### Browsealoud

For our visually impaired users to listen to the pages



### Font style, sizes and spaces

To choose font type, increase and decrease the size of the fonts and spacing on each page



### Colour Contrasting

Four options to improve the clarity of the pages (Standard, High, Blue, Cream)

# INVESTMENT PROGRAMME

At the start of July, the YHG board approved a significant investment programme that will see £219 million invested in customer's homes over the next five years.

In the remainder of this financial year alone, we're due to deliver £40.3 million worth of improvements and upgrades – including kitchens, bathrooms, roofs, windows and doors. In addition, we will invest in statutory compliance – in areas such as gas and electric – as safety remains our number one priority.

Next year the investment will increase to £43million, and it will continue to increase over the coming five-years.

Due to the Covid 19 pandemic, during the first half of the current financial year work slowed or stopped. However, as the lockdown began to ease, we started to remobilise our programme – so our contractors and their suppliers were able to return to work. In terms of delivering new kitchens and bathrooms to customers, we're confident that we can meet our commitments for this year.

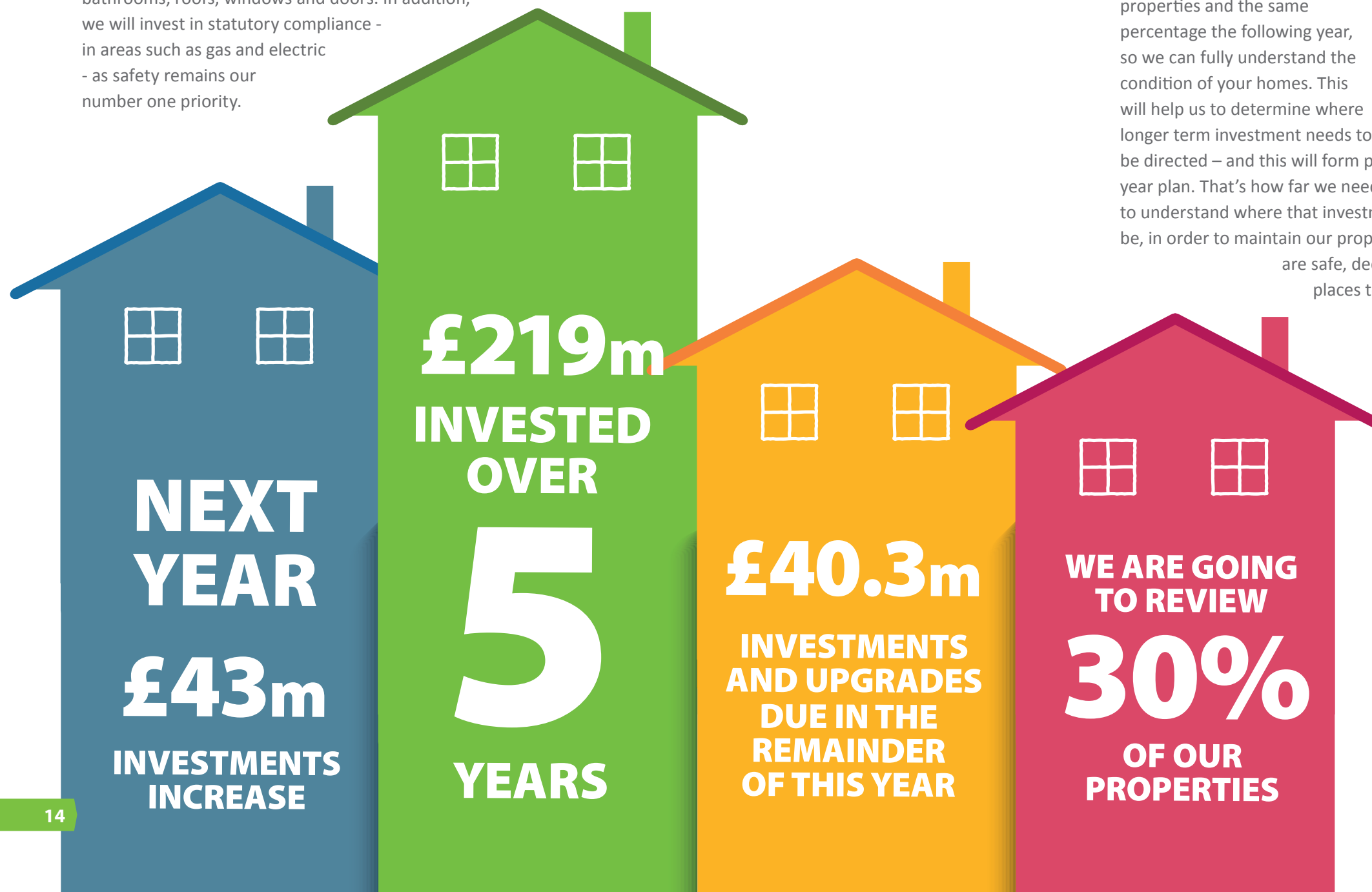
In addition, we are going to review 30 per cent of our properties and the same percentage the following year, so we can fully understand the condition of your homes. This will help us to determine where longer term investment needs to be directed – and this will form part of our thirty-year plan. That's how far we need to look ahead to understand where that investment needs to be, in order to maintain our properties so they are safe, decent and great places to live.

We have a team of 70 people looking at the investment needs of your homes and this will determine where future financial expenditure should be focused – whether that's ageing windows or old kitchens and bathrooms. They are developing a plan – not just for this year or next year, but for years to come. This means we need to develop a really good understanding of the condition of all our properties. We aim to have a really good understanding across our whole property portfolio. This will enable our investment delivery team to liaise with you, our customers, to communicate what's coming, and when. They'll then put our requirements to our suppliers, ensuring that we are delivering to the right time frame and to the exact quality requirements – getting value for money and doing it safely.

**“We have a long-term vision so that we can plan what we need to invest over the coming thirty years”**

We welcome the fact that there is a much greater focus on safety and compliance issues – especially post-Grenfell – and in light of the Building a Safer Future report by Dame Judith Hackitt. There will be legislation going through Parliament later this year to implement some of the recommendations in that report and we're already working towards some of the proposed changes. We will also be appointing a Head of Resident Safety and are planning a further programme of compliance work.

We have a long-term vision so that we can plan what we need to invest over the coming thirty years. However, in the short term, the investment in your homes will ensure that you don't have roofs that leak, or windows that let in wind and water, or kitchens that are aged. Our aspiration is to deliver this investment programme so your homes represent what we are as an organisation – a good landlord, ensuring that people are safe in decent homes, where they can thrive.





# BUILDING PROGRAMME AND LAND BUYING

Our focus over the past year has been to increase quality, reduce costs, improve performance and extend our programme to build new homes.

## LOOKING BACK ON 2019/20

In our last annual report, we said that during 2019/20 Development we would:

- Develop our land buying strategy to find and buy the space we need to build new homes.
- Take more control over the timings of building projects, resulting in more certainty and accuracy in programming.
- Build more homes in areas with good employment opportunities, good education, good public transport links and excellent local amenities.
- Through our Strategic Partnership status with Homes England, build approximately 2,000 new affordable homes for rent and shared ownership by 2024.
- Deliver 195 new homes across our regions.

## WHAT WE DID;

Rather than using one principal contractor, on several sites we've taken control of pre-contract work like tendering and instructing work ourselves. This should help us to increase efficiencies and keep greater control of the construction programme. This will help us to plan more accurately our start on site and grant draw down dates.



large scale sites  
acquired  
in strategic locations  
generating 1,500  
available plots



Plots generated by  
acquiring five large  
scale sites in key  
strategic locations  
across all our regions,  
taking our available  
land to over 1,800 plots.



234

New homes started  
on site



834

Total new homes  
under construction  
across 8 live sites



£49.9m

Invested in building  
new homes



Private rent



Shared ownership



Outright sale



Affordable rent



Aquisitions

## LOOKING FORWARD TO 2020/21

- 836 homes of all tenures to be started with over 60 per cent to be for affordable rent and shared ownership.
- Complete construction on a minimum of 100 new homes in key strategic locations
- We're aiming to manage costs more effectively (by moving the Group to monitor the Net Construction Cost per square metre rather than Gross Cost).
- Improve customer satisfaction – by reducing defects, driving value for money and building homes that meet customer requirements.
- Establish a new Development Framework of specialist consultants.
- Procure development partnerships with two contractors to support the reduction of construction costs.

# SAFER HOMES AND COMMUNITIES



**300**

Anti Social  
Behaviour cases  
each month

## One of our main priorities is keeping people safe.

We believe that everyone has a right to enjoy their home and live safely and peacefully. We are committed to working with communities to tackle anti-social behaviour and neighbour nuisance.

Our Legal Team are constantly adapting to the ever-changing climate and there has never been a more challenging time for us than the current COVID 19 Crisis. On average our Legal Team receive around 300 cases relating to nuisance and Anti Social Behaviour each month.

We have seen a marked increase in complaints coming into the business during these unprecedented times. The Lock Down has seen more people at home and therefore a rise in reports of noise nuisance, general Anti-Social Behaviour and also breaches of the Government Social Distancing Rules.

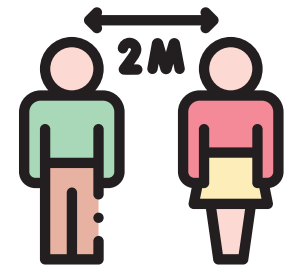
### Example 1

In order to ensure we consistently follow all Government instructions around COVID-19, whilst applying them fairly and accurately to all, we have taken legal action against a resident in Wigan. This wasn't a decision that we took lightly, but due to the ongoing and large number of complaints from neighbours, and the resident's continued flouting of the Government's instructions around leaving the home, social distancing and visitors.

This presented a public health risk that could not be ignored. Colleagues moved quickly, gathering evidence and bringing the matter before the courts as soon as possible. This result was that we were awarded an 'Injunction with a Power Of Arrest (POA)'.

This prohibited the resident from using threatening behavior, permitting any visitors, or leaving the property except for the purposes

that are permitted by the government under regulations imposed in relation to COVID-19.



The injunction is in place for as long as the Government's guidelines remain and if the resident ignores it, YHG could apply to the Courts for possession of the property or even committal to Prison.

YHG will do what is required to protect our residents. It's unfortunate that this action became necessary, but YHG's number one priority remains to keep everyone - both residents and colleagues - safe. YHG teams are working hard every day to advise, educate and support our residents, and this highlights the lengths our Legal Team will go to, to ensure the safety of all. The vast majority of our residents are following all instructions, and this does not go unnoticed.

### Example 2

Another first for YHG and our Legal Team was that via a telephone court hearing, we attained a possession order against "Persons Unknown" who have been trespassing at one of our properties in St Helens. The former tenant abandoned the property and trespassers had moved in, gaining access to the property through a smashed window. The trespassers are unknown and unauthorised occupants and have caused issues at the property by having gatherings, engaging in suspected drug dealing, misusing drugs and alcohol and creating noise nuisance often until the early hours of the morning. The effect of this on neighbours was substantial including disturbed sleep and increasing their worries about the spread of coronavirus due to the trespassers' breaches of social distancing measures. After hearing about the situation and

making a finding that the former tenant had abandoned, the court granted a possession order against the trespassers. The court also awarded Your Housing Limited damages in trespass and their full legal costs. We are now able to now re-let the property to tenants in need of housing and can reassure neighbours, who are also tenants.



The Legal Coordinator managed to prepare a case following a serious assault, submit the bundle to Court and receive a telephone hearing from the Judge the same day. The injunction was granted thanks to the swift, skilled action of the Legal Coordinator managing the case. This was an excellent result, both for the safety of our Customers and cost savings to the organisation.



# LISTENING TO THE CUSTOMER



## Calls to Your Response



**234,128**

Customer service calls answered

Average time to answer  
customer service calls



We implemented multiple chat handling, more agents and longer opening hours. We now operate from 9am - 5pm on weekdays.



Average wait time for webchat

**95,556**

digital enquiries responded to

(including texts, webforms and webchats)



Average time to handle  
customer services calls



More than 50 per cent  
of complaints were  
closed within 21 days



**784**

Money Advice referrals, of which  
425 received a benefit gain.

**£2,437,574.15**

Total benefit gain.



## Utilisation of online chat and web

We are currently procuring a new platform with the aim of improving the webchat and web experience for you, our customers. It will also support a more responsive handling of emails, chats and social media enquiries.

Whilst the customer preference to contact us via these channels is still relatively low, we believe they are set to grow over time. Giving our customers more choices in how they make contact with us is very important. We hope that the plans we have for the roll out of this new technology will give our customers even more confidence to contact us via these channels.

**“Giving our customers more choices in how they make contact with us is very important”**

Our Home Hub service is currently switched off as a means to book a repair. We did this in line with our wider initiative, Repairs 2020, which is examining and reviewing our systems and processes, with a view to making improvements to both. It is due to be relaunched later this year with better functionality to improve your experience as a customer.

The Home Hub is still widely used by customers, who use it for making rent payments. On an average week around £160,000 of revenue is paid into the business via this service.





# WHAT YOU THINK MATTERS (YOUR VOICE)

**YOUR  
VOICE**

**we're  
listening**

Your Housing Group is always striving to make improvement to the service we provide to our customers and helping our communities to flourish. We value of our dedicated staff who are passionate in helping us to achieve this and they spend much of their time listening to your views and expectations.

Our customers remain at the heart of everything we do. This means your feedback is really important because it helps us as we strive to continue to improve our services. We are currently developing a new Customer Feedback Policy that we believe will be clearer and simpler for both you and our staff.

In the past year we have had over 14,000 feedback comments from customers, with over 7,000 residents sharing their views with us on issue such as our repairs service, our housing investment strategy, the process of moving into our new homes, anti-social behaviour and our customer newsletter.

Our customers already tell us what really matters to them through a variety of means. This includes face-to-face conversations, through social media, like Facebook and Twitter, via our newsletters, scrutiny projects carried out by real customers and satisfaction surveys. Through this, our customers' voices are helping us to shape and improve our services for the future.

We currently have an annual Survey of Tenants and Residents and separate surveys focused on Repairs and Maintenance, Home Lettings, Home Improvements, and Customer Complaints. We are also planning to start similar surveys soon looking at Grounds Maintenance, Cleaning, Aids and Adaptations for our older and more vulnerable residents, as well as surveying customers when they leave a property. We review every single customer's comment and this feedback alone has generated over six thousand customer suggestions during the past year.

For example, during the year we've listened carefully to your views on how we handle complaints. As a result, a new complaints procedure has been put in place, so we can better understand your concerns and analyse trends so that we continue to improve our services.


From April 2019 to March 2020, we recorded 1,588 complaints. (compared to 1,662 in the previous 12 months). This is an average of 132 per month, and we are working hard to reduce this number. Repairs accounted for 631 of all complaints.


The expectations of social housing customers are evolving in line with wider consumer trends in the house building industry. Four in five residents now expect to get the same level of customer experience from their landlord as they do in other services like banking, retail and utilities.

- From analysing the views of customers, you have told us that you sometimes feel disconnected from YHG. As a result, an improved customer communications programme has been implemented.
- New customer feedback led us to also allow for viewing properties at weekends.
- Complex repair works, such as roofing, are to be extended to 63 days after customer feedback about long delays. Customer concerns are also being fed into our Repairs 2020 project, which will see us overhaul and streamline our repairs service.
- After some customers told us they were concerned about having to take time off work. We negotiated with them extended working hours during the week – and also weekend appointments.

## Summary:

Customer feedback and experience is being used to share and improve how we work and improve the services we provide. Our Customer Operations Committee made up of customer representatives provides us with scrutiny and feedback.

  
**14,780+**  
feedback from  
customers over  
the past year

  
**3,000+**  
customer views, gathered  
from four scrutiny surveys

  
**1,161** replies to our Tenants  
and Residents survey  
**5,950** responses to our  
START surveys  
(A survey of Tenants & Residents that is triggered by an event or interaction and is conducted as soon as possible afterwards, while the experience is still fresh in the people's mind.)

**23%** Customer satisfaction with our complaint  
handling. There have been changes to this  
process, but there is still much to do

  
**1588**  
new complaints  
during the year

  
**1,579**  
complaints  
resolved



# fix360 (REPAIRS CENTRE)

At Fix360 we've been working hard to address the needs of our customers – and this has seen us increase our workforce.

In its 2019/20 Annual Report, Fix360 committed to growing its successful apprentice scheme and continuing its staff training programmes. In addition, it committed integrating Your Housing Group's existing Staffordshire Moorlands Direct Labour Organisation into Fix360; and integrating Your Housing Group's Merseyside Grounds Maintenance Direct Services Organisation into Fix360.

## Customer satisfaction

Customer satisfaction performance remains an area where we need to do better. During the 2019 we revised our customer surveys to more accurately capture your views on the work completed by Fix360, and by the operative who delivers your repair. We have put in place a comprehensive improvement plan for the year ahead based upon this feedback. We know we can do better, and we are working hard to do so. We will continue to seek your views and use your voice to improve our services.

## Safety first

The safety of our customers and our team is our first priority. During the last financial year Fix360 was successfully accredited to the Safe Contractor Scheme - the UK's leading health and safety accreditation that verifies its members' compliance to a strict health and safety framework. Despite the increase in employee numbers and the additional services provided to customers, Fix360 reduced the number of health and safety incidents by 25 per cent in 2018/19.

## What Fix 360 did:-

- Recruited a significant number of new operatives to increase essential capacity.
- Grew our apprenticeship scheme – more than five per cent of the workforce are now on 'earn whilst learn' apprentice programmes.
- Put in place an ongoing health and safety training and development programme and delivered customer care training for all its front-line staff. Delivered 4,465 hours of training to staff members.
- Successfully integrated Staffordshire Moorlands Direct Labour Organisation into Fix360 - the team now makes up Fix 360's fifth area.
- The Merseyside Grounds Maintenance Direct Services Organisation became the first team to join the new Fix360 Estates Business Unit.

## Performance

Despite the twin challenges of considerable growth over the year - and the Covid-19 pandemic - Fix 360 has continued to improve performance of the services it delivers to Your Housing Group's customers. Whilst there is still much to do, a number of key improvements were achieved during the year.

We have significantly improved our capacity to deliver your repair and maintenance services.

**fix360**  
performance  
in numbers  
2019-2020

**68,370**  
REPAIRS  
COMPLETED  
up from 55,834 since 2019

**13.9**  
Days on average  
to complete a repair  
down from 15.6 since 2019

**26,787**  
homes maintained  
by fix360 across  
five regions  
up from four regions since 2019

**316**  
colleagues employed  
up from 152 since 2019

**240**  
Vehicles in our fleet

**90.8%**  
of appointments  
made were kept  
up from 87% since 2019

**99.1%**  
of cent of all emergency  
repairs were completed  
on target

**2,011**  
Void properties refurbished  
up from 1,891 since 2019

**664**  
Electrical tests completed.  
(This is a new service)

**15,119**  
24-hour  
emergency repairs

**144**  
Sites covered by our  
Ground Maintenance Team

**2,232**  
visits made to maintain  
garden areas

## Looking forward

2020/21 will be a year of performance improvement and recovery following the impact of Covid-19. During this year, working with our Your Housing Group colleagues, we will deliver a significant investment in new technology and processes designed to:-

- Improve customer satisfaction - by improving communication with our customers and the amount of time it takes to complete non-standard repairs
- Drive value for money

- Develop our ability to better and more quickly respond to customer needs
- Continue to Improve safety

This work will include implementing a new internal scheduling system, and the relocation of both our customer Contact Centre and the Fix360 teams to a new central location in Warrington, in a move designed to improve integration and communication.

# WORKING WITH OUR COMMUNITIES

Every year, Your Housing Group takes pride in its community involvement programmes, and in working with our communities to engage with our customers. Here are just a few examples:



Grove Village

## Grove Village, Manchester received Gold

### Outstanding 2019

Staff and residents filled, planted, installed and watered over 450 elevated planters across Grove Village as part of the Tenants and Residents entry into the Northwest in Bloom competition.

It's one of many initiatives at Grove Village, such as the garden tool hire scheme, friendship scheme, junior environmental project, jet washing programme, plant box making and gardening competition. With property turnover of less than two per cent, a six-year waiting list and annual satisfaction score of 88 per cent, it is clear to see that the environmental initiatives are really working at Grove Village.

In October, the village was awarded Gold Outstanding by a panel of judges from North West in Bloom who had visited in September. The village has now secured Gold Outstanding for the last four consecutive years!

## Moorlands Work Club, Staffordshire

The Work Club Project has engaged with businesses and other local organisations to provide better opportunities for our customers, including job placements and work incentives. We have also been involved in the local Building Resilient Families and Communities programme to help provide further employment outcomes for YHG customers.

### Work Club Outputs

Work Club Outcomes from April 2019 - March 2020:

65	Customers into Employment
25	Customers into Volunteering
125	Customers into Training
50	Weekly Average Work Club Attendees
1.2m	*HACT Social Value

\*HACT is an agency providing future-oriented solutions, projects and products for UK social housing.

## Work Routes Outputs

Work Routes Programme Targets and Outcomes 2019 -2020:



One YHG customer, a single mum with two boys aged 15 and 17, started to attend the Work Club in Cheadle, Stockport two years ago, having been one of our tenants for over 20 years and not having worked throughout this period. Within six months she grew in confidence and then started to get interviews for jobs.

She initially secured 20 hours per week employment as a housekeeper at Alton Towers Hotel and whilst out of season she worked at the equipment manufacturer JCB. Since then:-

- She has now secured a full-time role as a Ride Host at Alton Towers.
- The extra income has enabled her to take her family on their first holiday abroad to Turkey.

The YHG Community Regeneration Team supported the launch of our Volunteer Programme by running three projects during the year. A total of 31 YHG volunteers descended on problem gardens in Partington, Cheshire, as well as providing help to improve the local woodland Redbrook Trail. Volunteers also worked to improve the courtyard of May Place, Liverpool contributing, in total, 186 volunteer hours. Feedback from customers was extremely positive and more projects like this are planned in the future.



Work Club

Since September 2019 a total of eight projects have been completed, such as a clean-up of a Multi-Use Games Area in Birchwood, Warrington, and at two older people's services schemes in Preston (Ainscough Brook House and Sion Brook House). These projects have delivered over 500 hours of volunteering with further projects planned for when it is safe to do so.

### Additionally:-

- Volunteers led and held four clean ups in Chinatown, Manchester with up to 15 residents and staff involved.
- Arranged and supported a tour of the Sheung Lok community centre, Manchester, in May 2019 with over 40 residents from our local schemes attending.
- Held a resident drop in event at the Wai Yin Centre, Manchester during July 2019 with eight residents in attendance and various community partners.
- Health talk session with Dr Chui and Tai Chi in November 2019 with over 50 residents from our Manchester schemes.
- Supported the Wai Yin Society's Dragon Boat Race in Salford Quays and raised over £600 for their health and well-being activities.



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