

2021/22

**ANNUAL
REPORT**

Welcome

Welcome to the 2021/22 Regenda Homes and Redwing Annual Report

Our Annual Report will tell you about our performance from April 2021 to March 2022 in areas including repairs, complaints and anti-social behaviour. It tells you how we have spent the money we receive, the changes we have made to our services as a result of your feedback and the support we have provided to our residents.

2021/22:
12,940
Number of Regenda Homes and Redwing properties

2020/21:
12,981

Target:
Target not applicable

Regenda Homes manages 11,766 homes across the North West, including general needs properties, sheltered housing, housing for older people and extra care homes. Redwing manages 1,174 homes across the North West, from city centre apartments to shared ownership properties.

2021/22:
99.56%
of homes at decent homes standard

2020/21:
99.5%

Target:
100%

Homes that do not currently meet the decent homes standard all require major external refurbishment works as part of our external wall insulation programme. Homes will meet the Decent Homes Standard once these works are complete. Regular inspections are undertaken and interim repairs carried out where required.



2021/22:
838
Number of Homes let

2020/21:
932

Target:
Target not applicable

Regenda Homes let 838 properties in 2021/22

2021/22:
20.61
Average number of days to let

2020/21:
32 days

Target:
13 days

The time between one resident moving out and a new resident moving into a property was 20.61 days.

National median for all registered providers = **35.2** (key p.21)



Repairs and improvements

Covid-19 continued to have an impact on our repairs service in 2021/22. The number of repair requests we received each month increased by over 30%.

There was an impact on resources and material supplies and this meant that residents were waiting over 40 days for a first appointment. As a result of this, we paused all new non-urgent repairs for four weeks from 5 July 2021. Emergency repairs continued to be carried out within four hours of being reported.

2021/22:
27,859
Number of repairs completed

2020/21:
22,255

Target:
Target not applicable

M&Y Maintenance and Construction carried out 27,859 repairs in 2021/22.

2021/22:
90%
of emergency repairs completed within target

2020/21:
92.6%

Target:
100%

In 2021/22, covid continued to have an impact on our services due to staff sickness.

To help us achieve our target, we have reviewed the amount of time we allocate each day to emergency repairs.



2021/22:
97%
of routine repairs completed

2020/21:
81.7%

Target:
84%

We completed 97% of day-to-day repairs within our target of 60 days.



2021/22:
100%
of properties have a gas safety certificate

2020/21:
100%

Target:
100%

100% of our properties have a valid gas safety certificate. It is vital that you allow our staff access to carry out gas safety checks. This not only keeps you and your household safe, but also protects your neighbours and visitors.

National median for all registered providers = **100%** (key p.21)



2021/22:
80.3%

of residents were satisfied with the repairs service

2020/21:
80.9%

Target:
87%

80.3% of residents were satisfied with the repair service they received in 2021/22.

To help us achieve our target of 87%, we have increased resources within the team to enable us to deliver a more customer centric service, particularly around major works.

National median for all registered providers = **78.85%** (key p.21)



2021/22:
£27.5m

was invested in our properties

2020/21:
£24.7m

Target:
Target not applicable

We invested £27.5m into our homes in 2021/22. This included approximately £14m in energy efficiency works, to increase the energy efficiency of all of our properties to an EPC rating of C or above by 2030.

★ **STAR SURVEY FIGURE**

These figures relate to our **2020/21 STAR survey**. This survey is carried out every two years, with the last survey taking place in 2020/21. From April 2023, we will move to a monthly satisfaction survey, in line with the Regulatory Tenant Satisfaction Measures (TSM).

2020/21:
77.2%

of residents satisfied with quality of home

Target:
87%

77.2% of residents were satisfied with the quality of their home. To achieve our target of 87%, we are moving to a more proactive repairs approach, by analysing information that we hold and contacting customers where reoccurring issues appear.

To support this, our contractor, M&Y Maintenance and Construction, is introducing



new systems which will allow us to deliver a more tailored service to customers.

We are committed to ensuring homes are free from damp and mould and have reviewed our specifications to provide an enhanced service.

National median for all registered providers = **84%** (key p.21)

2021/22:
£136.55

Average cost of a responsive repair

2020/21:
£287.73

Target:
Target not applicable

National median for all registered providers = **£168.11** (key p.21) **(2020/21)**

2021/22:
20.8

average number of days to complete a responsive repair

2020/21:
22.04 days

Target:
Target not applicable

National median for all registered providers = **16.1 days** (key p.21) **(2020/21)**



New homes

In 2021/22, we built 40 new homes across the North West.

This included 16 apartments at Marine View, Fleetwood. Built by M&Y Maintenance and Construction for Regenda Homes, these 16 one and two bedroom apartments provide homes for affordable rent for residents aged over 55 who have a local connection to the area.

Standing on the site of a former 1930's apartment building, Marine View reimagines the art deco-style of the original block, with beautiful dual aspect windows and Juliette balconies that look out across the estuary.

This development forms part of Regenda's award-winning £40 million regeneration project in Fleetwood.

40

In 2021/22, we handed over 40 new homes

Regenda Homes 21* | Redwing 19

*19 were new build and 2 were conversions



Your feedback

We want to provide excellent services to our residents first time every time, but we know we don't always get it right. Your feedback is so important in helping us to improve our services.



307

compliments received

2020/21:

341

Target:
Target not applicable



667

complaints received

2020/21:

642

Target:
Target not applicable



85.9%

complaints resolved at first time resolution in target

2020/21:

87%

Target:
85%



77.8%

of stage 1 complaints resolved in target

2020/21:

77%

Target:
85%



We resolved 77.8% of stage 1 complaints within our target. We have recently changed our complaints process and are now monitoring our complaints performance through monthly meetings.



71

complaints escalated to stage 1

2020/21:

58

Target:
Target not applicable

There has been an increase in the number of complaints that were escalated to stage 1, which shows that our complaints process is being followed and that it is easy for customers to escalate their complaint if they are unhappy.



5

complaints escalated to stage 2

2020/21:

3

Target:
Target not applicable

In 2021/22, five complaints were escalated to stage 2. In April 2022, we changed our complaints process in line with recommendations from the Housing Ombudsman. As a result, stage 2 has been replaced by Final Resolution Stage.



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2020/21:

78%

of customers say that Regenda Homes is easy to deal with

Target:

80%

National median for all registered providers = **85.5%** (key p.21) 



39%

customers satisfied with how we handled complaints


2020/21:

54%

In 2021/22, 39% of customers were satisfied with how we handled their complaint. This was against our target of 80%. This was very disappointing and we are working hard to improve the service we provide.

What are we doing to meet our target?

We identified an issue with resourcing within some teams, and have been recruiting to fill vacancies when staff have left the business. This should improve services.

National median for all registered providers = **61.3%** (key p.21) 

Target:

80%

We will contact all complainants that were not satisfied with our service to understand what we could have done better. This will be used to help us improve our services.

We are reviewing our satisfaction survey to ensure that we are asking the right questions in relation to complaints. This will also allow us to benchmark our complaints service against our peers, so you can see how we are performing against other similar sized housing providers.





STAR SURVEY FIGURE

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2020/21:
65.7%

of customers say that Regenda Homes listens to their views and acts upon them

Target:

77.1%

National median for all registered providers = **70.38%** (key p.21) **(2020/21)**



+36

net promotor score

2020/21:

+40

Target:

+40

The Net Promoter Score measures how likely our customers are to recommend us to a friend or family member.



Complaints

by category

26.91%

failure to deal with repair

16.55%

not meeting customer expectations

9.91%

lack of communication

4.81%

failure to meet agreed service standard

3.60%

damage to customers goods



You said. We did.

We use your feedback to improve our services and to ensure that we're delivering the services that you want, when you want them in a way that suits you



YOU SAID

We don't always know what to expect from the garden maintenance teams.

WE DID

We have produced a flyer that explains the gardening maintenance programme and what works are carried out. This has been given to residents where gardening services are provided.

YOU SAID

It's frustrating when a planned appointment is missed and we have taken time off work.

WE DID

Sometimes a small number of appointments are re-arranged at short notice. This could be due to staff absences or having to attend emergencies. We should always call you to let you know if we are unable to make your appointment. If that doesn't happen, we will offer you a compensation payment of £25 for the missed appointment.

YOU SAID

You don't always provide feedback after an inspection has taken place.

WE DID

We have changed our process so there is now greater transparency and you should always receive a follow up when an inspection has taken place.

YOU SAID

Text messages to say the operative was en route were not always accurate.

WE DID

We investigated this and found that texts did not take into account traffic or the need to get materials before attending appointments. We have now amended our text messages to better reflect this.

2021/22:

 **STAR SURVEY FIGURE**

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2020/21:

81%

satisfied with neighbourhood as place to live

Target:

84%

We are continuing to work with local agencies and partners to tackle anti social behaviour within our neighbourhoods, to ensure that customers feel safe.

We will review the information we include on our website and will create a leaflet that outlines what you can expect when you report anti social behaviour to us.

National median for all registered providers = **85.6%** (key p.21) **(2020/21)**



2021/22:

587

anti-social behaviour cases raised

2020/21:

645

Target: Target not applicable

2021/22:

74.8%

of residents were satisfied with how we dealt with their anti social behaviour complaint

2020/21:

78%

Target:

80%

We will provide refresher training to Regenda Homes staff in 2022/23 and have enhanced the ASB training we provide to all new staff as part of our induction process.

In addition, we offer additional support to residents where requested and provide feedback to staff on completed satisfaction surveys.

National median for all registered providers=**77.4%** (key p.21) **(2020/21)**



2021/22:

 **STAR SURVEY FIGURE**

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2020/21:

80.3%

satisfied that we provide a home that is safe and secure

Target:

80%

Over the next five years, we will invest £54 million into our properties to ensure they are safe, secure and free from damp and mould.

National median for all registered providers = **89.9%** (key p.21) **(2020/21)**



16,791

Total number of people supported with education, training, and employment opportunities

Your community

We want you to feel happy, safe and secure in your home and in the neighbourhood you live in. Our Housing and Neighbourhoods Teams carry out regular estate inspections, deal with any instances of anti social behaviour and support with any tenancy related issues or queries.



Your rent

During 2021/22, we continued to support residents with their finances, securing additional benefits and grants, clearing debts, providing budgeting advice and helping residents to maximise their income. If you are ever concerned about money, please call 0344 736 0066.

2021/22:
1.83%
of Regenda Homes residents
in arrears

2021/22:
100.9%
of rent collected

2021/22:
0.83%
of residents in arrears who terminated
tenancy (former tenancy arrears)



2020/21:
2.23%

2020/21:
100%

2020/21:
1%

Target:
2.8%

Target:
99%

Target:
1.5%

National median for all registered providers = **3.51%** (key p.21) **(2020/21)**



National median for all registered providers = **1.69%** (key p.21) **(2020/21)**



£2,500,000

Money secured in additional benefits and grants

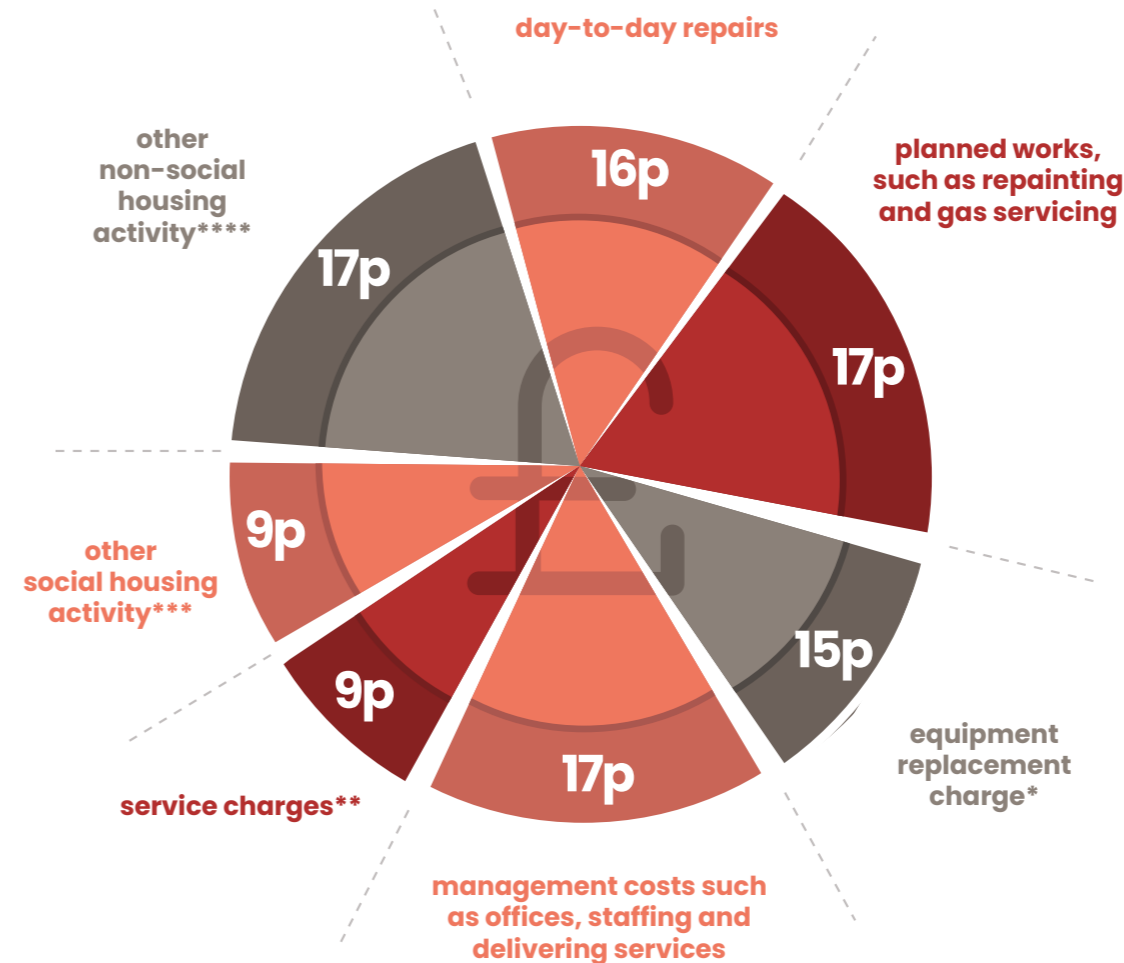
2020/21: £2,100,000	Target: No target at time of writing
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In 2021/22, we helped 1,750 Regenda residents secure an additional £2.5 million in benefits and grants. This was money that they did not know they were entitled to and was used to improve lives and sustain tenancies.

Of the £2.5 million:
£860,000 was in Universal Credit awards
£945,000 was in Housing Benefit awards
£250,000 was in disability and sickness benefits
£191,000 was in state pension and pension credit awards
£183,000 was awarded towards Council Tax Support
 We also secured grants for our customers worth **£82,000**.

How each £1 paid in rent is spent

This chart details how we spend each £1 in rent that we collect.



* **equipment replacement charge.** This is charges for the replacement of any 'capital' items or the installation of new capital items which are not paid for in the rent. Capital items could include boiler replacements or the replacement of communal furniture. This cost is spread over a number of years

** **service charges,** such as grounds maintenance, caretaking and communal lighting and heating

*** **other social housing activity** such as supporting people contracts and development services

**** **other non-social housing activity,** such as lettings homes for private rent or managing shared ownership schemes

KEY	
	Performance on target or better than target
	Performance just off target
	Performance below target
Target not applicable	No target set, information only
Benchmark	This is how we compare our performance against other social landlords with the most recent available data from 2020/2021.
Peer group	This is the group of other social landlords that we have used to benchmark ourselves against in respect of how we are performing. This consists of social landlords in the North West area with 10,000-20,000 properties.
Median	This is the middle point in the list of our peers

Regenda
Homes

Redwing

Part of
 The
Regenda
Group