

# Oldham Annual Report 2021



Fab  
neighbours

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Integration  
with health  
and social  
care

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Rising to the  
challenge

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Oldham's  
annual  
performance

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# Welcome from the Chair of Oldham Retirement Housing Partnership

Well, what a year.

Our schemes have seemed quiet, without the range of activities and events that would normally have been taking place... but they have been buzzing with activity, with increased reassurance calls, additional safety measures and efforts to keep connected in new ways.

We have relied heavily on our partnerships, in particular with Oldham Council and the MioCare Group. From the onset of the pandemic, our teams have worked closely together, adapting to changing advice and restrictions, co-ordinating testing and vaccinations in schemes and helping keep people safe in their homes. Fast agreement of a temporary reduction in some areas of our contract services allowed the team to focus on helping vulnerable residents isolate, whilst making sure the properties were still kept safe and secure.

Whilst some projects had to be delayed, through it all there’s

been a continued focus on planning for the future. There have been significant changes to our repairs’ service, a review of safety systems and processes to provide additional reassurance for people to feel safe in their homes, and we have exciting projects being planned for 2021/22 including three new sensory gardens.

I am proud to introduce this 2020/21 Annual Report – a celebration of the ways in which our people, our residents and our employees, have supported each other throughout the year.

You will hear about the fantastic connections that volunteer groups, local schools and our residents have made to support those in need, even whilst isolating themselves. Find out about our Fab Neighbours, those nominated by their neighbours for special recognition of what they do for their communities. We’re also celebrating our Scheme Managers who have gone the extra mile to make

sure services weren’t just kept going but continued to be delivered seamlessly.

It may take some time for confidence in our social interactions day to day to rebuild, but the community spirit and partnership work that has seen us through 2020 shows there’s a solid foundation to rebuild on.

Thank you.

**Neil Revely,**  
Chair of Oldham Retirement Housing.





# Oldham’s performance highlights

## Tenancy management

1

2

3

4

5

Proportion of resident breaches of the Tenancy Agreement responded to within five working days

100%

\*\*\*

Proportion of nuisance complaints resolved or suitably rectified

100%

The number of new lettings

157

## Customer care

Proportion of telephone calls answered within 24 seconds

90.7%

Average time taken to reply to customer correspondence

3 days

Proportion of complaints where a full written response is provided in seven working days

100%

## Repairs and maintenance

Proportion of emergency repairs completed within eight hours

97.7%

Average time to complete non-urgent repairs

7 days

Proportion of open spaces cleared of fly-tipping within three days

100%

# Court life

## Feeling zen at Violet Hill Court

Resident Lesley, with assistance from Scheme Manager Joanne, delivered various garden tai chi sessions for residents on their open-air balconies during the height of the pandemic.

It was an activity that could be delivered safely, and it gave residents an opportunity to look forward to a regular activity.

Music was provided by fellow resident, Bill, using his stereo and speakers.

Joanne commented:

*“Some enjoyed just listening to the soothing music and relaxing, it was just something different that everyone could engage with.”*



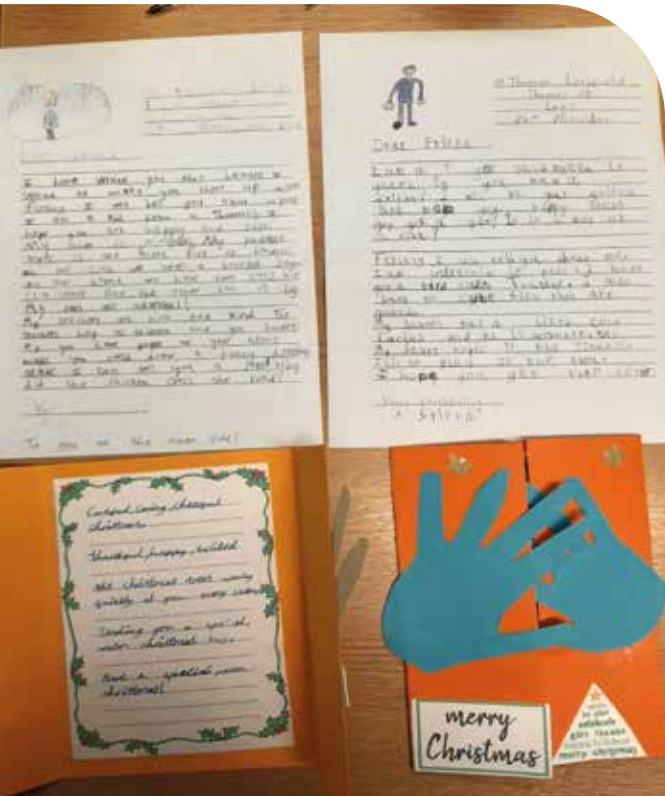
# Connecting generations

Lots of different primary schools from across the borough contacted us to send messages of hope and well wishes to our residents, especially those shielding during the winter months.

Oldham Academy North students also sent letters to each of our Extra Care residents, giving them ideas about how to stay positive and entertained during lockdown.

Scheme Manager Dave from Charles Morris House commented:

*“Residents would like to send their thanks to the students and say it made a difference knowing there were people out there that had an idea of what they had been going through, and what a difference a simple letter can make.”*





# Great Green Garden Competition

With the uncertainty of Covid-19, we made the decision to adapt our Great Green Garden Competition so that participants submitted their own digital images for their entries. We adapted entries to include 'best indoor floral display', 'best creative expression of gardening' (including a poem, drawing, knitted or embroidered item) and 'best video presentation of why gardening is important to me'.

Thank you to Caroline from Veg in the Park and Chris from Greenfingers for judging again this year.



June from Throstle Court won best creative expression of gardening with her poem:

*We love our garden so very much,  
We like to weed and smell and touch,  
Our garden is such a lovely place to be,  
As anyone coming to Throstle Court  
can see,  
It's taken years to do what we've done,  
We have a lovely cabinet to hold  
trophies we've won.*

*There are lovely scents to please  
your nose,  
And lots of plants to tickle your toes.  
It's a tranquil place where we can sit.  
Or an upbeat place when the party's a hit.  
With Covid-19 it's been a pleasure,  
Just to come outside and social  
distance together.  
It's a lovely place where we can rest,  
Our priceless gardeners are  
simply the best.*





# Fundraising and funding received

**Residents fundraising for good causes close to their hearts is always a huge part of community life, but due to the pandemic very little fundraising was possible and advice from public health was that our communal lounges should remain closed for most of last year.**

Several schemes received funds to help with mental wellbeing for residents and safe activities that people could enjoy within their own homes. They included:

<p><b>Holland Close</b> received <b>£1,000</b> from the Oldham Community Recovery Fund for pump bags, mugs and biscuits.</p>	<p><b>St Herbert's Court</b> received just under <b>£330</b> from the Oldham Community Recovery Fund for a festive buffet lunch for each resident, Easter eggs, and crossword puzzle books.</p>	<p><b>Violet Hill</b> received <b>£500</b> from First Choice Homes' ROCA fund for craft activity packs for residents.</p>
<p><b>Holland Close</b> also received <b>£3,500</b> from the National Lottery Community Fund for improvements to their outside space including buying garden furniture, plants and improving access.</p>	<p><b>Lido House</b> received <b>£200</b> from local councillors for afternoon teas for residents.</p>	<p><b>Cloughgate House</b> and <b>School House</b> received <b>£200</b> from the Oldham Community Recovery Fund for biscuits and personalised mugs for each resident.</p>
<p><b>Hopwood Court</b> received <b>£360</b> from local councillors for afternoon teas and Easter eggs.</p>	<p><b>Lido House</b> also received a <b>£500</b> Fast Grant from Action Together for a greenhouse.</p>	<p><b>Old Mill House</b> received <b>£500</b> from local councillors for their Christmas shoe box appeal and 'Decorate Your Window For Christmas' competition.</p>
<p><b>Aster House</b> received <b>£250</b> from Get Up and Grow for a new garden project.</p>	<p>Funding from Groundwork was used to purchase outdoor games equipment for <b>Old Mill House</b>, <b>Violet Hill Court</b> and <b>Aster House</b> bought a garden planter.</p>	<p>Thank you to <b>Greenfingers</b> for donating topsoil to many of the schemes for their communal gardens.</p>

# Keeping in touch

Oldham Community Leisure adapted their chair-based exercise sessions and delivered them via video link, through DVDs and over the radio. Residents like Robert at Tandle View Court benefited hugely from these sessions over lockdown.



In January, we were also part of Connect 21, Housing 21's first online resident conference, where Oldham residents heard from our new Executive Director of Retirement Living and learned about our plans to involve more residents in decision making.



Throughout the lockdown, Age UK Oldham has been regularly phoning residents at Springlees Court who attended the luncheon club before lockdown to keep in touch and have also organised the delivery of an afternoon tea for each of the residents to enjoy!



Although we were unable to run our Court Voices meetings in person, we've been able to stay in touch with a number of them virtually via Microsoft Teams and email. We've held regular online Court Voice meetings and had various guests join to talk about funding, updates from Oldham Council and any changes to services.





# Fab neighbours

It's lovely to be able to recognise some of our residents who go above and beyond to support and look after others, particularly in a year when it has been more valuable than ever.

Our Fab Neighbours award winners for 2020/21 are:

**Derek,**  
Throstle Court

**Marie,**  
Tandle View Court

**Phil,**  
Springlees Court

**Roy and Jenny,**  
Tandle View Court

**Valerie,**  
Lido House



## Derek, Throstle Court

Derek has always been very kind to everyone, helping whenever he can. He looks after his partner, but always finds time to reset people's televisions and other jobs when needed.

He gets up first thing every Friday and moves all the big bins out before 8am, making

sure they are properly replaced when emptied.

Derek keeps the garden looking immaculate. He jet washes the courtyard and paths, paints all our garden wood and collects items from the garden centre for the scheme's garden club.



## Marie, Tandle View Court

Marie does a wonderful job of welcoming new residents and answers any questions they may have about living at Tandle View. She also visits those who may be feeling lonely, might be too unwell to leave their flats or who just

enjoy the company of others. She goes shopping for people who can't get out and always looks out for the wellbeing of others. Marie also volunteers to represent Tandle View as a member of the Court Voice.



## Phil, Springlees Court

Nothing is ever too much trouble for Phil. During lockdown he was a huge support to residents, especially to those unable to go out. He has been out shopping regularly for people and he always puts others first.

Neighbour Joan said: "Phil brings our paper on a daily basis, even when he was having his own problems." Resident Dorothy added: "Phil always helps me, takes out my rubbish and always asks anyone if they need anything; nothing is ever too much trouble for him."

## Roy and Jenny, Tandle View Court

Roy and Jenny are active members of the committee at Tandle View Court. During lockdown, they kept stocking up the scheme shop which was a huge help to anyone who didn't have family. They listen to the needs of their neighbours and are first in line to help with any social events, such as the Christmas fair. They are great at getting involved in organising any fundraising events and are treasurers of the social fund, making sure everything is in place for social activities.



## Valerie, Lido House

Valerie goes shopping for others, keeps a neighbour who is housebound company every Monday and attends to another neighbour who is vulnerable. She also helps at the church, provides meals to her elderly friends and used to be a volunteer at Dr Kershaw's

Hospice. She is kind, warm hearted and always has a good story to tell when you're feeling down.



# Working together in Oldham

**Working with others has been more important than ever this last year. Our continued partnerships with several Oldham-based organisations and charities have been hugely beneficial to residents’ health and wellbeing.**

### Food Delivery

Over the last year we’ve had many donations of food and gifts for residents. Oldham Community Leisure kindly donated Christmas presents to a number of residents who weren’t seeing family or friends over the festive period. Hot cross buns, Easter eggs, cakes and refreshments have also been donated by local businesses and supermarkets.



### Creative Care Kit

Whilst residents were isolating, it was important to try and keep people entertained and engaged. Through our partnership with Age UK Oldham, we were able to receive Creative Care Kits, full of activities and ideas designed for older people to find ways to pass time such as music, writing, craft, horticulture and drawing. The project was



made possible through a unique collaboration between arts organisations, charities, housing associations and businesses from across Greater Manchester.

Oldham Coliseum provided activity packs to residents with an Oldham history and theatre theme. Scheme Managers, with support from the Partnerships Manager, also created several creative activity packs throughout the year.

We continued to produce our Wellbeing 21 newsletter and we’ve seen a large increase in residents entering the competitions, which highlights how important these types of communication have been during a particularly challenging year.

The British Red Cross has been another significant partner during the last year. They very kindly donated free mobile

phones with free data to those who didn’t have digital access. This helped people to feel more connected to others while learning new digital skills. The British Red Cross also held online cookery sessions for which they provided recipes and ingredients.

### Get Up and Grow

Get Up and Grow provided mosaic craft kits and air purifying plants to support residents who were isolating and staying indoors. Residents at Aster House, St Herbert’s Court, School House, Old Mill House, Cloughgate House, Holland Close and

Trinity House benefited. This was funded through Oldham Council’s Thriving Communities Social Action Fund.

### Santa to a Senior

Through their ‘Santa to a Senior’ campaign, Home Instead Senior Care Oldham and Saddleworth distributed gifts collected from the community to Housing 21 residents who wouldn’t ordinarily receive something.

Holland Close has created a lasting partnership with Carry On Delph, a community organisation created to help others during the pandemic.

The group has supported residents at the scheme with shopping, picking up medication, assisting with appointments, donating refreshments, activity packs and goody bags to lift spirits and support the Delph community.



**Get Up and Grow provided mosaic craft kits and air purifying plants to support residents who were isolating and staying indoors.**



# Rising to the challenge

There were some big changes within our property team, where we welcomed new employees to Housing 21, after changing the way our repairs services are managed. We also said goodbye to John Hughes, Property Services Manager, and to Howard Burgess, Property Inspector, as they retired towards the end of the year. Each had given over 10 years' service to Housing 21!

We welcome Lucy, Luke, Michael, Brian W, Asif and Kerry, to Housing 21.

Kerry Whittle is our new Property Services Manager and is heading up the team, managing all aspects of works and servicing. Lucy, Luke and Michael are making sure your repairs are carried out by the right people and in the right time. Brian W is out and about, inspecting works and void properties alongside our existing team members John and Brian B. Asif is managing our key contractor relationships, and working closely with Denise to keep all our safety certifications in place and making sure we're paying the bills.

We've also welcomed Linda to the Customer Service Team.

Our Neighbourhood Services Managers, Laura and Jane, recently passed the Housing 21 Inspiring Excellence programme. Congratulations!

In October, over 30 **Scheme Managers** attended virtual

Nutrition and Hydration Champion training sessions. The feedback was very good with managers saying they now feel confident in recognising signs and symptoms of

malnutrition and dehydration and know what to do if they feel concerned about anybody who may not be eating and drinking well.



Kerry



Michael



Scheme Manager, Karen, learning about nutrition and dehydration

Our **Scheme Managers** have been instrumental in keeping our service running throughout the pandemic. We had a handful of employees who needed to shield and earlier in the year nearly all were required to work from home. Our Extra Care Scheme Managers and Assistants remained on site.

All our Scheme Managers and office-based colleagues rose to the initial challenge presented by the lockdown, and as a team, have shown great determination in keeping residents safe, helping some to do their shopping online and supporting others by linking them with shopping services such as those operated by Age UK and council-led teams.

In Oldham we have three **Cover Scheme Managers** Loretta, Claire and Amanda. Their role is to cover leave and provide additional support to the site-specific Scheme Managers when they need it. This can be difficult; stepping into someone else's shoes, understanding the buildings, and the people.

They are often the unsung heroes – always adaptable, sometimes flexing hours and moving around multiple locations in a week, or even a day, to make sure checks are completed. During the pandemic, these three stars played a huge role in making sure that schemes had an employee presence. They kept buildings safe and helped keep shielding colleagues who were

safe, whilst having to adapt themselves to changing advice and the differences between our services across Oldham. Thank you Loretta, Claire and Amanda!

Our **Customer Services Team** showed great resilience in maintaining our office services functions throughout the pandemic. They kept residents informed about changes

to the ways we deliver our services made because of Covid-19 restrictions. They have encouraged the take-up of different ways to pay rent, encouraging and helping people set up Direct Debit payments rather than having to visit shops to make payments.



Amanda



Claire



Loretta



# Investing in our properties

## The work goes on

### Our Safety Focus

All our contractors have increased their hygiene and safety measures when entering properties, so we've been able to keep up with safety checks like gas and electric testing.

We've completed our five-yearly update of our asbestos management surveys.

Six Extra Care schemes have had Level 4 Fire Risk Assessments completed, to give extra reassurance of the safety of the building for those who need to stay put because of poor mobility.

All other fire alarm systems have been surveyed to identify recommendations for upgrades or improvements over the coming years.

### Looking Forward

Substantial works projects planned for 2020 were delayed, to minimise the amount of people visiting sites and needing to access people's properties... but that doesn't mean it's been all quiet on the property front!

Plans have continued for garden projects at Trinity House, Tandle View Court and Charles Morris House. Tandle View Court and Charles Morris now have contracts being finalised ready to start works. Trinity House has received planning permission and is getting put out to tender to complete the set.

Following the success of previous solar power installations in 2015 and 2017, Oldham Council granted funding for 60 more bungalows to have them installed and these were completed in 2021.

### How we work

In summer 2020 we saw a big change in how we manage repairs. Instead of working with one main contractor to manage all our repairs, Housing 21 now directly employs the people that handle your repair requests and they arrange works with a number of specialist contractors for different types of work.

We were happy to welcome three colleagues to the team who previously worked for our main contractor. They have brought a wealth of knowledge and experience and helped deliver a seamless transition for residents, through continuity of service.

Our big focus for 2021 will be making sure we have the right contractors doing the right jobs, with a first-time fix philosophy.



# Integration with health and social care – Extra Care

Our three reablement flats at Hopwood Court, Trinity House and Tandle View Court have been full throughout the pandemic and have helped many different people.

These flats are a short stay option for people leaving hospital, or finding it difficult to live independently at home. They help boost recovery, and allow the option of 'trying out' Extra Care living on a short-term basis.

After regaining confidence, independence and strength, some have moved back to their own homes in the community, while others have moved into some of our Extra Care schemes.

Resident Carol, who used the reablement flat in December 2020 before she moved in full-time to Hopwood Court, commented:

*"There are no words; it's changed my life. My confidence has gone through the roof now, my life is 100% better. I gained such a lot from using the reablement flat and I received so much support."*

Over the last year, Oldham Council, the MioCare Group and Housing 21 employees have worked closer than ever before, supporting each other and making sure the service continues to operate at a high standard, highlighting a real one-team approach. All the

Extra Care Teams remained on site throughout the pandemic.

During the year, 56 new Extra Care tenancies began, and this was all handled in a safe manner for everyone involved.

Registered Manager (Extra Care Team, MioCare Group), Ian Hulse commented:

*"In the last year especially, we've been so grateful of our partnership with Housing 21 and their employees. Working alongside our own Care Workers, support employees and other partners too, everybody employed in Oldham's six schemes has played their part in maintaining great levels of person-centred*

*care for our valued residents – including the effective coordination of an on-site Covid-19 testing and vaccination programme. It's no mean feat and much like everyone at the MioCare Group, I'm incredibly proud of all my colleagues in Extra Care!"*

Maggie Lucas, Social Worker for Extra Care housing at Oldham Cares, said:

*"Extra Care Scheme Managers played a vital role offering support, reassurance and guidance to our residents, I cannot praise them highly enough for their dedication and commitment through this pandemic."*



**The Old Mill House team did a fantastic job of keeping spirits high by organising a festive window display competition, a shoe box gift appeal and a 'create your own Christmas card' for family and friends who weren't able to visit their loved ones.**



# Safeguarding

## Safeguarding statement: Nothing about me, without me.

Safeguarding is how Housing 21 protects our residents’ right to live in safety, free from abuse and neglect.

The statement sets out how Housing 21 and external agencies work together to prevent and stop both the risks and experience of abuse or neglect. At the same time, the statement ensures residents’ wellbeing is promoted, and their views, wishes, feelings and beliefs are considered before deciding on any action.

Lots of work has taken place in the past year to strengthen our approach to safeguarding, guided by the overarching principle of ‘nothing about me, without me’.

This means that whilst we will always fulfil our regulatory responsibilities, we always work

with residents about matters concerning them and their lives, where it is safe to do so.

Safeguarding is not something we do to people – it is something we do with people.

Here are just a few of the improvements we have made this year:

- Introduction of reviews of serious cases led by our Safeguarding Lead. The findings from these reviews have been used to identify lessons learned which have been shared widely.
- Introduction of webinars providing Scheme Managers with opportunities to develop their knowledge around specialist safeguarding areas, such as hoarding and substance misuse.

- Introduction of a safeguarding signposting directory, highlighting external organisations who can provide support to residents.
- Over 90 Safeguarding Champions recruited across the organisation who will help embed best practice and provide guidance to colleagues dealing with more complex issues.

**If you are concerned about any resident of the properties we manage in Oldham, who might be the victim of abuse, speak with the Scheme Manager in the first instance. If this isn’t possible, please contact the Customer Service Team on 0345 604 4447.**

# Complaints

We received 18 complaints throughout the year.

Four related to neighbourhood issues or disputes with neighbours. These have been addressed by our Housing Management Team.

Five related to delays to repairs or repeat call outs to resolve a property issue. We have learnt some key lessons from these to help us improve repair management including:

- We reviewed our pre-inspection processes, and we now log our inspections in the same way we track

repairs, to make sure we keep track of diagnosis of problems before works are booked in

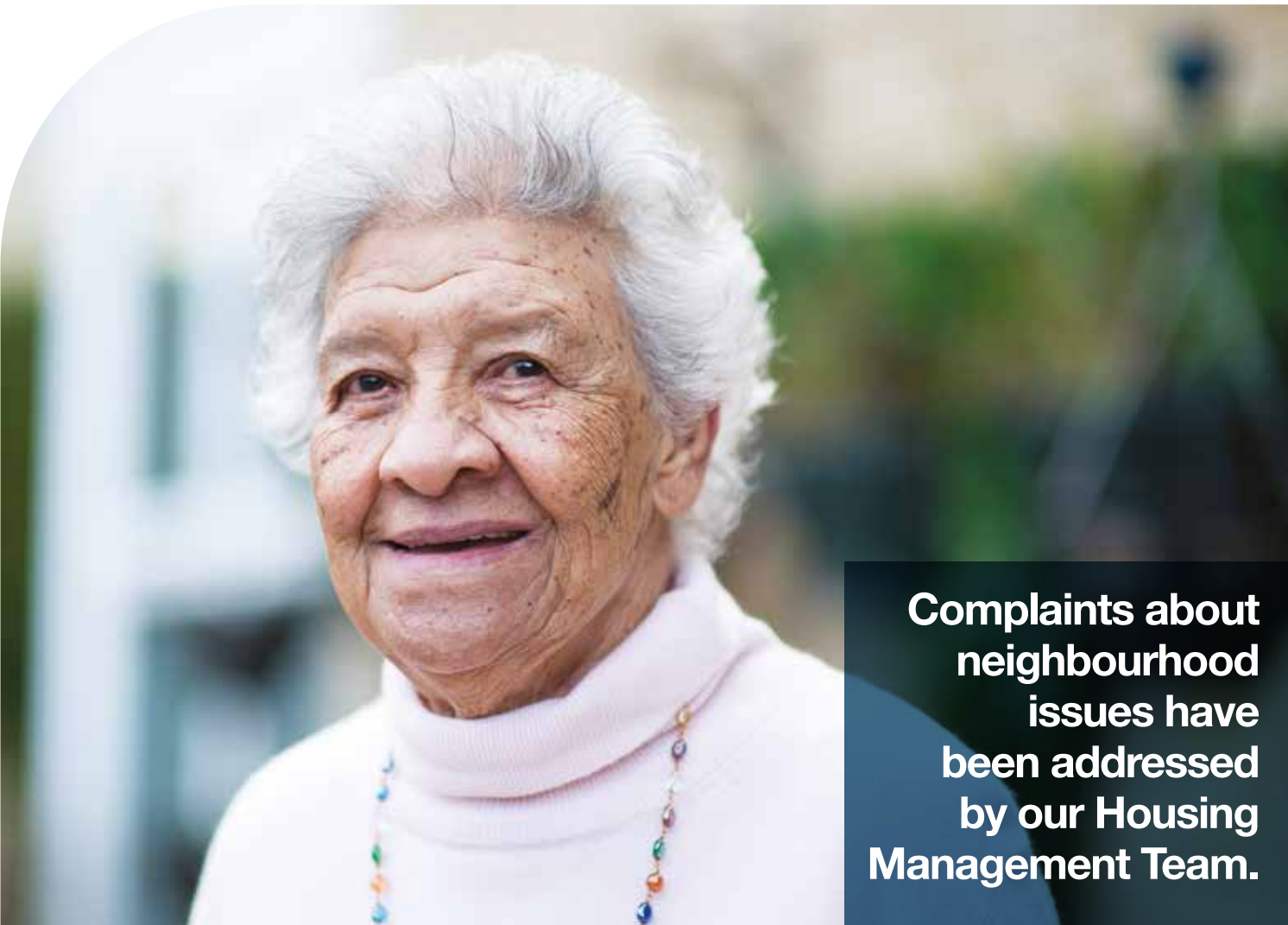
- Our out-of-hours call line has a list of response times, so they can give better information to callers about how long a contractor may take to attend

Nine complaints related to restrictions on lettings and closing access to communal lounges related to the pandemic.

It has been difficult to find the right balance between

helping minimise the spread of Covid-19 and keeping people in touch with each other. We have tried to keep everyone informed of changes and the reason behind restrictions, but we acknowledge that as advice and case rates in Oldham changed, some residents and visitors disagreed with the extent of restrictions in place.

Happily, communal spaces have been able to reopen, and we are working to gradually increase the amount of activity on sites.



**Complaints about neighbourhood issues have been addressed by our Housing Management Team.**



# Housing 21’s national performance against strategic priorities

## 1. Providing more homes

At 2020/21 year-end we had 13 schemes on site made up of 12 Extra Care and one Retirement Living schemes, working to deliver 875 much needed homes for older people of modest means.

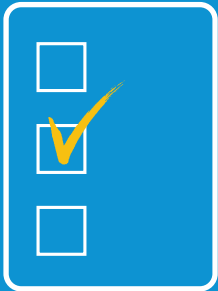


## 2. The quality of our existing properties

Despite the significant impact of Covid-19 we still managed to successfully deliver £18.4m investment into our properties and continued to make progress to meet our enhanced property standards, although we’ve had to delay completely achieving these on all schemes to April 2022.

## 3. The quality and responsiveness of our services

Our resident survey did not go ahead during 2020 due to the pandemic but we look forward to the results of our Resident Census in 2021/22 which will hopefully help us toward our target of achieving at least 95% resident satisfaction.



## 4. Our people and potential

We were delighted to achieve Platinum Investors in People accreditation in 2021 underpinning our commitment to make work better for our people and placing us among the top 2% of organisations assessed.

## 5. Systems and technology

The digital transformation journey within Housing 21 continues at pace. Over the past year a significant shift in moving to a mobile working environment has resulted in the rapid deployment of mobile devices. For our residents, our vision is to facilitate digital inclusion by exploring, developing and introducing technology to help support independent living.

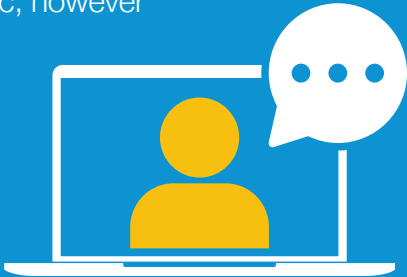
## 6. Providing value for money

We work hard to ensure the services we provide are value for money. You can see how your money is spent on the opposite page.



## 7. Innovation and influence

In an ordinary year we deliver a range of events and conferences to share our knowledge and expertise. In 2020/21 this was limited due to the pandemic, however we delivered a number of webinars with partners in the sector.

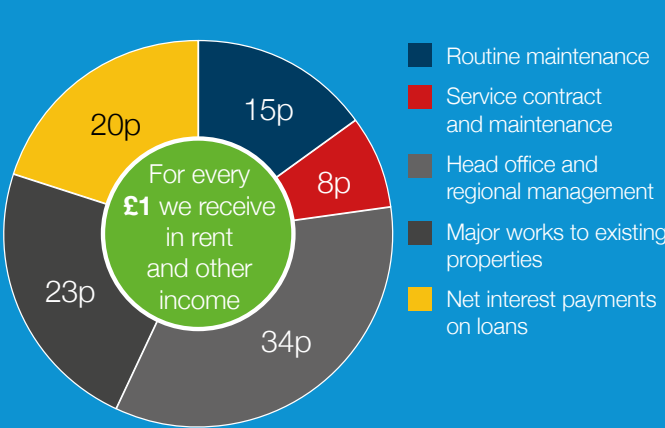


**We remain committed to being a dementia-friendly organisation. All employees become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends initiative.**

# Housing 21’s national organisational performance

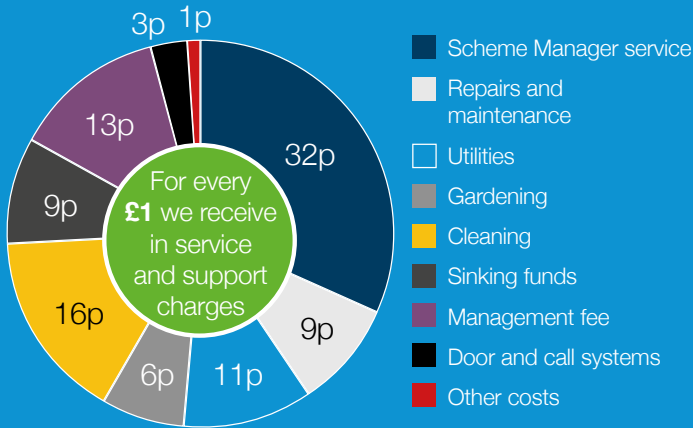
## How we spend your rent and our other income

None of the rent we receive goes into the pockets of other people. It is all spent or reinvested in our services and properties.



## How we spend your service and support charge

Your service and support charges go toward providing the valuable services which make your scheme your home.



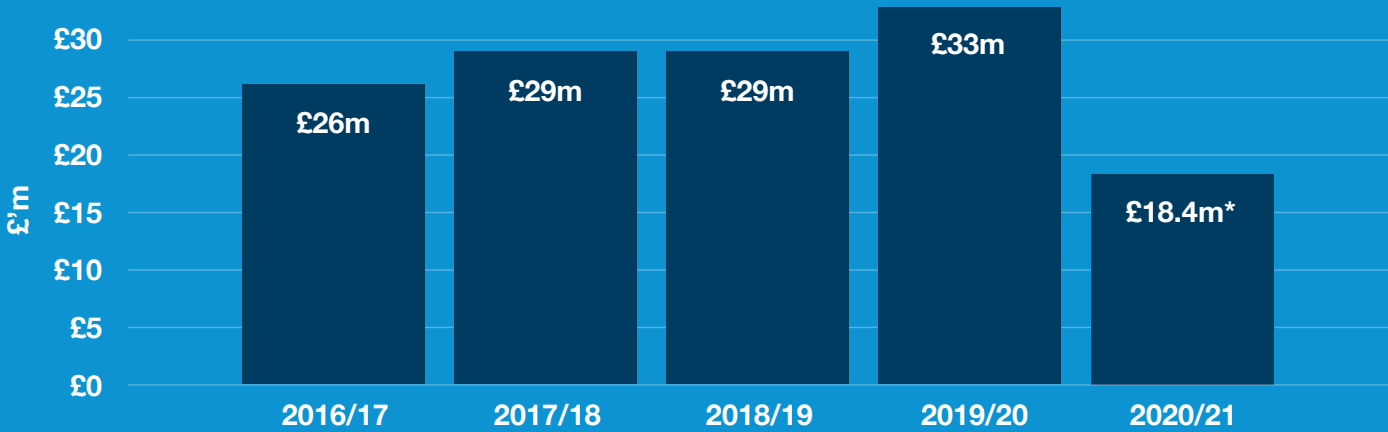
Number of properties:  
**21,547**

Turnover:  
**£202.0m**

Operating surplus:  
**£35.8m**

## Reinvestment in our existing properties

We are proud of our properties and want you to be proud of them as well, making them a positive choice.



\* The Covid-19 pandemic had a significant impact on the amount of work we were able to undertake during the 2020/21 year.



# Oldham annual performance KPIs

**2020/21 was an extraordinary year. We agreed with Oldham Council not to do some of the things Housing 21 would normally do as part of our services, so we could have fewer people visiting homes. There were also restrictions on lettings, travelling to work and meeting people in groups under Government restrictions. This means we didn't hit some of our performance targets for the year. As things open up in 2021, we're getting back up to full service standards.**

KPI	Description	Unit	Target	End of year performance
TLPI1	Tenant liaison poor performance points	Pts	0	0
TMPI1	Tenancy management poor performance points	Pts	0	0
TMPI2	Proportion of tenant breaches of the Tenancy Agreement responded to within five working days	%	95.00%	100%
TMPI3	Proportion of nuisance complaints resolved or suitably rectified	%	95.00%	100%
CCPI1	Customer care poor performance points	Pts	0	0
CCPI2	Average reply time to customer correspondence	Working Days	8	3
CCPI3	Proportion of home visits carried out within five working days	%	90.00%	100%
CCPI4	Proportion of telephone calls answered within 24 seconds	%	85.00%	90.67%
CCPI5	Proportion of complaints where a full written response is provided in seven working days	%	85.00%	100%
RCPI1	Rent collection poor performance points	Pts	0	0
RCPI2	Proportion of rent collected	%	98.00%	102.18%
RCPI3	Percentage of rent arrears of current tenants	%	2.00%	0.63%
RCPI4	Percentage of tenants owing more than 13 weeks' rent	%	2.00%	0.02%
RCPI5	Percentages of charges collected (not rents)	%	97.00%	102.18%

KPI	Description	Unit	Target	End of year performance
RMPI1	Repairs and maintenance poor performance points	Pts	0	0
RMPI2	Average time to complete non-urgent repairs	Days	21	7
RMPI3	Percentage of repair jobs where appointment was made and kept	%	85.00%	100%
RMPI4	Percentage of responsive repairs inspected within 20 days of completion	%	10.00%	9.63%
RMPI5	Percentage of non-urgent repairs failing inspection within the quarter	%	2.00%	0%
CLPI1	Cleaning poor performance points	Pts	0	0
LTPI1	Average number of days to make void available for re-letting	Days	14	33.5*
LTPI2	Average number of days for properties to be let	Days	21	29*
GMPI1	Grounds maintenance poor performance points	Pts	0	0
GMPI2	Proportion of open spaces cleared within three days of dumping	%	85.00%	100%
GMPI3	Proportion of graffiti removed within two days of reporting	%	85.00%	100%
TCPI1	Tenant consultation poor performance points	Pts	0	0
SSPI1	Supporting people services poor performance points	Pts	0	0
SSPI2	Proportion of tenants with no support plan within preceding 12 months	%	2.00%	0%
SSPI3	Proportion of tenant contacts made	%	98.00%	100%
SSPI4	Proportion of emergency alarm calls (EAC) responded to within 20 minutes	%	98.00%	100%
SSPI5	Proportion of social activities taking place as planned	%	98.00%	76.37%*

\*Didn't meet target due to impact of pandemic.



# Looking ahead – taking care of the environment

As an organisation we are committed to making positive changes for the environment and are focusing on areas that will make the most difference:



## Carbon impact / energy consumption

We are currently leading in the housing sector in terms of energy consumption with 92% of our properties already having an Energy Performance Certificate (EPC) grade C or above, saving you money on your energy bills. Our aim is for all properties to have an EPC grade C by April 2022. We will also be installing non-fossil fuel heating systems on new homes and, where possible, on replacement systems from December 2022. Our policy is to only source electricity from certified renewable sources.



## Climate change resilience

All of our schemes have been surveyed for climate change resilience and each scheme will have an action plan by April 2022 to promote longer term environmental sustainability.



## Transport

We are aiming to reduce non-essential travel for employees across the organisation, and continue to explore new ways of working, reducing our carbon footprint.

This is just the beginning. We will build on these strong foundations to develop our commitment to 'Doing the Right Thing'. Talk to your Scheme Manager if you have any thoughts or ideas

on how to make positive changes for the environment at your scheme. Your story could feature in next year's Regional Report!

## Feedback

We hope you have enjoyed reading your Regional Report 2021. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing **[communications@housing21.org.uk](mailto:communications@housing21.org.uk)** or speak to a member of the Housing 21 team.

If you need this report in a different format, for example large print, Braille, audio file/CD or another language, please contact your local manager.

Thank you.

# Housing

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