

Retirement Living Update

November 2023

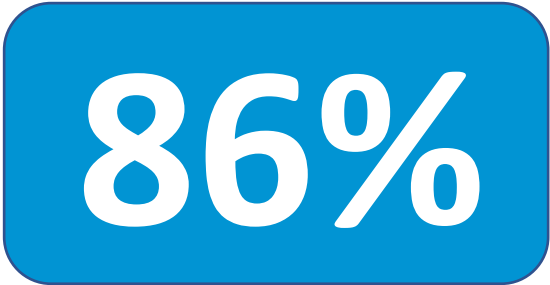
Introductions and content

- Who are we?
- Presenting:
 - Resident survey results
 - What happens with the results?
 - Service Charge Consultations

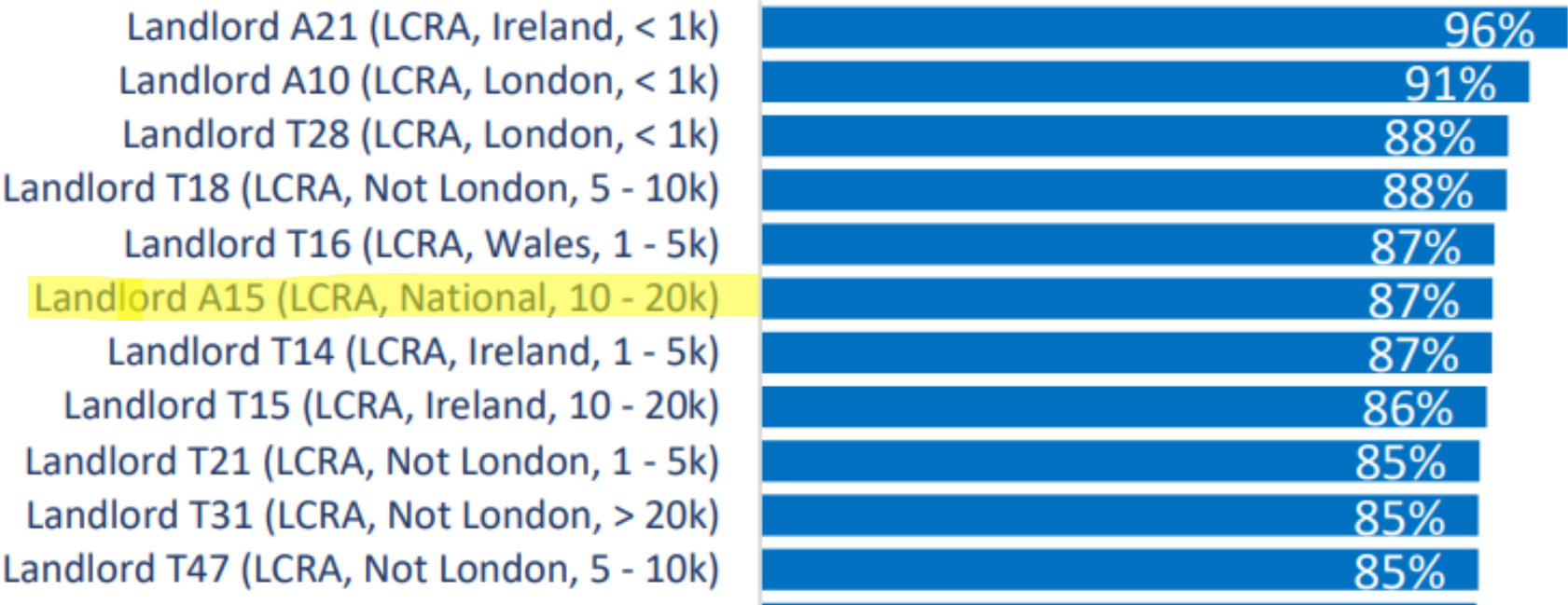
Resident Survey / Tenant Satisfaction Measures

- All registered providers of social housing must collect and report on their performance on these
 - Social Housing (Regulation) Act
 - Part of the move to greater transparency for residents to hold their landlord to account
 - All housing providers results will be published and available
 - Revamped resident information section of the website – coming soon
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- Housing 21 undertook its annual residents' survey between June – September 2023
 - The overall response rate for this survey was 57%

Overall Satisfaction

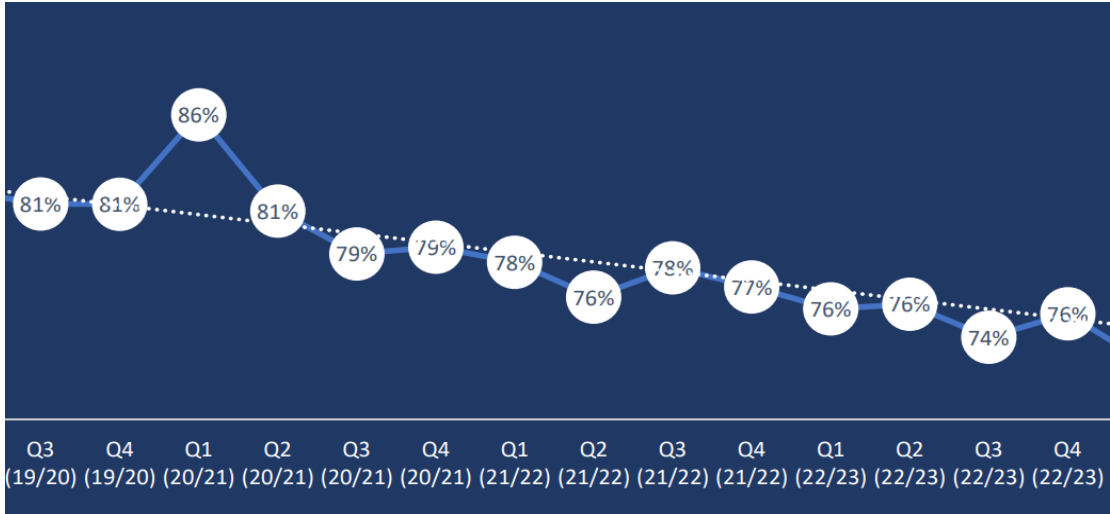


Retirement Living
Overall Satisfaction



Overall Satisfaction – Housing 21

87%



Overall Satisfaction

Retirement Living Regions

East Anglia	London Kent	Mid East	Mid South	Mid West	North East	South West	Yorks Lincs
83%	89%	87%	86%	86%	83%	86%	87%

TSMs – Housing 21 Total

Measure	RL Total	H21 Total
Overall satisfaction	86%	86%
Well maintained home	87%	87%
Safe home	88%	89%
Repairs – Last 12 months	87%	87%
Time taken – Last repair	83%	83%
Communal areas clean & well maintained	90%	90%
Positive contribution to the neighbourhood	68%	70%
Anti-social behaviour	69%	71%
Listens & Acts	71%	73%
Keeps you informed	83%	83%
Treats fairly & with respect	85%	86%
Complaints Handling	45%	47%
Housing management team	83%	83%

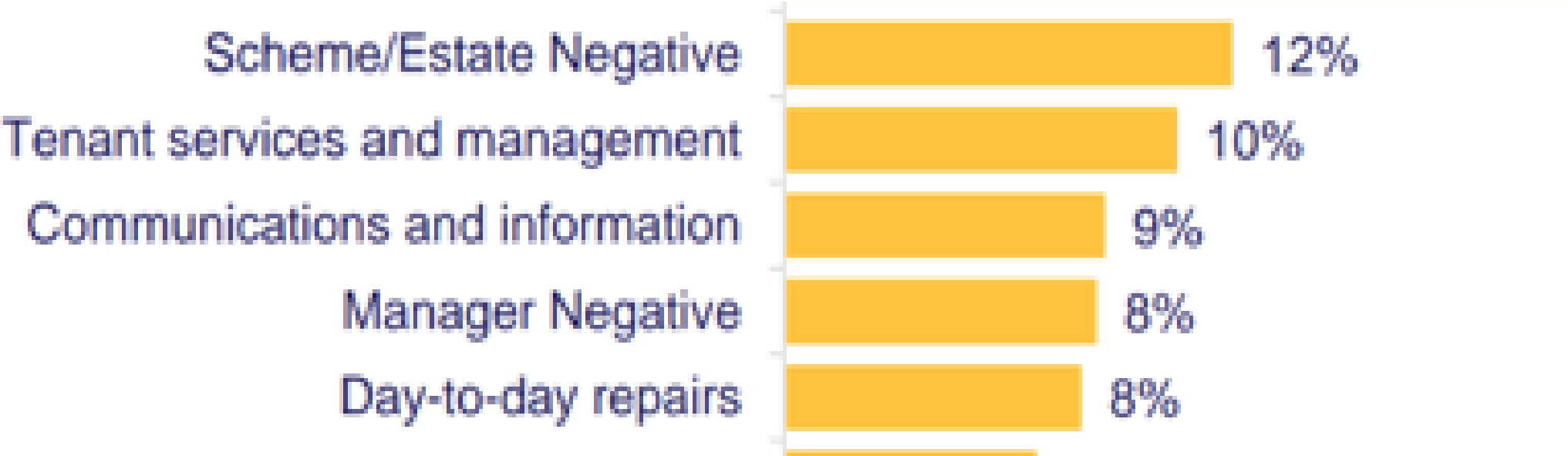
Sector average 34%

Resident Positive Comments - Rented



Number of respondents: 7,511

Resident Improvements Comments



Final thoughts

- **Complaints**
- **Anti-social behaviour**
- **Listening and acting on your views**
- **Value for money**

 **Scheme reports & action plans**

Service Charge Consultation Meetings

Service Charge Meetings



Energy Support



Operation Lightbulb Newsletter



You can save around £60 a year just by remembering to turn your appliances off standby mode.



Avoid overfilling the kettle and save yourself £37 a year.



Keeping your shower time to four minutes could save you £75 a year



Save around £30 a year by washing at 30 degrees and reducing your washing machine use by one run per week for a year.





THE TURN2US BENEFITS CALCULATOR

Millions of people are missing out on thousands of pounds.
Check what you are entitled to now.

Helping Hands Fund

Are you facing financial challenges, or struggling to afford day to day living costs?

Housing 21 can offer a grant to residents, leaseholders and shared owners, up to a maximum of £300 for one off emergencies or unexpected costs.

Some of the things the fund can be used for:



Utility debts



White goods

Food vouchers



Travel costs to get to appointments



As part of the application, you will be asked to undertake a short entitlement check to identify if you are eligible for any additional welfare benefits or sources of income.

It's simple to apply:

- Speak to your Scheme Manager who will support you with the application form
- Or email: HelpingHands@housing21.org.uk



Scan me! →



Community and Wellbeing Fund



Introducing the Community and Wellbeing Fund

Your scheme could receive up to £750 towards a project that will bring residents together.



Building blocks:
A one-off payment up to

£100



Lifting communities:
A quarterly payment up to

£30



Sustaining communities:
A one-off payment up to

£750

Speak to your scheme manager today to apply



Thank you!

retirementliving@housing21.org.uk