

# Catch up with Retirement Living

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## Items to discuss..

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- Resident survey response
  - Rent and Service Charges
  - 60<sup>th</sup> Birthday celebrations
  - Resident Forum update
  - Incoming legislation
  - Q&A – pop your questions in the chat box
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# Residents survey – Results

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**86% overall  
satisfaction**

Target is to achieve 95% overall satisfaction

Each scheme to have its own individual action plan – March

Targeted support on amber and red schemes:

- 197 'Green' schemes (satisfaction of 86% or more)
- 101 'Amber' schemes (satisfaction of 71% to 85%)
- 36 'red' schemes (satisfaction of 70% or less)





# Emerging Themes

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1. Complaints
2. ASB and neighbourhood
3. Communication & effectiveness  
(Listens & acts, keeps informed)



# Complaints

Measures of success:

Complaints handling to improve from 45% to 55% (upper quartile)

No Ombudsman Service failures from 2024

Listen and acts increases from 71% to 80%

## Improve the Complaint Procedure (Right First Time)

- ✓ Develop training for all complaints handlers
- ✓ Develop a new process for quality assuring Stage 1 outcomes so that complaints are handled right first time.
- ✓ Review information provided to residents about our complaints procedure.
- ✓ Monthly follow up to complainants to understand their feelings on the process/approach

## Create a 'Customer First' Culture

- ✓ Develop a co-produced Customer Charter, to set out the standards of customer service residents should expect from Housing 21. To link in with the Court Service Agreement.
- ✓ Training for all employees on what good customer service looks like.
- ✓ Undertake research on organisations with good customer service culture eg John Lewis, Octopus

## Understanding Complaints

- ✓ Analyse the data to understand the volume of residents reporting to have made a complaint, versus our records of formal & informal complaints to try to understand the discrepancy, and residents understanding of what a complaint is.
- ✓ Work to improve residents understanding of this TSM, and what constitutes a complaint vs ASB vs other.

## Communication

Measure of Success:

Listen acts and improves from 71% to 80%

Keeps you informed increases from 83% to 90%

12+ residents attending each regional Residents' Engagement Group

A National RL Forum representative from each Regional Resident Engagement Group

### Improve Regional Communication and Engagement

- ✓ Promote regional resident forums chaired by ROMs which will include performance updates. Themes from these groups will be used to set the national agenda.
- ✓ Forum updates and general updates provided by ROM/Head/RREG reps in the Court Newsletter
- ✓ Online engagement events to be delivered quarterly by RL Senior Team and recorded so that these can be played back to residents who don't have access to IT.

### Improve and Standardise Local Engagement

- ✓ Quarterly check of OM engagement visits to include frequency of meetings (4-6 weekly) and structure.
- ✓ Introduce interactive sessions with residents assessing satisfaction with the TSMs throughout the year at schemes scoring below 70% overall satisfaction.
- ✓ Ensure 'You said, we're listening' is used across all schemes regularly in the Court Newsletter

## ASB & Neighbourhood

### Measures of Success:

Satisfaction with handling ASB improves from 69% to 76%

Satisfaction that H21 makes a positive contribution to the neighbourhood increases from 68% to 73%

### ASB

- ✓ Ensure residents are clear on what constitutes ASB, so expectations are set accordingly. Promote through scheme meetings and scheme literature
- ✓ Ensure any ASB cases are reviewed monthly by OMs
- ✓ Improved training for OMs and LHMs on ASB process and procedure. Policy currently being reviewed.

### Making a Positive Contribution to the Neighbourhood

- ✓ Provide support to schemes to obtain funding which enhances the activity provision on site.
- ✓ Promote the use of volunteer days to help initiatives in the local area
- ✓ Utilise the Resident Satisfaction Fund in 2024 to include events in the local community, and encourage the community into courts
- ✓ Track and encourage use of the new Resident Satisfaction Fund to support courts and community engagement

# Overall

## Measures of success:

Overall satisfaction to improve from 83% to 95%

Satisfaction with local housing management team to increase from 83% to 90%

## Other Actions

- ✓ Action Plans for all courts scoring below 70% for overall satisfaction
- ✓ ROM/Head visits scheduled for all courts below 70% for overall satisfaction to discuss results and improvements needed
- ✓ Scrutiny/action plans for all courts with satisfaction with local housing management service below 80%
- ✓ Guidance notes to be produced for distribution with next year's TSM survey



# Rent and Service charges..

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- **Rent and Service Charge letters posted**
- **Rents increasing by 7.7%**
- **Service charge and Utilities**
  - £12m utility deficit from last year – April 22 – March 23
  - Building a surplus this year due to lower utility costs
- **Helping Hands**
- **Satisfaction response / fund**

# 60<sup>th</sup> anniversary celebrations

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You're invited to take part!



## Photo competition

Showcasing Housing 21 life through the resident lens.



## 60<sup>th</sup> birthdays

We know it's not just Housing 21 turning 60 this year; some residents will be too! Share the limelight - let's celebrate together.



## 60<sup>th</sup> wedding anniversaries

If you're celebrating your diamond wedding anniversary this year, we'd love to hear from you.



## It's party time!

We're encouraging each scheme to hold a summer celebration between May – September (our official anniversary is Monday 12 August) all will be revealed in due course.

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# Retirement Living resident forum

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## Policy reviews

- Aids and Adaptations
- Repairs Policy

## Consultation

- Gardening Project
- Housing Perks app
- Call monitoring Tendering
- Website workshop
- Wellbeing Strategy

## Themes discussed include:-

- Social Housing Regulation Act and Tenant Satisfaction Measures results
- Civica System

## 34 people on the mailing list :-

- 8-10 regular attendees
  - 20-25 people connect/ comment via email
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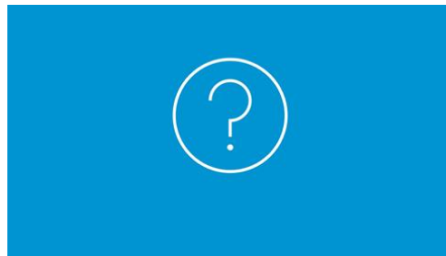
# Website update

- ✓ Thank you to those who completed the online survey in 2023
- ✓ We're meeting with agencies interested in building our new website in March - selecting a new supplier by April
- ✓ Would love to hear from residents interested in getting involved as we build the new site later in the year
- ✓ In the meantime – new look and feel for the Resident Information section. All feedback welcome



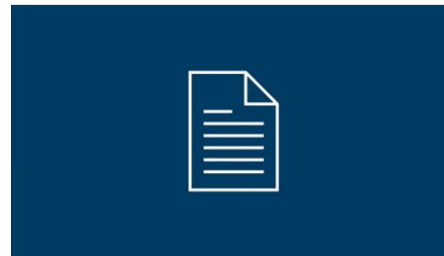
## Resident news

Get the latest resident news updates and information including the monthly Court Newsletters



## Help, advice and support

Find help, advice and support relating to topics such as safeguarding, finances or domestic abuse.



## Publications, policies and guides

Read, download and print guides and publications including the Residents' Handbook, Choice and Consensus Guide and Safeguarding



# Incoming Legislation

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## Social Housing (Regulation) Act

- Rebalancing the relationship between landlord and resident
- Holding landlords to account
- Increased transparency of information

## Housing Ombudsman New Complaint Handling Code

- Removal of 'informal' complaints

## Out for consultation

### Awaabs Law

- Strict timescales for reporting
- 29 hazards
- Defines hazards as those that *pose a significant risk to the health or safety of the actual resident of the building*

## Competence and Conduct

- Professionalism of housing employees
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# Thank you



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