

Cuppa with Kris

February 2024

Items to discuss..

- **Resident survey response**
 - **Rent and Service charges**
 - **Resident Forum update**
 - **60th birthday celebrations**
 - **Q&A – pop your questions in the chat box**
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Residents survey – Results

87% overall
satisfaction

79% Shared
Owners

94% care
satisfaction

Target is to achieve 95% overall satisfaction

Every scheme to have its own individual action plan – March

Targeted support on amber and red schemes:

- 98 'Green' schemes (satisfaction of 86% or more)
 - 41 'Amber' schemes (satisfaction of 71% to 85%)
 - 25 'red' schemes (satisfaction of 70% or less)
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Residents survey – themes

Complaints

- ✓ Improve the complaints procedure and practice – Right first time
- ✓ Develop new communication methods with residents about complaints
- ✓ Creating a 'customer first culture – training

Service and Facilities

- ✓ Ensure all services have a catering facility in operation
- ✓ Focus on activity programmes and support local services to have an active activity programme
- ✓ Ensure all manager vacancies are covered and local managers supported with enhanced training and support.



Residents survey – themes

Value for Money (VFM)

- ✓ Review of all charges in schemes – including core support model.
- ✓ Improve VFM for repairs services – work with local schemes and residents on reviewing local contractors.
- ✓ In partnership with the resident forum, improve communication around service charges.

Communication

- ✓ Develop new regional and local communication methods, making communication accessible for all.
- ✓ Standardise all local engagement, making it clear to all residents what they can expect from Housing 21.
- ✓ Review resident conferences.

Rent and Service charges..

- **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**

Housing regulation updates..

- **Social Housing (Regulation) Act 2023**
- **Regulator of Social Housings (RoSH) New Approach to Inspecting Housing Providers – Consumer Standard:**
 - The Safety and Quality Standard
 - The Transparency, Influence and Accountability Standard
 - The Neighbourhood and Community Standard
 - The Tenancy Standard
- **The Housing Ombudsman:**
 - Launched a new ‘Complaints Handling Code’ which has been set in Legislation and comes into force in April 2024.
- **Awaab’s Law**

60th anniversary celebrations

You're invited to take part!



Photo competition

Showcasing Housing 21 life through the resident lens.



60th 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.



60th 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.



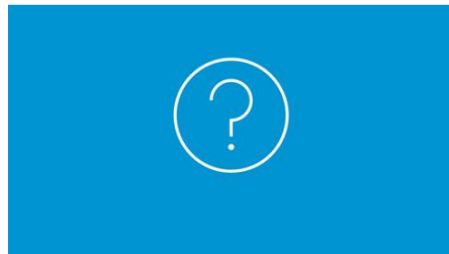
Website update

- ✓ Thank you to all 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



Extra Care resident forum

Resident Forum Priorities for the coming year

Working with Housing 21:

- accounts to improve and clarify service charge information.
 - data manager to provide simple guidance on sharing resident-related news.
 - supporting residents to understand and use technology
 - testing and advising on the development of the new website.
 - regional managers to improve communication with residents
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In other news..

The logo for Birdie, featuring the word "birdie" in a white, lowercase, sans-serif font. A small green leaf-like shape is positioned above the letter 'i'. The logo is set against a purple rounded square background.

**Care Management
solution**



Catering options

[Housing21.org.uk](https://www.housing21.org.uk)



Housing21

Thank you



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www.housing21.org.uk