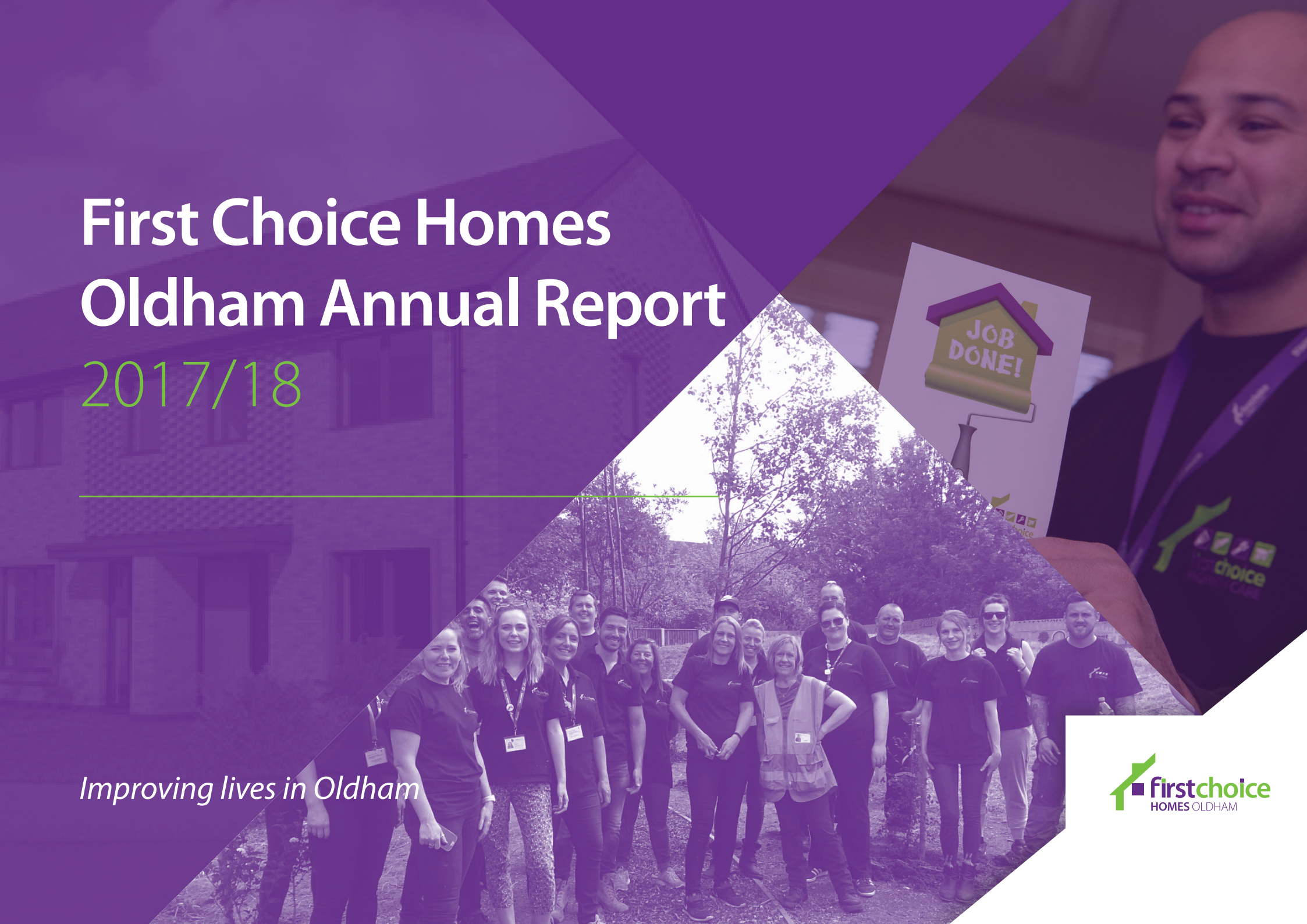


First Choice Homes Oldham Annual Report

2017/18

Improving lives in Oldham



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Introduction



Vinny Roche – Chief Executive

Hello and welcome to this year's annual report to customers.

This is the first time I've introduced our report, being new to the role of Chief Executive. I have worked here for quite a few years now though and see every day the commitment my colleagues have for the work they do and for the communities they work in.

Everything we do is about improving lives in Oldham and everyone who works here is mindful of that. Customers are at the heart of our work so your experiences and views are of utmost importance to us.

Over the past year, we have gained a better understanding of the needs of our customers than we have ever had before. We have used this information to shape and change our services to meet need both now and for the future.

The need to build new homes is well documented. First Choice Homes is responding to this challenge with plans to invest £100 million on good quality, new build homes over the next 4 years.

Our focus on delivering excellent services and giving you a great customer experience however will not diminish.

Only you can tell us if we're getting that right or not.

We want to make sure the voices of our customers are heard right through our organisation. We will use the things you tell us to keep making improvements to our services and to make sure you feel valued and listened to each time you come into contact with us.

We exist for you, and it's only by working together and with others that we can create an Oldham where people, families, businesses and communities thrive.

Who we are

We are a registered housing association providing homes and services to thousands of households across Oldham

2011

Year established



397

Employees



11,571

Homes we own
and manage



What we do

Our Vision

Improving lives in Oldham

Our Mission

To be a trusted provider of quality homes, excellent landlord and support services; creating thriving and independent communities

Our Values

We Listen. We Act.

We Keep It Simple. We Own.

We Learn. We Care

Our Priorities

Our key areas of work are:

- Delivering Excellent Landlord Services
- Creating Thriving Communities
- Building New Homes

Delivering Excellent Landlord Services

100%

Homes that meet
Government's Decent
Homes Standard



100%

Homes with a valid
gas safety certificate



99.22%

Rent collected



We own and maintain over **11,500** homes across Oldham. This includes day-to-day repairs and longer term improvements and maintenance, as well as keeping communal areas neat and tidy. All of this work is funded by the rent we collect.

Recent years have presented us with challenges – a rent reduction from central government as well as the continued introduction of Universal Credit in the town has meant we have introduced new ways of working and new products.

We know that the needs of our customers are getting ever more diverse and complex; and that we need to

offer housing and services which meet those needs. We have been working with key partners to expand the range of services we provide to customers who are elderly, ill or disabled, young, vulnerable or those with complex needs. We have also started to offer new housing options such as shared rented accommodation and new homes for sale, shared ownership and rent to buy.

We have a duty to our customers to spend the rent they pay us wisely; to keep their homes safe and in good repair and to deliver services that they value and are satisfied with.

Delivering Excellent Landlord Services

Customer Satisfaction and Feedback

78%

Landlord
Satisfaction



91%

Repairs Satisfaction



5,969

Touchpoint surveys
completed



Last year saw us maintain an excellent satisfaction level for repairs but saw our overall landlord satisfaction drop from **81%** to **78%**. We are disappointed with this result and have introduced new 'touchpoint' surveys to get feedback from customers soon after they receive a service from us.

We use this feedback from customers to understand why satisfaction is at the level it is; and what actions we can take to improve it.

Here are some changes we've already made following customer feedback:

- Made sure our call centre is able to answer more customer questions
- Improved the standard of empty homes ready to let
- Introduced 'cut and collect' in many grassed areas we look after
- Taken action to tackle fly-tipping in hot spots

Delivering Excellent Landlord Services

Repairs and Improvements

85%

Of customers tell us
we complete repairs
right first time



24,280

Responsive repairs
completed



3,329

Homes received
improvement works



To continue to deliver a great repairs service we closely monitor both the performance of our operatives and the service overall. We keep improving the way we work to make sure we can carry out as many repairs as possible on the first visit. This means making sure we have the right tools and materials with us to get the job done. This year we spent a total of **£3.5m** on repairs to homes.

We don't always wait for a call to come and carry out work to your home. We are continuing to improve homes by replacing doors, windows, roofs, kitchens,

bathrooms and heating systems; spending **£14.6m** this year investing in our homes. We also carried out cyclical maintenance such as repointing brickwork, cleaning gutters and carrying out small roof repairs; we worked on **1513** homes to help keep them in overall good condition.

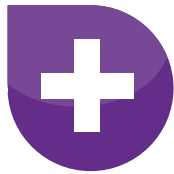
So that we can identify any bigger issues in homes we've started **repairs interventions** when a customer has a high level of reported repairs. These visits are to check whether there is an underlying issue with their property, or if the customer is in need of additional support.

Thriving Communities

Health and Wellbeing

84

People helped at hospital by our services



900

People helped through the Disability Living Service



491

Helped by our Housing Options for Older People service



We continue to work closely with health and care partners to provide housing services to those with medical or social care needs. We are members of the Oldham Health and Wellbeing Board, shaping work to help people to live well, independently and for longer. As well as newer services, we continue to support older people through our Independence Service.

Employment, Skills and Learning

159

People found and sustained work



360

People received training



Our Directions Team grew last year and continued to support our customers into work and to increase their skills. As a business we offer placements and work experience to help students and those of working age to gain experience in a work environment. We work with Oldham Council, Jobcentre Plus, local schools and colleges to help people in Oldham raise their aspirations and realise their potential.

Thriving Communities

Community Engagement

£84k



In grants and
donations to the
community

2,208



Community
members got involved with
our activities and events

We support **56** tenant and community groups across Oldham, as well as providing **12** community centres. In the past year we've created projects for young people taking part in the Prince's Trust, for families to increase engagement and for the over 55s to tackle social isolation. We've also held events and activities with partners about health, money, employment, play, education and career aspirations.

Building New Homes

190

Starts on site



21,059

Households on the
waiting list for housing



As well as maintaining our current homes and working with communities, we are working to increase the amount of homes available across Oldham. The development of quality homes is essential to meet housing need in Oldham and building new homes is a key part of this.

This is the start of our five-year programme to deliver over 800 new homes.

Getting Things Done

Service Delivery

125,938

Calls to our
contact centre



0.69%

Rent loss due
to voids



393

Complaints
received
(45 fewer than last year)



Investing in Oldham:

£12.5m

Spent with local
companies



Getting Things Done

Investing in our Workforce



Moved up 10 places
from 65th to 55th



Retained

90%
Colleague
satisfaction

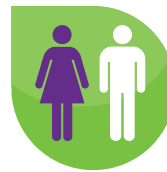


Winners - Excellence in Career
Development: Directions



Retained

3.18%
Gender Pay
Gap (national
average is 18.1%)



Getting Things Done

Finance and Governance

Financial Strength:

£50.3m
Turnover



£14.9m
Pre-tax surplus



Last year we generated over £50m of income, mainly from rent, this leaves us with a £14.9m surplus. As we are a not for profit organisation all our surpluses are reinvested in our existing homes and the services we provide to customers. The surpluses also support us to borrow more money in the future to invest in building new homes.

Good Governance:

G1 and V2 Rated by the Homes and Communities Agency

**NATIONAL
HOUSING
FEDERATION**

Fully compliant with 2015
Code of Governance

We are a registered housing provider and report annually to both the Regulator of Social Housing and the Financial Conduct Authority.

The housing regulator reviews all housing providers' compliance with the Governance

and Viability Standard on an annual basis. In January 2018 the regulator confirmed we are fully compliant with both Standards. We retained our G1 rating for Governance and were re-graded for Viability from V1 to V2.

Over the next 5 years we will be investing £100m in the delivery of new homes which is supported by our £95m loan. The V2 rating reflects the regulators assessment of the risks with the increase in our development programme and our loans.

We recognise that the housing sector is operating in an uncertain, complex and risk-associated environment and we will continue to effectively manage these risks.