



Board news

This summary is an update from our Board meeting held on Wednesday 26 February 2020. It's designed to help you find out more about the latest developments in our organisation and what we're doing to achieve our vision of 'Improving Lives in Oldham'.

We were pleased to report to the Board that work has started on the replacement of fire doors in our blocks of flats and over the next two years we will be replacing 1,200 doors. This is part of our £4m programme of fire safety works that we're investing in to keep our customers, employees and contractors safe from fire risk and stop any fire spreading in our homes, should this ever occur.

The Board also reviewed our wider health and safety works and concluded that these are on track. We review our Health and Safety Reports every three months because keeping our customers' homes safe is a very important area of our business, and we'll continue to provide updates on this.

We asked the Board to approve the 2020/21 Investment and Development Programme Budget which is set at £15.5m. We have got better at identifying what's needed for our customers' homes and in the next financial year money will be spent on replacing roofs, windows, bathrooms, boilers and kitchens, plus the fire safety works in progress.

At the meeting this time the Board approved the rent increase of 2.7% for next year. This additional income is needed for the £15.5m that we are spending on customers' homes, and the £16.6m we're spending on building new homes for people in desperate housing need. It will also go towards investment in energy efficiency works that will reduce energy bills for our customers, and improvements to our customer services which will benefit people living in our homes.

The Board was updated on customer satisfaction and business performance. We are pleased that customer satisfaction has significantly improved in the last two years and we're grateful to the thousands of customers who have shared their feedback with us. The Board heard too that we are on track to complete more new-build homes than we aimed to, helping to meet local housing need. You can read more in the Q3 performance report that will be published soon. We acknowledge that there are areas that we need to work on and the Board approved proposed targets for 2020/2021 to deliver further improvements.

We're always keen to hear if you have any comments or feedback on our services which you can do through My Account.

The next Board meeting will be on 8 April 2020 and I'll provide an update following that.

Thanks for reading.

Vinny Roche

Chief Executive
First Choice Homes Oldham