

First Choice Homes Oldham Annual Report 2018/19

Improving lives in Oldham



Welcome from Vinny



The last 12 months have seen some big and exciting changes here at First Choice Homes Oldham (FCHO). Everything we do is to improve lives in Oldham. That's the reason we exist.

Over the past year we have been working hard to improve satisfaction and encouraging customers to have a greater say in how our services are delivered.

I'm delighted to report that our approach is working, and that satisfaction with services across the business is on the rise.

We're also reshaping the way our business works with our new Community Impact Team. The team will be totally focused on projects and initiatives that will make sure people have more money in their pockets and more disposable income. This will be a major focus of FCHO in the future.

Of course, the past year has not been without its challenges, from supporting our tenants through the changes brought about by Universal Credit to tackling the effects of the housing crisis and the growing demand for safe, affordable housing – we know we still have a journey ahead, but together we can tackle these obstacles head on with the vision and determination we pride ourselves on.

2018/19 saw us upscale our development programme to provide much needed homes in Oldham. We recently delivered our 100th new build home, with over 4,300 households applying to live in these homes. Quite simply, that tells us we need to build more homes and build them faster.

We're also investing in our existing homes too. In 2018 we announced plans to carry out significant refurbishment work to two of our tower blocks. We also decided to demolish two of our tower blocks, which were unpopular with our customers. Once demolished we will build family homes on the cleared site.

As we look forward we will continue to remain focused on being a great landlord, fighting poverty and building the homes that people need.

Thank you,
Vinny Roche, Chief Executive

Our vision
improve lives
in Oldham

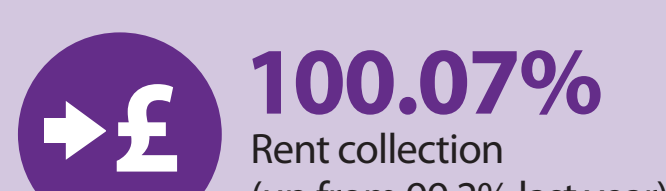
What do we want to achieve?

- Deliver improved and efficient services for our customers
- Increase the number of new homes in Oldham
- Increase the disposable income of our customers

What will we do?

- Improve and enhance our services to customers
- Listen to our customers and use their feedback to improve the customer experience
- Deliver our ambitious development programme and secure new sites for building quality homes
- Support our customers with "make a difference" services to maximise their income
- Provide training and employment opportunities for customers
- Upskill our customers to improve their employment prospects

FCHO in numbers



Delivering excellent landlord services



Results from satisfaction survey 2018/19

Landlord satisfaction	79%	Responsive repairs	92%
Satisfied with new tenancy process	88%	Estates: Block cleaning	69%
Contact centre performance	86%	Estates: Grounds	68%

Complaints



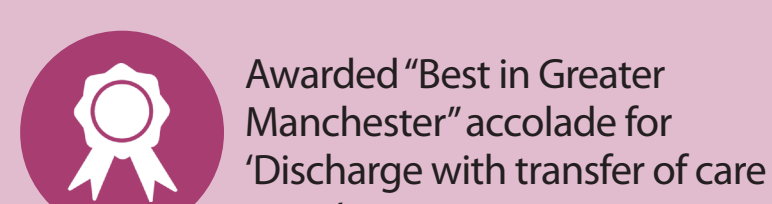
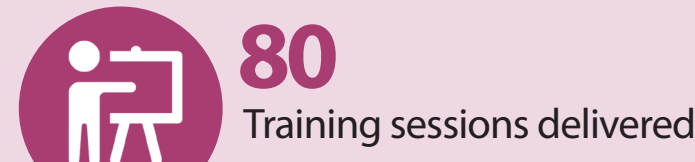
Repairs and improvements



Creating thriving communities

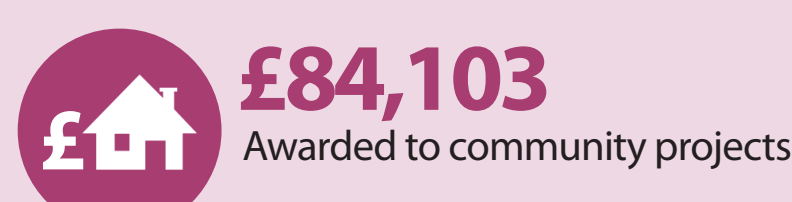
Employment, skills and learning

DIRECTIONS



Health and wellbeing

Community engagement



Building new homes



Awards Shortlisted for

