

### Chair's introduction

I am delighted to present Co-op Homes' customer Annual Review of 2013-14. This year saw some great successes, from welcoming some new co-ops to the Co-op Homes family to our successful rent arrears collections. We extended our asset management programme this year to include more major works to homes that needed updating and with the help of our Customer Focus Group we procured two new contracts.

As ever, I welcome your views on this report and invite you to take advantage of the opportunities for resident involvement. Your input is invaluable in helping the Board shape and deliver services to all our customers.

I hope you find the new format interesting and useful.

**Brian Rose | Chair of Co-op Homes**

### Who are Co-op Homes?

We are a housing association set up in 1986 to provide management services to primary co-ops. We developed our own stock and currently house 305 tenants in permanent and short-life housing across London, East Anglia and the Thames Valley regions. We provide management services to housing co-ops and community-led housing groups, and their 485 tenants. We are a member of the National Housing Federation, active in the Confederation of Co-operative Housing (CCH) and the London Federation of Housing Co-op's (LFHC), and a registered provider with the Homes and Communities Agency (C3675).

#### Our Vision

We aim to provide good quality affordable homes, deliver excellent services and increase customer satisfaction by involving our customers in making the decisions that affect their quality of life.

### How your rent is spent

4% Planned maintenance

6% Estate services

6% Interest paid on our debt

20%

Day-to-day repairs

24%

Management of services

40%

Ongoing maintenance to keep your homes in good condition

### Key performance facts

Doing the basics brilliantly

98.8%

Repairs completed within target (target 98%)

100%

Properties with valid gas safety certificate (target 100%)

Great financial management

3.5%

Current arrears as a % of current rent debit (including Housing Benefit) (target 5%)

6.8 days

Taken to re-let empty home (target 15) 13 homes re-let

820

Operating surplus in £000s (target 643)

Brilliant customer service

545

Planned maintenance spend v budget in £000s (target 539)

46%

Very satisfied with service (target 45%)

88%

Satisfaction with service (target 86%)

86%

Satisfaction with the way Co-op Homes deals with repairs and maintenance (target 78%)

70%

Satisfaction with taking views into account (target 65%)

76.4%

Satisfaction with 'being on the customer's side' (target 77.7%)

Being an excellent employer Co-op Homes

78.6%

Satisfaction with 'being honest' (target 76.8%)

100%

Employees who are satisfied working at Co-op Homes (target 100%)

77.8%

Satisfaction with 'fixing it fast to last' (target 76.6%)

57.1%

Employees who are 'very' satisfied working at Co-op Homes (target 60%)

82.4%

Satisfaction with 'being helpful' (target 83.8%)

0.7%

Short-term sickness (target 1%)

### Value for money

As part of the RHP Group Co-op Homes has a robust value for money strategy. We are focussed on reducing costs wherever possible and investing any savings back into our existing properties and services. The Group's complete strategy can be viewed on our website at [www.coophomes.coop](http://www.coophomes.coop).

Our key value for money achievements in 2013-14 were:

Top sector performance of re-letting empty homes, enabling new tenants to move into their homes quickly and start paying rent

Major investment in our own homes, reducing our costs by 14% and carrying out fewer responsive repairs.

Developing [www.coophomes.coop](http://www.coophomes.coop) to offer more interactive services, improving access to rent account information, repairs reporting and customer enquiries and offering our customers more choice, convenience and control.

79% of repairs money spent goes on planned and cyclical maintenance

Substantial reduction in rent arrears, both for Co-op Homes and our co-operative customers

Securing new three-year repairs and gas servicing contracts at 2012 rates with no increase in price

# What do our customers say about us?

We use our group-wide service style, 'iamrhp', to deliver service to our customers. iamrhp is based on the elements of service that our customers value the most.

- Being on the customer's side – customers can trust Co-op Homes to do the right thing by them
- Being honest – we explain clearly what we can help with
- Being helpful
- Fixing it fast to last - we fix issues quickly, first time

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HOMES

Annual

Review

2013/  
2014

## Taking our customers' views into account

It's really important that we give our residents and our co-op customers the opportunity to tell us how we can make them satisfied. Their feedback comes through individual customer comments, complaints and compliments as well as via our Customer Focus Group (CFG) and the Co-op Homes Users Group (CHUG).

Over the year, we developed our customer engagement strategy with the CFG. The group meets four times a year and scrutinises our business approach. It also monitors the performance of our contractors and decides on the content of customer newsletters. Speakers are invited to talk about subjects that are current or of interest to the participants. The CFG controls an annual budget of £10,000 for environmental and site improvements that help improve the quality of life for Co-op Homes' residents.

CHUG meets every three months and is made up of representatives from our partner co-ops. It looks at the issues affecting housing co-ops and scrutinises the services they receive from us. The Co-op Homes Board considers the comments received from CHUG at each meeting and uses these to develop a good-quality service.

## Complaints

- We received 10 service complaints over the year that were all closed successfully at stage 1.
- 6 were about repairs
- 2 were about housing management
- 1 was about rent
- 1 was about service delivery
- We also dealt with 24 reports of anti-social behaviour.

## E services

Over 22% of all our customers are now signed up for 'My Tenancy' on our website at [www.coophomes.coop](http://www.coophomes.coop). All new tenants are registered at the start of their tenancies, as the service offers easy access to management of rent accounts, household details, rent payments and repairs reporting – at any time from any device.

### Leavers

Bob Phillips  
Cherie Edwards

## Our board in 2013/14

Co-op Homes Board is made up of voluntary members with representatives from our primary co-ops, our own tenants, a representative from RHP (our parent) and some independent, external specialists. Together they bring a wealth of experience and knowledge to help us govern and manage Co-op Homes for the benefit of all our residents and partner housing co-ops.

### Independent members

Brian Rose (Chair)  
Patricia Rushton (Treasurer)  
Karamjit Singh Bhullar

### Co-opted Members

Virginia Phillips  
Kenneth Campbell

### RHP representative

Toby D'Olier

### Co-op Representative

Tony Robertson  
Paul Stewart  
Mike Usher (Vice Chair)

### Tenant Representative

Barbara Lenton  
Karen Marlow  
Paul Turner

## Performance: customer promises

We make a series of promises about the level of service that Co-op Homes tenants can expect from us as a minimum. Our performance over 2013-2014 can be summarised here:

100%

Residents given confirmation of repair orders and a timescale of when the repair will be completed (target 90%)

100%

Homes that meet the lettings standard by the tenancy start date (target 100%)

100%

Customers seen within five minutes of arrival at offices (target 98%)

100%

High level anti-social behaviour complaints responded to within one working day (target 100%)

100%

Gas safety checks carried out (target 100%)

100%

Customers seen within five minutes of arrival at offices (target 90%)

98%

Estate inspections carried out (target 90%)

99%

Telephone calls answered within 15 seconds (target 98%)

93%

Repairs completed on first visit (target 75%)

90%

Enquiries and complaints responded to in plain English within 10 working days (target 90%)

92%

Would you rate the quality of the repairs service repair as good or very good?

97%

Overall, were you satisfied with the work carried out?

96%

Did we tell you how long the job might take?

99%

Did the contractor keep the appointment?

99%

Did we confirm the repairs appointment in writing?

92%

Was the standard of workmanship good or very good?

92%

Was the contractor's conduct good or very good?

93%

Was the work completed on the first visit?

90%

Was any mess cleared away to a good or very good standard?

## Performance: repairs

We try to contact residents after each completed repair, to make sure they are satisfied before we pay the contractor. During 2013-2014 we carried out 1,167 repairs to Co-op Homes properties and organised 880 jobs on behalf of our co-ops.

## MD's Summary

This has been another good year for Co-op Homes and its residents and co-op customers. We have delivered strong core performance: containing rent arrears despite the pressures of welfare reforms; delivered a fast and reliable, quality repairs service; maintained gas servicing consistently at 100%; delivered on all our 'customer promises' and raised customer satisfaction to an all-time high of 88%, with very satisfied increasing from 40% to 46%.

We have also grown our housing co-op customer base and seen the relationship with the Co-op Homes Users Group and the Customer Focus Group flourish, providing highly-valued scrutiny of our services and contractors, plus ideas for service development.

The further development of our e-services has meant that 82% of customers now rate us as easy to do business with and our ongoing approach to improving value for money has led to a 10% increase in customer satisfaction.

I would like to thank my team, resident representatives and Board for their support and hard work and all our customers for their ongoing feedback. I look forward to 2014 knowing that together we will continue to improve services and provide even better value for money.

Sue Philpott | MD of Co-op Homes

## Home improvements

Zinzan Street

Wayland Street

New doors/windows

6 installed (various locations)

Turnpike Way

Bathroom

Boilers

Kitchens

Yew Tree Lodge

Palmerstone Road

12 installed (various locations)

Griffin Court

Barrow Lodge

Oxford Road

New roof

External painting

Russell Street

Carnwath Road