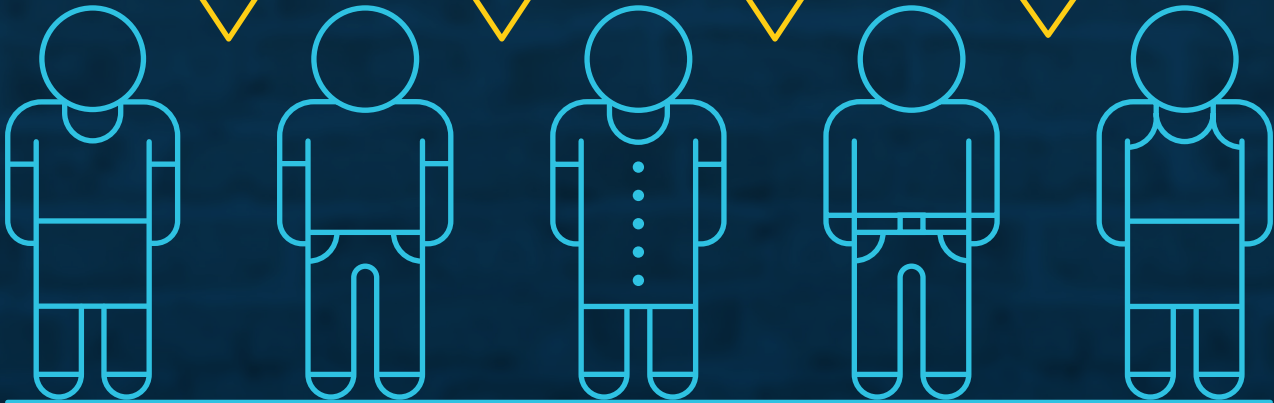




2019-2020



**CUSTOMER REPORT**

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A portrait of Nick Atkin, a middle-aged man with a bald head and light blue eyes, wearing a blue and white checkered button-down shirt. He is smiling slightly and looking directly at the camera. The background is a solid blue color with a faint brick wall pattern.

# **WELCOME TO THIS YEAR'S CUSTOMER REPORT**

**Nick Atkin**  
Chief Executive  
Yorkshire Housing

## **This is always a really useful opportunity to take a few moments to look back over the last year and share some of the work Yorkshire Housing has delivered to support our customers.**

As we all know 2020 has held some very unexpected challenges due to the Coronavirus pandemic. We're aware it has made life difficult for many of our customers, especially those who had to shield due to age or health issues.

At the start of lockdown we quickly set up a Customer Assistance Scheme to help customers access essential shopping and medication. We also launched a befriending service for those on their own. We know that many of our customers really valued this approach and so we are looking at how we can continue to provide a more proactive service offer.

It's also been a year of change for Yorkshire Housing. We've been modernising our systems and introducing new technology so we can provide you with a better service. We've created new roles such as our Money Coaches and Tenancy Management Officers to offer tailored support to those who need it the most. It's great to see some of the changes we've made are already having a positive impact on people's lives.

I'm pleased to say that customer satisfaction with our services remains high at 87%, but there is much more we want to do.



### **CUSTOMER SATISFACTION**

**87%**



**The vision of Yorkshire Housing remains the same that everyone should have the opportunity to live in a quality home they can afford.**

In February this year, we launched our new Business Strategy which has 5 key themes:

**1 Great customer experience**

.....

**2 Homes and places to be proud of**

.....

**3 Growth**

.....

**4 Employer of choice**

.....

**5 Strong resilient and innovative business**

## It is intentional that Great Customer Experience is first on this list. Our customers are at the heart of what we do, you are the reason we exist.

We are listening to what you are telling us and designing services to meet your expectations. Technology will underpin our ambitions and we will use data and insight to transform our service offer from a reactive to a proactive approach.

There are some exciting new plans underway including new online services to give you improved access to our full range of services. We're also developing a new 'Yorkshire Housing Standard' for our rented homes as part of creating Homes and Places to be Proud of. We also aim to build 8,000 new homes by 2030 to play our part in tackling the housing crisis across Yorkshire. We look forward to being able to update you on our progress as we move ahead with this.

After what has been my first full year as chief executive of Yorkshire Housing what is clear is that we're well positioned to embrace the opportunities as well as the challenges the next few years will bring.

I hope that this report finds you safe and well.



Nick Atkin  
Chief Executive, Yorkshire Housing



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**8,000 NEW  
HOMES BY 2030**

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# WHAT A YEAR!

## A helping hand

Our Help at Hand service offers support with household tasks, dealing with bills, shopping and other one to one assistance to help customers live independently at home. This year we helped **12,669** customers.



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**HELPED 12,669  
CUSTOMERS**

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## Putting money in your pocket

Our team of Money Coaches help customers who are struggling with their finances and support them to access benefits. This year we helped customers claim over **£1.3M** in extra income.



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**£1,300,000 IN  
EXTRA INCOME**

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## Keeping you safe

Our team is always on the look out for any warning signs that a customer is at risk. This could be due to issues such as domestic abuse, financial scams, mental health problems or being unable to cope at home due to age or illness.

Our safeguarding team follow up any potential problems raised by colleagues. We also work in partnership with agencies such as the Police, Local Authority and other charities to ensure customers have the support they need to keep them safe. This year we've raised **275** safeguarding concerns.

# JOHN'S STORY:

**Cooking, shopping for clothes, day trips and visits to McDonalds are all things many people take for granted. But John\* struggled with these everyday activities until our Help at Hand team intervened.**

Before we supported him he was shy and had problems with day-to-day tasks such as dealing with letters, cleaning and food shopping.

He lived off pre-made sandwiches bought from a local shop and ready meals that he would microwave.

John, is now an active member in the scheme where he lives and attends social events independently. This has gone hand-in-hand with cooking for himself, day trips and putting his own touches to what is now a real home rather than somewhere where he lives.

\*name changed to protect identity



## The Coronavirus pandemic has been a difficult time for many of our customers. Yorkshire Housing moved quickly ahead of lockdown to launch a Customer Assistance Scheme.

We made almost 6,000 welfare calls to customers who may have had extra support needs due to either age or health reasons. We offered befriending calls to combat isolation and help with accessing food and essentials such as medicine. We set also set up essential food stores in locations across Yorkshire. So far, we have made:



**5,823** welfare calls

.....



**4,668** befriending calls

.....



**234** customers accessed food and/or medication

.....



**112** referrals for further support



# GRACE'S STORY:

**Grace\* is a mum of two boys aged 9 and 7. Her work as a self-employed cleaner came to an abrupt halt during lockdown. She had no money coming in and no food in the cupboard.**

We offered to deliver a food parcel to the family. When it arrived her boys couldn't contain their excitement about receiving it. Grace explained that all they had left to eat were two yoghurts and some milk.

Our team gave her some food vouchers so she could also buy fresh food and delivered two more food parcels to the family during lockdown.

We also kept in touch to ensure her Universal Credit payments came through so she had regular income coming in again.

\*name changed to protect identity



# OUR HOMES:

We're building more homes every year to provide a home for a wide range of people. We want our customers to be happy and feel confident in their move to a Yorkshire Housing home.

**87%**

**Overall satisfaction with Yorkshire Housing**  
(87% last year)



**1,424**

**Number of homes let**  
(1,732 last year)



**553**

**Number of homes built for sale and rent**  
(313 last year)



**95%**

**Satisfaction with lettings (from offer to moving in)**  
(96% last year)



# REPAIRS:

Keeping our homes in a good state of repair and our customers safe is a priority. Repairing homes saves money in the long run, and makes sure our customers can live in a comfortable home.

£4,620,169

## Budget

(£4,529m last year)

£4,340,862

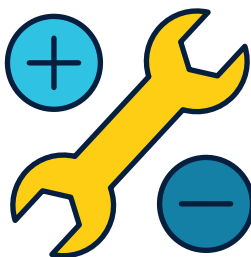
## Spent on Repairs

(£4,529m last year)



92%

**Customer satisfaction  
with repairs**  
(89% last year)



39,893

**Day-to-day repairs  
carried out**  
(38,773 last year)



100%

**Of our homes have a  
gas safety certificate**  
(100% last year)

# ANTISOCIAL BEHAVIOUR:

Antisocial behaviour can make home life difficult, sometimes we need to intervene. We work with those experiencing antisocial behaviour to resolve cases and make our neighbourhoods safe and thriving.

# 1,191

**Number of antisocial  
behaviour cases**

(1,099 last year)



# 56%

**Satisfaction with our  
handling of the case**

(69% last year)



# COMPLAINTS:

Sometimes we get it wrong, and when that happens we want to work with our customers to resolve their complaints. Your feedback helps us put things right and helps us learn from our mistakes.



**687**

**Complaints made**  
(824 last year)



**52%**

**Complaints upheld stage 1**  
(51% last year)



**128**

**Number of compliments**  
(160 last year)

## **1st** **COMPLAINT TYPE**

**Length of time taken  
to complete a repair**  
(Length of time to  
complete repair last year)

## **2nd** **COMPLAINT TYPE**

**Lack of or misleading  
communication**  
(Lack of communication or  
misleading last year)

## **3rd** **COMPLAINT TYPE**

**Staff  
attitude**  
(Staff attitude  
last year)

# INDEPENDENCE:

We support people to live safe, healthy and independent lives in their own homes. Our experienced colleagues work with you to identify support that will enable you to remain independent.



**12,669**

**Help at Hand customers  
receiving support**



**18,013**

**Help at Hand hours of  
customers Support**



**275**

**Safeguarding concerns  
raised by staff**



**529**

**Money coaching  
customers supported**



**£569,742**

**Money coaching income  
for Yorkshire Housing**



**£1,386,495**

**Money coaching income  
for customers**

**WE ARE YORKSHIRE  
HOUSING BY NAME  
AND YORKSHIRE IS  
OUR FOCUS.**

**WE OWN AND MANAGE  
NEARLY 20,000 HOMES  
ACROSS YORKSHIRE.**



**YORKSHIRE  
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