



**Yorkshire  
Housing**

# **Customer annual report**

**2022 - 2023**



# Foreword

Welcome to this year's annual report. I know the last year has been difficult for many people and from speaking with colleagues and customers I know many of you have been hit the hardest by the cost-of-living crisis.

**This report reflects on the past year and also shares our exciting plans for the next year and beyond.**

You'll find more detail in the report, but my highlights include clearing the backlog of empty homes and repairs that were a hangover from the pandemic, expanding our in-house repairs team and helping hundreds of customers access grants and unclaimed entitlements to help them with their finances during the cost-of-living crisis.



A white, stylized signature of Nick Atkin.

**Nick Atkin**

Chief Executive of Yorkshire Housing

# Foreword

## You told us that we needed to improve our repairs service.

### What we've changed

We know that we need to be faster fixing your repairs and in response to what you've told us, we're now doing more of the repairs ourselves instead of using contractors. The expansion of our in-house team and the clearance of our backlog means that you will start to see quicker turnaround times.

Improving how we tackle reports of damp and mould has been another big focus for us over the last 12 months. We want to reassure you that we take damp and mould seriously, and we ask anyone who has any concerns to get in touch with us straight away.

### Working with you

Last year I mentioned that our complaints forum made some suggested changes for how we could improve our complaints service. We've listened and acted on this feedback! This has now resulted in changes to how we handle complaints so we can respond more quickly and also learn from when we get things wrong.

The rising cost of living has been a challenge for just about everyone. Our free and confidential money coaching team have helped customers access over £1m of grants and unclaimed entitlements. So if you're struggling, please get in touch so we can help you.

Our customer survey showed that customer satisfaction is at 83%. This is lower than we aim for. With the changes to our repairs service and the improvements we've made based on recommendations made by the complaints forum, we expect to see this improve over the next year.

**83%** 

**Customer satisfaction 2022-23**

# Foreword

As the UK's housing crisis continues, we've been turning empty homes around faster so new customers can move in. We've also built 502 homes across Yorkshire for those looking to rent or buy.

## Your community

At the time of a housing crisis I'm proud that we're now more than halfway through achieving our target of building 8,000 new homes whilst we're also investing huge sums of money in our existing homes and places.

Investing in your community has been a focus this year too, with Yorkshire Housing actively supporting over 80 community groups, activities and customer events. We've also been working with our suppliers to include benefits for both our customers and the wider local community when they work with us.

## What's next?

In the coming year we'll be focusing on bringing our new business strategy to life and being 'customer obsessed'. But what does that really mean? It's all about making it easy for you to access our services at a time and in a way that suits you and improving the way we keep you informed about any of our services you may be using or have requested. It's also about offering personalised support for those customers who need it and making sure we're there when you need us.

**“ It's all about making it easy for you to access our services ”**

It's a shift that will happen over the next couple of years as we improve the technology that our services rely on, as well as our teams moving towards working in smaller areas, so you get to know who is coming into your home. We'll be sharing more on this over the coming year.

# Year in review

## We can't look back at this year without mentioning the rising cost of living.

Everyone's felt the pinch in one way or another, which is why we set up a hub on our website so you know what support's available to help you save and manage your money.

### **Money and tenancy support service**

Our team of coaches have been on hand to offer practical advice and guidance when it comes to all things money, employment, wellbeing and tenancy. In the last year, they've worked with a whopping 736 of you!

### **Doing repairs the Yorkshire Housing way**

We're always looking to make things better, which is why your feedback is so important to us. It lets us know what we need to do to improve! And this year it was clear that you'd prefer to see one of us doing your repairs rather than a contractor, which is why we're bringing the majority of them in house. We've already done this in West Yorkshire and we'll be doing the same across other regions too!

### **A reet exciting future**

And because we're always looking to the future, we launched our new strategy this year which outlines our vision and promise to you. We want to be the UK's best housing provider, and you'll find that everything in this report is our way of working towards that (and what else we've got planned to get us there!).

**“ We want to make it possible for you to have a place you're proud to call home, and we're chuffed to say that this year we've built 502 new homes ”**

# We're doing our part to keep your home in **shipshape** condition

(a place you're proud to call home)



# Repairs

We want you to have a place you're proud to call home, and this means doing our part to keeping it in shipshape condition.

## Here's the score on what we've done this year:

We've launched a new structure and introduced new ways of working to make sure our repairs service is as efficient as possible, and reduces the spend too.

We've ramped up our in-house team to deliver more of the work themselves, and are now sending out SMS appointment reminders so no visit is wasted (that means more jobs per day!).

**“ The changes we've made should improve your experience ”**

Our customer satisfaction score isn't where we'd like it but the changes we've made should improve your experience with us next year. Find out what improvements we've made in our ['New and improving'](#) section.

**83%** 

**Customer satisfaction**  
(86% last year)

**£7.3m** 

**We've spent on repairs during the 2022-23 year**  
(£5.7m last year)

**£6.5m** 

**Our repairs budget**  
(£5m last year)

**58,782** 

**Day-to-day repairs**  
(44,336 last year)

**99%** 

**Gas safety certification**  
(99.99% last year)

# Everyone should feel **safe** and **secure** in their home

(with a little help from our friends)



# Antisocial behaviour

We believe that everyone should feel safe and secure in their home and live in communities they're proud of.

We want to provide homes and places that you're proud of too. That sometimes means tackling things that aren't great including antisocial behaviour. This year is no different and we have...

We've also made 23 injunctions & 15 evictions!

**1,715**



**Antisocial behaviour cases we've dealt with during 2022-23**

(1,578 last year)

**46**



**Court orders to stop antisocial behaviour**

(42 last year)



## Neighbourhood story...

So when we heard about our customers in Bradford struggling with a neighbour having visitors at all times of day and night, and evidence of Class A drugs and cannabis, stolen goods being peddled, and violence and aggression being reported at the property, we knew we could help.

We worked closely with the West Yorkshire Police and Bradford Council to tackle the problem once and for all with a Closure Order. This gave our customers respite from the antisocial behaviour, a notice of seeking possession was then served and the tenant promptly ended the tenancy and left.



# Place

We're all about making sure you've got a place you're proud to call home, which is why we've been working on lots of projects to improve our communities.

**£170,000** 

**Total spend (and every penny was the result of a customer need and request, 100% customer obsession!)**

**£150,000** 

**Our estate improvement budget**

**300** 

**Projects approved**

**Projects ranged from £10 to nearly £8,000**  


**Things our teams have worked on to make sure you're proud to have a place to call home...**

- After raising some privacy concerns, our Environmental Service Team installed a new fence so our customer could live comfortably without feeling overlooked by neighbours: *"Thank you, Yorkshire Housing – you really have supported me in being able live in a home that I'm really proud of".*
- The garden at St Edwin Close in Barnsley needed some TLC so it could be fully enjoyed. So with help from some of our green fingered customers, we set to bringing it back to its former glory with new sleeper beds and benches.
- The garden at St George's in Lupset needed an upgrade so it could be accessible and enjoyed by all, so with some help from the Social Fund we cleared the area and built some decking. All that's missing is a splash of colour and to wait for the shrubbery to grow!

# Working on lots of projects to **improve** our communities

(so much more happening this year too)



# Complaints

We like to think we get things right most of the time, but we're human and sometimes we get things wrong.

And when it does, we value your feedback to learn from our mistakes so we can do better in the future. Here's a rundown of our complaints and compliment numbers:

**771** 

**Complaints made**  
(917 last year)

**58%** 

**Complaints upheld**  
(63% last year)

**112** 

**Compliments made**  
(121 last year)

**9** **Average amount of days to resolve complaint** (8.7 last year) 

## Top three reasons for complaints:

- Length of time taken to repair** 
- Property condition** 
- Lack of communication** 

## Highlights from this year:

- Our Customer Complaints Forum reviewed some complaints and found we could do better when it comes to reports of antisocial behaviour. They've worked with our Customer Voice and Review Committee to scrutinise the service, and we've now got eight recommendations being put into action to make positive changes!
- Our Customer Complaints Forum have also been making sure that we're meeting all the standards in The Housing Ombudsman's Complaint Handling Code. This changed in October 2022 to make sure that it was even stronger, with a lot of the Code becoming mandatory. The great news is that we're right on track and are meeting all the mandatory elements.

# Customer experience centre

## Been in touch with us about something this year?

Our customer experience centre will have been your first port of call, and we've made all sorts of improvements to make sure it's a great service.

We've also shaken up our recruitment process with some assessment days to take on more advisors, all with the aim to improve our performance next year. Making sure we have the right people on the phone when you need them, and upgrading the systems we use so it's even easier for you to get in touch.

**Calls answered out of the 147,626 calls you made to us**

**122,575**

**Quality score (this is us identifying what matters most to you when you get in touch)**

**89.2%**

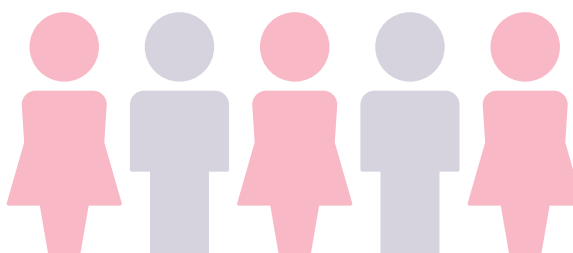
**4 mins 14 seconds was the average time it takes us to answer your call**

**00:04:14**

### **New customer team**

New customers will have crossed paths with our lettings team, but this year they've had a name change and are now known as our new customer team! They're still doing lettings but improving the way we do things to get people into and settled in their new homes. Last year we signed up 1,046 customer for new homes!

**1,046 customers signed up for homes**



# Independence

We want you to have a place you're proud to call home. And that goes beyond your front door and right into the community you live in.

**£2,030,216.08**



The whopping amount of social value generated!

(£1,837,678 last year)

**459**



Safeguarding concerns have been raised

(379 last year)

**£1,018,612**



Money & Tenancy coaching income for customers

(£1,147,818 last year)

**£475,970.05**



Money & Tenancy coaching income for Yorkshire Housing

(£442,789.00 last year)

**11,000**



Help at Hand visits we've done

(10,000 last year)

**18,000+**



Hours of Help at Hand support we've provided this year

(17,444 last year)

# Independence

We want you to have a place you're proud to call home. And that goes beyond your front door and right into the community you live in.

## Community independence

We've awarded over 30 community grants to a bunch of community groups and charitable causes through our colleague matched funding scheme. These include food projects, children's holiday activities and national charities!

We've extended our work with Positive Footprints charity for another two years to deliver our Raising Aspirations programme across 10 primary schools within our communities. And this year we've continued to develop social value and procurement, with more pledges from our contractors than ever before.

## Help at Hand

The Help at Hand service helps customers stay independent and live safely in their homes. Our support includes various independent living skills, and daily tasks such as paying bills, shopping, tenancy management, appointments and social activities.



# Money and tenancy coaching

The cost of living has gone up a lot this year, and our coaching team have been on hand to offer support and advice to help our customers who're finding it tough.

Our money coaches have been working with customers to access unclaimed entitlements totalling over £1million in financial gains for customers, and almost half a million pounds income towards rents.

**300+** 

**Customers saw an improvement in their health and wellbeing**

**75+** 

**Customers had urgent needs resolved**

**325+** 

**Customers increased their money management skills**

**125+** 

**Customers were able to sustain their tenancies**

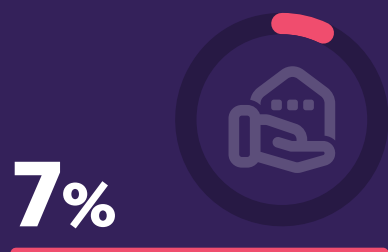
## One step at a time...

After struggles with mental health and recent hospitalisations for multiple health issues, a customer was referred to our coaches as they'd fallen into rent arrears. We helped them reinstate their Personal Independence Payment (PIP) and maximise their income which allowed them to buy a phone with internet access to make controlling their finances a bit easier. Now their situation's stabilised and the rent warnings have stopped, they're taking the next steps to address their health issues.



# How we spend your rent







This year we've collected over **£94m** in rent payments and how we spend that is shown below.



# What's new and improving

We're all ears and have been busy listening to your feedback over the last year, here's what we've done with it:



-  Jointly appointed a new cleaning contractor with customers.
-  Held climate change meetings to discuss future plans.
-  Rolled out “A year in the life of’ videos following six customers. The videos are shown to the board so they can hear the customer voice, helping them make informed decisions for the future.
-  Incorporated your views and feedback on a whole range of stuff including our new employment and skills work, lettable standard, sign up packs, policies – even this report.
-  Developed a new and easy to use website with help of customers.
-  Scrutinised both the repairs and antisocial behaviour services with the help of the Customer Voice and Review Committee who gave us recommendations for improvements. Have a look at repairs final report [How our customers are making a difference](#).

We'll be keeping customers updated through our Your Voice Matters group so if you want to get involved and find out more, get in touch on [email here](#).

# What's new and improving

We've got big plans for the future, here's what we've improved this year to help us reach our goals:

## Communication...

We recruited more customer experience centre advisers and improved the way we contact you using text messages as well as calls, emails, letters and Voicescape services. We also launched a brand-new website that's easier to use. Our digital portal streamlines the process for reporting repairs, and 40% of our customers are now signed up to use it! We had 148,600 calls into our customer experience centre last year, 52% of those were answered in less than a minute!



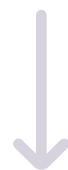
## Safer and brighter homes and neighbourhoods...

Through clearing the backlog of repairs, we improved the look and feel of 36 communal areas. We also increased the number of people we have out and about in our places by 50%. So, give us a wave if you spot us! Our operatives scored over 95% in our customer satisfaction surveys and scored over 90% for the quality of their work!



## Valuable work from our customer groups...

We redesigned four policies making them easier to understand with the help of our Customer Voice and Review Committee and customers from our Your Voice Matters group. We've also welcomed a new customer repairs champion to make sure the customer voice is at the heart of all the improvements we're making. We've held over 55 engagement sessions, thank you to the customers who collectively gave 851 hours of their time!



## Review our services...

We changed the way we fix your repairs, let our homes, collect your rent and manage the areas you live in thanks to your feedback! Our new damp and mould specialist team are working hard to eliminate cases of damp and mould from your homes.



# We're investing **£8m** to **upgrade** 5,000 homes by 2030

(and that's just the tip of the iceberg)



# Climate change

Energy bills have been and continue to be, a struggle. There's talk of costs starting to fall but it can feel like it's a long wait before you notice the difference in your bank account.

We know we don't have much say over energy tariffs, but what we can do is work with you to find ways of reducing your energy usage.



Here's what we're doing:

**£8,000,000**

Investing £8m to upgrade 5,000 homes making them more energy efficient by 2030

**£3,900,000**

Investing £3.9m in energy efficiency and larger 'retrofit' projects, such as adding solar panels on 150 of our homes when we upgrade the roofing

**EPC**

Aiming for a Band C or above rating of each home by 2030

**CO<sub>2</sub>**

Complete removal of carbon emissions from our homes by 2050

# CVRC Chair's highlights

“Hi, I’m Tracey, Chair of the Customer Voice and Review Committee (CVRC) at Yorkshire Housing.

## **What’s been happening within the CVRC?**

We continue to develop and grow in our effectiveness and efficiency. Formal meetings will now take place ten times a year, up from six, we’ve also recruited a new Vice Chair and welcomed some new members!

**“ Our Champions do an amazing job representing the committee ”**

We’ve got champions in repairs, ASB, complaints plus lots of other areas that are most important to all customers.

## **The year ahead**

We’re passionate about the customers’ voice being heard and working collaboratively with Yorkshire Housing and Homes and Place Committee to make this happen.

We’ll be recruiting for a new Chair and make sure the CVRC continues to talk about what’s important to Yorkshire Housing customers.

## **Fancy joining the CVRC?**

Our CVRC is open to all our customers to get involved. Simply fill out our Get Involved form [here](#) to join the committee or [email](#) us.

If you need help with joining or if you want to find out more before signing up, just let us know. We’re happy to help!



# Making it possible to have a place you're **proud to call home**

(that's just how we roll y'know)





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