

Customer Annual Report

19/12/2023

Park Properties Housing Association
(PPHA)

Use.Space
31 Ardwick Green
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Introduction



Wendy Pretten - Group Housing & Support Director

Welcome to the Customer Annual Report for 2022/3. Through this report we will tell you how we are performing, and will:

- Introduce our people and our key aims for the year ahead
- Provide information on how customers can engage with us
- Provide the results of the tenant perception survey and how we are improving
- Provide an update on our performance as a landlord

Our main focuses this year have been the safety of your home, easy access to communication with PPHA, and customer satisfaction regarding our services. We are working closely with the partners that manage your home on our behalf, and regularly speak with the managing agents and block managers to ensure the services delivered are of a good quality. We know that sometimes things may go wrong and want to assure you that we work hard to try and put things right.

We have listened to your feedback and know that, in particular for our Shared Ownership customers, the experience moving into your homes could have been better for some. We are now providing home user guides to all customers, clearly explaining how to use the fixtures and fittings in your home, how to contact us, and the services you will receive. We are also working closely with our house builders to ensure our new homes are of a higher quality when they are handed over to us, so there are fewer defects to report. We have also launched a defect management service with our partner Pinnacle which is a 24/7, 365 day a year service for you to report any defects.

Wendy Pretten
Group Housing & Support Director

TARGET: 80% tenant satisfaction

We have achieved a tenant satisfaction measure that we are proud of for our Affordable Rented customers, with 86% of you being somewhat or very satisfied with PPHA. 61% of our Shared Ownership customers are somewhat or very satisfied. We're committed to improving our customer service to reach our target.



Your views are important to us and are key to helping us shape how we deliver our future services. We want to hear more from you, what is working well and what we could improve on. We're excited to be launching our Customer Voice Strategy in 2024 to facilitate this.

In 2023/4, we will continue improving our communication with you. Alongside our customer voice strategy, we will be launching a new brand, including a new and improved website and social media channels, making it easier to access the information you need and be kept informed about PPHA. We're looking forward to showing you our new look in 2024 and receiving your feedback and opinions.

Meet the team



Emma Tiley -

Emma is responsible for overseeing our housing portfolio across PPHA.



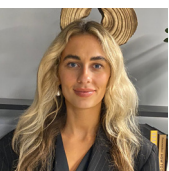
Lucy Hulmes -

Lucy is responsible for delivering effective, efficient and customer focused services for our Shared Ownership and leasehold portfolio.



Tarin Entwhistle -

Tarin is our Revenue Collections Officer and is responsible for managing rent and service charges.



Emilija Visockyte -

Emilija is responsible for overseeing and delivering sales services for our current and future Shared Ownership residential portfolios.

How we performed - 2022/23

The performance information below is from 2022/23. Because PPHA had a small number of homes, we've taken the reporting data from 1st October 2022 until 31st March 2023, so that it is meaningful and helpful to you. Prior to this we had so few homes (<10) the data isn't useful for reviewing performance.

Customer experience

You said

We heard that some of our customers had experienced damp and mould in their homes.

We heard that too many defects remained when you moved into your home.

We heard that it was hard to find information on PPHA, and who to contact.

We did

We have worked with our partners to rectify all known damp and mould. We have stressed the importance of taking responsibility for the problem to our partners and have felt assured that they are taking it seriously.

We have shared with customers ways to tackle damp and mould in the home through home user guides, on our website, and in this report.

We log damp and mould and share this log with our Board on a quarterly basis.

We have instructed our partners (employers' agents) to work with developers and pick up more defects prior to a customer moving in. Our colleagues team now meets weekly to work with developers and contractors to rectify defects. We have appointed Pinnacle to be there for Shared Ownership customers 24/7 365 days a year in reporting defects.

Over the next six months we are launching a new website, social media channels, and customer voice strategy. All of these will make it easier to talk with PPHA, and find the information you need.

Repairs

Emergency Repairs (*attended to within 24 hours*)

Target 95%

Performance 100%

Urgent 3 days for first visit

Target 95%

Performance 95%

Non urgent 10 days for first visit

Target 95%

Performance 100%

Customer voice strategy



At PPHA we are keen to hear from you about what is working well and how we could improve, to shape our services as we grow. To support this, we are launching our Customer Voice Strategy to get your input.

The aim of our customer voice strategy is to give our customers a range of ways to input into how we deliver services to you. Over the next year we will do the following:

Online focus group

We will launch an online focus group to provide an opportunity for customers to provide feedback on a range of services. This may be via an online survey or an online meeting with colleagues, customers and our Board Members. We will include opportunities to feedback on our new website, the move in experience into your new home, and how easy it is to access our services.

Website

We will develop a website which has clear information about PPHA and how to access services. We will aim to enable customers to access our services online wherever possible. We also plan to launch social media channels, making it easier to stay up to date.

Tenant satisfaction measures

In line with the new Regulator of Social Housing (RSH) standards, PPHA has measured 12 questions in a tenant perception survey, which show us how satisfied you are with our services. We will do this annually and will review all feedback to show us what is going well and any areas where we need to improve.



Real time service satisfaction

Next year we will start to ask for feedback on the services we deliver, as we deliver them. This will include feedback on how we manage a complaint, a repair enquiry, the on boarding process for new homes and how our block managers or managing agents are performing. We will use the results to learn and improve where we need to.



How you can get involved

If you would like to express your interest in taking part in our customer group, please contact info@parkproperties.uk

More information will be available via our website and social media channels in the new year.

Rent & service charge

Your rent, and if applicable estate or service charges, is reviewed on an annual basis. We will ensure you are provided with the correct information on the annual rent and service charge increase in a clear and concise manner.

Quick guide to rents and service charges:

Service charge – usually applicable to leaseholders living in a block. This charge covers the day-to-day running of the block, such as maintenance and cleaning of communal spaces, the provision of health and safety for communal spaces and statutory accounting required for the block.

Estate charge – usually applicable to leaseholders living in an estate and covers the maintenance of communal areas, such as landscaping.

Management fee – this is an annual fee paid to PPHA for the cost of managing your home.



Rent

PPHA set rents in line with the Rent Standard from the RSH. We also consider industry guidance.

For Affordable Rental homes, a rent is first set at 80% of the market rent, inclusive of any service charges.



Service charge or estate charge

Service charges are set based on the costs of delivering the services. We will ensure that these charges present value for money. If there is a proposal to significantly alter an existing level of service, PPHA will consult with customers prior to a final decision on the services delivered and the costs.

Other information



How customers can access services and how to make a complaint

Affordable rental homes:

Pinnacle contact details are:

For rent enquiries please contact the Tenant Accounts Department on 0203 814 3500 Option 3, followed by option 1 to discuss your account.

To report a repair please contact us on 0203 814 3500 Option 2 or alternatively non urgent repairs please email us at repairs@pinnaclegroup.co.uk

Shared Ownership:

To report a defect while your home is in its defect period (newbuild homes only), please contact Pinnacle by phone or email.

Telephone: 02037013575
Email: PPHA@pinnaclegroup.co.uk

For rent payment and queries please contact Tarin Entwistle at te@hspg.co.uk.

For anything else, e.g. if you'd like to staircase, please contact us at info@parkproperties.uk

All customers:

If you'd like to make a complaint or give PPHA a compliment, or for any other queries, please email info@parkproperties.uk or call 0161 820 6559.

Policies

PPHA has a series of policies that govern what we do. These will be available on our new website, but until then, please contact us if you would like a copy of any of our policies.

Example policies are:

- Staircasing
- Rent and service charges
- Compensation
- Complaints
- Repairs
- Shared Ownership sales

Support with the cost of living

PPHA are here to support customers who are struggling with the cost of living. There are a range of circumstances that we will support, for example you may be:

- Unable to afford your rent payments and falling into arrears.
- Facing homelessness or eviction as you are unable to meet the running costs of your home.
- Unable to pay for essentials such as food and clothing.
- Unable to afford to heat your home or pay essential utility bills.

To determine where support is required, we will ask customer to complete the following:

- A review of household income and expenditure, ensuring you complete all outgoings including gas, electricity, water, council tax, internet, sky tv or alternatives, running of a car including fuel, tax, insurance, servicing and maintenance, any store cards or other loans, food, clothing, maintenance payments, rent and service charges, mortgage payments, any other outgoings and sundries.
- Approach a money advice service to ensure you are claiming all the correct benefits. If you are an Affordable Rental customer, Pinnacle provide this service at no charge.

We will review your requirements with you, and **may provide fuel vouchers (up to £50), food vouchers (up to £50) or support with rent payments.**

Money advice and support with debt

If you are facing eviction or homelessness due to rent arrears, please approach your Local Authority Revenue and Benefit Department to discuss access to the local homelessness prevention fund. Local Authorities may sometimes make a payment to contribute towards clearing arrears to prevent homelessness.

If you have a longer-term issue with affordability due to escalating debts, please contact your local Citizens Advice Bureaux or Step Change Debt Advice Service.

Damp and mould advice - what to do



As your landlord, it is our responsibility to work with you to avoid damp and mould in your home, and we are keen to do so. We treat any damp and mould seriously. Last year we were made aware of some damp and mould in some of our customers' homes. We have worked with those customers and the developer of the homes to rectify the issues.

Condensation can damage clothes, bedding, floor coverings, decorations and the home itself if mould growth takes hold on walls and ceilings.

To help deal with condensation, which is key to limiting damp and mould, you can take the following steps:

- Produce less moisture. Ordinary daily activities produce a lot of moisture. Be conscious of minimising the amount of moisture you produce when cooking by using lids on all pans when cooking (this saves fuel too).
- Ventilate shower, laundry, and cooking areas by opening windows or using extractor fans.
- If possible, dry clothes in a well-ventilated room and do not put them on radiators in rooms with poor ventilation
- Wipe up wet surfaces after use e.g. bathroom tiles, kitchen worktops and sinks
- If using a non-vented tumble drier, provide ventilation via a hose to the external air or through opening windows.

For Affordable Rental homes, if you have damp or mould in your property, please contact Pinnacle on 0203 814 3500 Option 2.

If you are a Shared Ownership customer, struggling with damp and mould, please email info@parkproperties.uk.





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