

# Your 2017/18 Annual Report is here!

**This report highlights just a few of our achievements during the year which saw us launch our new vision and plans to make Cheltenham a better place to live by providing great homes and stronger communities.**

We've continued to deliver value for money (VFM) for your rent through developing strong links with local organisations to provide excellent services and life changing opportunities that make a difference to people's lives.

Read on to see how we provide Great Homes and Stronger Communities with Inspired People:

**VFM**

Did you know? In Cheltenham a 3 bed home in the private sector costs on average **£1,268** per month to rent - it costs on average **£400** to rent similar home with CBH

## GREAT HOMES – EXCELLENT SERVICES

### Providing new homes:

Launched an exciting new project known as Cheltenham West Vision to find out how people living in West Cheltenham would like to see their neighbourhoods grow and improve in the future



We built **9** new homes on **3** sites – all three projects were delivered on budget and ahead of time; this meant that families could move into their new homes sooner

We also acquired **6** recently refurbished flats in Gresham Court, Hester's Way and took over the management of **5** apartments in the Town Centre Brewery Complex



### Repairs to your homes:

**99.2%** of tenants satisfied with the repairs carried out

**VFM**



Carried out **10,500** responsive repairs

**10,500 REPAIRS**



Continued to deliver an out of hours emergency repairs service during the severe weather conditions and snow

**VFM**

**92.7%** of which were completed on first visit

# Annual Report 2017/18

## Maintaining and improving your home:

Our **7** year cyclical redecoration programme was successfully completed during 2017/18 which has seen almost **5,000** homes benefit from painting works worth **£2.6m**



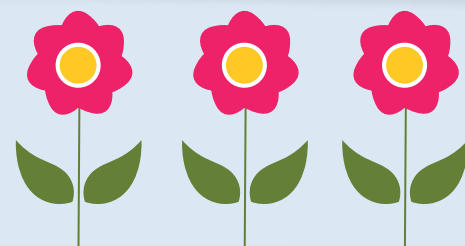
We've completed the second year of our **6 year** windows and doors programme and so far in year **2** we've achieved the following:

- Over **2,036** homes have had new doors fitted
- Over **1,263** homes received new windows
- **95%** satisfaction with their new windows and doors



## Keeping your communal areas clean and safe:

Successfully completed neighbourhood works at Australia and Canberra House. Residents are now enjoying an enhanced garden space and improved bin areas. Shed doors have also been upgraded to provide more secure storage spaces for residents



## STRONGER COMMUNITIES – TRANSFORMING NEIGHBOURHOODS

### Reducing ASB in the community:

Our ASB team dealt with **206** ASB cases, successfully resolving **97%** of cases

To make it easier to gather evidence of ASB and monitor crime hotspots remotely, the ASB team have invested in a mobile CCTV

**206** ASB CASES

Thanks to the strong links that we've formed with other partners we are increasingly able to continue to deal with community and neighbourhood issues more effectively - a great example of this is the 'Cocooning Event' held in January in St Peter's Square and Moors Avenue.

We joined the Police, Fire and Rescue and CBC to visit residents and talk to them about any housing, ASB or fire safety concerns. We also gathered vital community intelligence which led to the seizure of Class A drugs



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Celebrated an incredible **10** years of crowning Cheltenham's remarkable individuals and groups who go the extra mile at the CBH Tenant & Leaseholder Awards 2017



Our many activities held at our popular Lynworth Court, Wallace House and Oasis community hubs received more than **5100** attendances and continue to transform lives:

"The Hub has been a life line for me. I cared for my mother full time and used to bring her to activities at the hub. When she died, I carried on attending and it has filled a big void in my life."

## The Tenant Scrutiny Improvement Panel (TSIP) helped us to test and shape our services by:

Represented Cheltenham's residents and highlighted the issues social housing tenants are facing at a special housing event attended by Alok Sharma, the former Minister of State for Housing and Planning

Put forward **13** recommendations to enhance activities available to people at our community hubs. For example improving the customer communications for residents and the wider community to promote the events available at our sheltered schemes more effectively



## CHANGING LIVES

Our employees are passionate about what they do and often go the extra mile, whether that is raising over **£1,282** for charity in 2017/18 or contributing over **300** gifts and **20** food hampers to the Hamper Scamper Christmas appeal at Christmas



Employees also launched a staff volunteering project called **Help 2**, designed to provide emergency assistance to help our tenants who are facing exceptionally difficult circumstances

## Helping you stay independent in your home

We made **765** referrals to local organisations to help our residents to remain in their homes and stay independent. Examples include Social Services, GP's, nurses and the Local Council

**765** referrals

We continue to work closely with community gardening organisation, Down to Earth, to deliver a low cost gardening project to help our disabled and older tenants maintain their beautiful gardens



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## Support and advice on benefit and money matters:

In January 2018 our Benefit and Money Advice and our Housing Options Teams delivered a new successful benefit drop-in service for our customers and the wider community at the Cheltenham Job Centre – so far, advice has been provided to **76** people



Secured **£2,500** from the Illegal Money Lending Team (IMLT) to raise awareness across Cheltenham about the dangers of loan sharks – the campaign won a national award and we were awarded a further **£3,000** from IMLT to continue to protect the communities we manage from these illegal money lenders

Received  
**964** referrals



Carried out **959** face to face meetings to provide advice to tenants in need of financial help

**VFM**  
Helped tenants claim an additional **£1.1m** in benefits

## Housing Options:

Provided advice and assistance to those affected by the benefit cap and helped the whole of Cheltenham get ready for the arrival of Universal Credit; this included enhancing promotional materials to feature vital tips, locations to access computers and information about support agencies

Helped people to claim **£1.7m** in benefits



## Our Housing Revenues Team:

Visited **1,800** of our tenants who were highly likely to be affected by Universal Credit to raise awareness of the support available for those in financial difficulty and to help them prepare for the change in the way that they claim benefits

## Helping you into work, training and education:

Our Employment Initiative Team:

- Received **137** new referrals

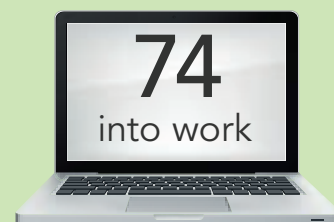
**92%** of work club attendees reported an increase in confidence and

**89%** noted an increase in employability skills

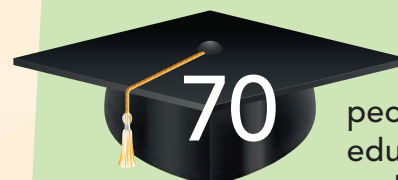
**100%** satisfaction received from work club attendees

Our Employment Initiatives Team were runners up in the 2018 South Region TPAS Awards! We were nominated for our successful Alternative Provision Programme (APP) set up to help inspire a group of young people from All Saints Academy to stay in mainstream education. The students gave **100%** to the course and 6 months on, all of them are still in education

**VFM**



and



people into education and training



# Annual Report 2017/18

## Treating you fairly:

Received:

**84** compliments

**48** complaints



**100%** of complaints were resolved within agreed timescales

## Plans for the future:

- **£15,600** of external funding will be used to deliver after school sessions for kids, additional support and advice for families and events to bring the local community together



- In the future kitchen and bathroom replacements will be carried out in-house by our repairs team to drive down costs and to continue to deliver an excellent service



- We are already working on two former garage sites, which will provide **4** brand new homes and **6** flats - we aim to supply 25 new homes in total by the end of the year
- Exploring new ways of enhancing the Digi-Den Benefit and Money advice group sessions to encourage more people to come along and access the service
- Finalise a new tool that will help us to support you in your tenancy by directing our resources to meet your needs in the best way



The feedback received in our STAR customer survey was very positive and your responses revealed that satisfaction with the quality of homes is up to **87%** with value for money remaining at **87%**. Overall customer satisfaction has increased **2%** to **88%** and we are using the feedback you provided to inform our work and priorities, for example we have reviewed our approach to customer service and have a plan to deliver changes over the coming year.

## OUR FINANCES

Every year your rent is paid into a pot of money called the Housing Revenue Account (HRA). The income generated in this account is spent by a variety of teams across the company to enable us to:

- deliver enhanced services
- maintain and improve your home
- provide more affordable homes



We set clear budgets and targets every year and monitor closely how we are doing throughout that year to make sure we spend money in the best way to maximise the delivery of the services you need. CBH doesn't make profit, any surplus is re-invested back into providing services, maintaining and supplying homes.

### During 2017/18:

The HRA spent a total of £20.6m and every £1 was distributed across the following service areas:



**£20.6m**  
total spent