

Welcome to your 2022/23 CBH Tenant Annual Report Your home, your future!



This is a milestone edition as we celebrate two decades of dedicated service as Cheltenham Borough Homes (CBH). With the support of Cheltenham Borough Council (CBC), CBH has stood by our customers and communities during challenging times. Our evolution is a testament to our commitment to growth, improvement, and, most importantly, to you – our valued customers.

We are proud of our consistent delivery of high-quality and well-received services. Despite our past successes, we continue growing and improving the services and support we offer.

This year we have completed a thorough consultation with customers, and all other key stakeholders, in order to develop the council's next five-year Housing Revenue Account (HRA) business plan. The plan highlights the challenging environment in which we will be working with many competing priorities for our resources.

CBH's foundation is strong, and our relationship with CBC ensures the right decisions are made at the right time. Making us able to overcome challenges, grab opportunities, and safeguard financial plans, all while meeting your evolving needs.

At the core of our approach is a deep understanding of your needs. We believe in giving you opportunities to speak, listening attentively, and acting on your feedback. This commitment ensures CBH not only keeps pace with change but evolves to meet your needs, contributing to a better future for Cheltenham.

Thank you for being an integral part of our journey. Your trust and partnership have been instrumental in shaping CBH into the people-focused organisation it is today.



We understand the value of home



“

Thank you, thank you, thank you, to the workers who come today to carry out repair to the toilet and for the fence works that was completed. Very grateful.”

”

Ensuring your safety is our top priority

Every year, we complete thousands of repairs and planned works to keep the homes we manage safe and secure. We work closely with Cheltenham Borough Council to offer more affordable homes and are dedicated to finding innovative ways to improve energy efficiency in both new and existing homes.

This is part of **the council's £180 million investment in quality homes and thriving communities**, delivered by CBH to provide excellent homes throughout the town.

Repairs to your home

We spent **£4.9m** on responsive and cyclical repairs to your home and achieved the following:



94%
of
8,716

emergency, urgent and responsive repairs completed on time.
increase of more than 3,000 on last year



92%

of repairs carried out at first visit



81%

satisfaction with the repair

We understand the value of home

Ensuring your homes are safe and of high quality is our top priority

In 2022 we committed £10.9 million to invest in our existing homes. Teaming up with long-term contractors, we carried out a range of updates to properties.

Despite facing challenges such as rising costs, material shortages, and constraints on labour, we successfully maintained performance and satisfaction.




Improved, or provided new insulation to



128 properties making them more energy efficient

Replaced



173 Boilers



393 Homes received new windows

Installed



25 Ground source heat pumps

We're committed to continually improving our homes to provide you with the best living experience.

To support CBC's aim for **Cheltenham to become Net Carbon Zero by 2030** we are undertaking a programme of works to decarbonise our homes and make them more energy efficient

The homes we manage are now in the top quarter for energy efficiency compared with other housing providers in our peer group.

Supplying more high quality homes for Cheltenham

Making sure everyone has a great place to live is our priority

We will continue to play our part in progressing new and existing schemes - continuing our acquisition and regeneration programmes, and playing our part in the Golden Valley Development.

In areas overseen by the Council, we're focusing on designing eco-friendly homes, aiming to achieve net zero carbon emissions. We're also looking at other important factors like protecting local wildlife and making sure homes are energy-efficient to tackle fuel poverty.

This all ties into the Council's broader housing strategy, ensuring Cheltenham has enough homes for everyone, now and in the future



Part of the **£180m investment in Cheltenham's future made by Cheltenham Borough Council** and delivered by Cheltenham Borough Homes, to increase the supply of new and affordable housing throughout the town



54



homes acquired as part of our acquisition programme



18

new affordable homes built

45



new affordable homes completed

19

homes acquired on the open market, from money received under the right to buy scheme

We're committed to supporting Cheltenham Borough Council's ambition to be net zero carbon by 2030

We're always looking at new ways to improve energy efficiency and to help customers reduce their fuel bills. Last year we spent £1.8m to improve the energy efficiency of homes.



We secured **£2m**

worth of funding through a consortium bid led by Stroud District Council, as part of the Government's Social Housing Decarbonisation Fund (SHDF) to improve the energy efficiency of an additional 187 homes identified as having a low performance rating.

Helping communities thrive is what we're all about

We're here to make Cheltenham a better place for everyone and are passionate about creating stronger, vibrant and resilient communities where families can thrive. We do this by working closely with local partners, including Cheltenham Borough Council.



Benefit and money advice - Our benefits and money advice team offer free and confidential advice on all welfare benefits and day to day money management, including free benefit and budget calculation. During 2022/23 we created more than

£4.98m

More than

in social value

£24k

obtained from the Big Difference trust for Severn Trent to help you pay your water bills

Secured more than



£15k

in charitable grants to help customers



Help2 - helped customers in crisis who can't afford white goods, furniture or carpets. Up to the sum of

£13k

Helped customers

Claim

£1.27m

of additional benefits

Clear

£45k

of arrears

Provided

237

customers with benefit and money advice

“

We can't thank you enough, honestly, you have been absolutely amazing and are so kind. You have changed our life during the most difficult time. I am so grateful for everything you have done.”

”

Helping people into work, training and education:



52

into work

100%

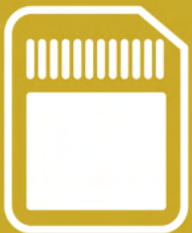
satisfaction
achieved

110

into training



“ I am grateful you have helped me get work. I was so fed-up doing nothing. I have money now and can buy things. I have good mates at work and enjoy it. I'm saving money to go abroad on holiday with my mates and going to celebrate my 18th birthday big style.”



Secured

£14.5K

worth of data cards from
Vodafone to help
customers tackle digital
exclusion

Created

£1.9m

Social value



Made it easier for people to achieve their chosen career by providing more training and employment opportunities



Ran face to face training and employment sessions to deliver further support to those with complex needs



Provided work experience to help students get skills and achieve their dream of working in the construction industry



Worked with local partners to help young people secure life changing support to kickstart their careers and achieve paid employment

We work closely with our partners at Cheltenham Borough Council to provide housing and homelessness advice for the whole of Cheltenham

We helped families across Cheltenham claim

£1.4m

in additional income

404

Families housed in Cheltenham through homeseekerplus

Able to help an additional **46** people find a place to stay through our enhanced practice provision - reducing homelessness

288



Number of individuals and families we helped remain in their homes or find a place to stay to prevent homelessness



We continue to work closely with local partners to come up with solutions to prevent homelessness and rough sleeping, helping **46** people move from supported housing to a place they can live independently



The first of its kind in Gloucestershire, our work in housing interventions is providing support for people with complex needs across the county



“ I’m passionate about helping people and making sure they feel safe in their homes. Looking at solutions, including providing support to help reduce the chances of anyone becoming homeless due to domestic abuse is a huge part of my role here at CBH.

No one should have to live in fear or suffer from abuse. It can be difficult to leave when you feel you have nowhere to go, so if you are in an abusive relationship or unsure of the signs and what the next steps are, I’m here to help you. ”

You don’t need to go through this alone, talk to us on **0800 408 0000** or email **safeguarding@cbh.org**

Helping communities thrive is what we're all about



We're passionate about creating stronger, vibrant and resilient communities where families can thrive.

We do this by working closely with local partners, including Cheltenham Borough Council, our highlights include:



Putting wellbeing first - we provide colleagues with training to become qualified counsellors, so they can make a positive difference to vulnerable families and people dealing with trauma across Cheltenham



Providing an inclusive community - working closely with GARAS to make sure resettled families' needs are being met as far as possible.



Continuing our out of hours work -to reassure families and support our work in specific areas



Creating a town where everyone thrives - successfully resolved 68 antisocial behaviour cases. Worked proactively with partners such as Cheltenham Borough Council, Police and Cheltenham Community Safety Partnership to tackle anti-social behaviour in the community and organised drug crime in our neighbourhoods

“

I would like to say a massive thank you for all the help. I was living horrendously before the ASB team started to support me and I'm now living 100x better down to the help and support.

”

Our focus is you. We will do what we can to help you maintain and stay in your homes by working with you to identify and engage with the right support.



We work closely with local partners including Cheltenham Borough Council to help the most vulnerable households to secure a long-term home they can sustain and providing housing and homelessness services for the whole of Cheltenham.

We want you to feel safe in your home:

Helped **27** who are looking to downsize into a smaller home that better meets their needs, making the process as stress free and easy as possible to free up much needed homes for families in need of more space



Continued to support families with hoarding issues by working closely with local partners, to provide the help they need to free up space, making their home safer and a place they can enjoy living in



Number of households who were victims of domestic abuse to remain safe in their accommodation with the installation of target hardening measures through our partnering arrangements.



We're passionate about reducing social isolation and increasing resilience with our communities and work closely with local partners to deliver face to face and virtual opportunities for learning and meeting up with others.

Some of our highlights this year include:

Secured

£75K

From a collaborative bid from levelling up together fund, for a new skills hub in west Cheltenham



More than

400



young people attended holiday activity and food programme (HAF) over the summer offering food and physical activity

Developed new community investment plans in partnership with CBC, setting our intentions for the next

5 years of community engagement



We don't always get things right

This is why your feedback is so important to us, as it helps us resolve the situation, respond to your views and improve. This is why we want to make it as easy as possible for you to tell us how we're doing.

Last year:



149 complaints and we upheld **61** and partially upheld **30**



On average it took us **12.3** days to respond to each stage 1 complaint.



We answered **45,866** calls, with **89%** of calls answered in under **60** seconds



91 compliments and **21** comments

Did you know you can use MYCBH to keep in touch with us?

It's an easy and quick way to:



to pay your rent



book your own in repair (non-emergency)



check your rent statement



view your own account details



refer yourself for some benefit and money advice



contact your tenancy management and ASB officer

You can do this 24/7 all in the comfort of your own home.

It only takes a few minutes to sign up. You just need your tenancy number, email address and date of birth. Find out more at [cbh.org/do-it-online](https://www.cbh.org/do-it-online), message us at housing@cbh.org or call **0800 408 0000**.

Making sure your voice is heard is important to us

We make sure there are a variety of ways you can get your voice heard and get involved to share ideas or have your say. Our tenant scrutiny panel (TSIP) act on your behalf to help scrutinise and challenge us. A huge part of this includes carrying out surveys and feedback groups to make sure your voice is heard. Changes in regulation have seen even greater emphasis on the role of tenants in shaping services and holding, us the landlord to account. **We are striving for your influence to be demonstrable across all our teams and for a strengthening of the relationship between tenants and board.**

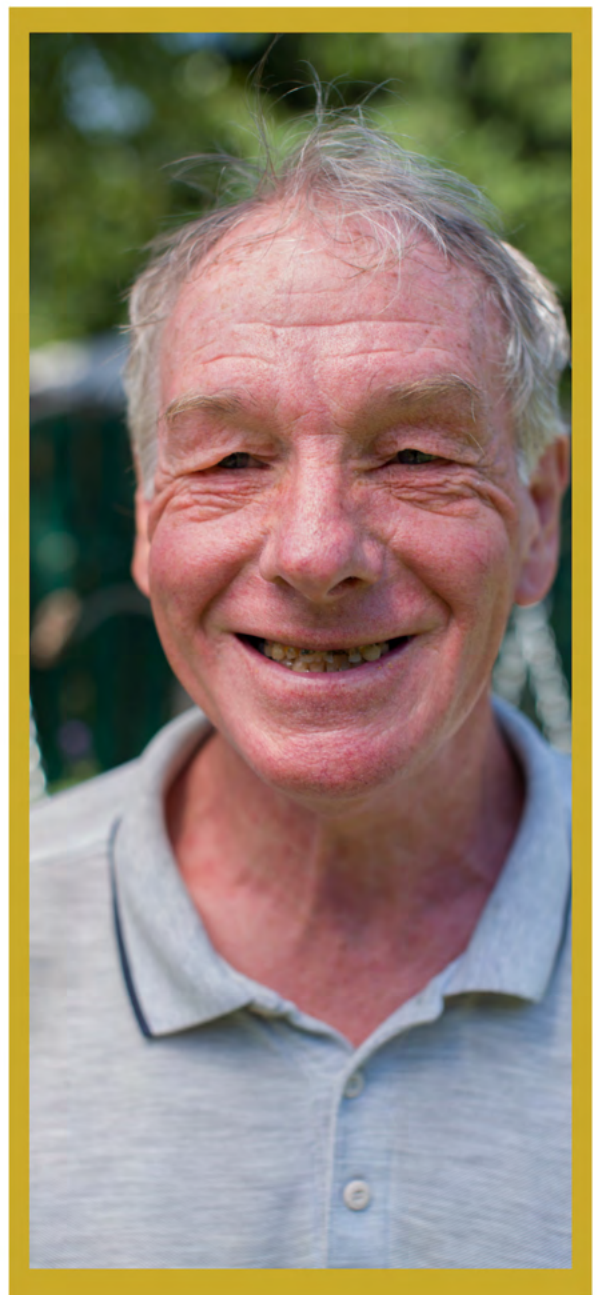
Edwin, TSIP Chair

I joined TSIP several years ago at the suggestion of one of the CBH colleagues at the CBH job club, who thought it would give me an opportunity to improve my confidence and presentation skills. I went to a few meetings, and it seemed a worthwhile use of my time. I was voted in as a full member shortly afterwards.

The scrutiny work gives us an insight into how CBH works as an organisation and how it achieves its goals as a housing provider. Membership of TSIP is an opportunity to influence this.

We may not have carried out many formal scrutiny activities this year, thankfully we've had ample opportunity to influence on several items. These include the new Asset Management Plan and Welcome Packs. It's also been great to be involved in the Stage 2 complaints as part of the new complaints process at CBH.

Our big success this year was our information and recruitment event, which attracted five new members to the group. We look forward to working with the new members, as well as the Community Investment Team, to take tenant involvement and scrutiny forward over the next year.



Some of the areas the panel have influenced include:

Customer engagement

Making sure there are a variety of ways for you to have your say in how the services you receive can be improved. Helping us better understand how we are performing and what we can do to ensure we are meeting the needs of you and your communities.

Carbon neutral objectives

Feeding into plans to develop new technologies for heating CBH properties, to reduce fuel bills. The panel are excited to support CBC's commitment to be net zero carbon council by 2030.

Making a difference to customers

Shaping regulation surrounding consumer standards to bring the voice of our customers - your voice to the table. Making sure new regulations are deliverable by landlords and able to be regulated effectively.

A note from Martin, Chair of the Board:



I was born and raised in Gloucestershire where my family have lived for generations. I am proud to have served in the police force for 30 years and am passionate about communities because I strongly believe that everyone deserves to live in a neighbourhood where they feel safe and can thrive.

When the role of Chair of the CBH Board came up, I knew I couldn't pass up on this unique opportunity to make a difference. Not only can I embrace my passion for helping people and the local area but I can use my skills and expertise to benefit CBH and its customers.

I am really looking forward to building those positive relationships with the very people who live and breathe CBH including the customers, volunteers, partners and the amazing people who everyday go above and beyond to transform lives.

At the heart of CBH - is you

You are influencing our exciting plans for the future and we want to make sure we've provide lots of opportunities for you to share your ideas. Our amazing colleagues go the extra mile to look after and support communities and help us provide the services you need. We're always looking to improve to make sure we give excellent services that provide great homes and stronger communities. As always, we're committed to putting you and your family first, below are some of our priorities for 2023/2024:



We're excited to support Cheltenham Borough Council's ambition to be net carbon zero by 2030. To improve the energy efficiency of our homes we've secured funding to help us identify options we can take to reduce our carbon impact over the coming years. We're also looking at ways to help our homes reduce fuel costs for those who live in them.



We've identified a pipeline of 450 new homes and will keep working to drive up standards and provide more homes.



Great homes is what we're about, and we will continue our close partnership working with Cheltenham Borough Council as part of their £180m housing investment in quality homes and thriving communities. We will play our part in progressing new and existing schemes, continuing our acquisition, regeneration programme and making the Golden Valley Development a success.



We will work with partners and provide new initiatives to make it easier for you to find work after you've completed training - we will also expand our employment and training opportunities to help you achieve your chosen career.



Continue our work to prevent homelessness, working closely with our partners to provide solutions and the right support to tackle domestic abuse. Making sure people feel safe and secure in their homes.



Offer new opportunities to listen and act, we will offer new opportunities to listen and act on your feedback to help maintain high quality relevant services.



Provide new opportunities to retain and attract the right people who share our values and drive to put our customers first and provide the services you need. This includes expanding our recruitment offer to give individuals opportunities to develop their skills and expertise to grow into their chosen role.

Your voice matters

Our main focus is you, our valued customers.

We're constantly working to enhance our services and keep them top-notch. Your opinions and thoughts matter a lot to us, and we use surveys and feedback groups to understand your needs better. These are vital components of our plan to involve you, our tenants, in decision-making.

We had **975** responses to our quarterly customer surveys during 2022/23. This is what we were told:

83%

of people feel CBH keeps them informed

81%

satisfied with the repairs and maintenance service

71%

of people are happy with CBHs approach to handling anti-social behaviour

76%

Feel CBH listens to views and acts on them

78%

feel CBH makes a positive contribution to the neighbourhood

81%

of people satisfied with the time taken to complete repair

80%

of people feel home is safe

81%

of people feel their home is well maintained

85%

Of customers find CBH easy to deal with

82%

overall customer satisfaction

Your input really does make a difference - please keep talking to us so we can continue to improve our services and make a difference to lives across Cheltenham

Our finances

Making sure we offer great service without unnecessary expenses is very important to us.

We want to give you value for your money. We carefully handle our spending to keep our essential services strong and ensure positive results for you, our customers. Every year your rent is paid into a pot of money called the Housing Revenue Account (HRA). The income generated in this account enables us to:

 **Deliver enhanced services**

 **Maintain and improve your home**

 **Provide more affordable homes**

During 2022/23 the HRA spent a total of **£21.7m** and every £1 of income received was distributed across the service areas in the following way:



Improving homes



Repairing and maintaining homes



Providing new homes



Maintaining neighbourhoods, involving resident and delivering services

17p



15p
Business support services



£21.7m

Spent on the services customers need



10p

Interest on amounts borrowed