



Customer

Annual Report 2015-16

Contents

About us 4

Foreword 6

Repairs and maintenance 8

Looking after your neighbourhood 12

Keeping you safe 16

Letting our homes 18

Paying your rent and managing your money 20

Looking after your home 24

Supporting people 28

Community Involvement 30

Customer Care 34

Investing in new homes 36



We worked with a group of customers to ensure that the information contained in this report is interesting, informative and accessible. Further performance information, case studies and videos can be found at gentoogroup.com/customerreport



About us

Gentoo is a housing association that owns or manages more than 29,000 homes. We believe that by putting people first we can build great homes and create strong communities. We are focused on delivering an outstanding service to our customers and as a responsible business we pride ourselves on inspiring people to make a difference.

VISION

Great homes - Strong communities - Inspired people

VALUES

Do the right thing

Make a difference

Work together

Keep learning

Give all you've got



Foreword

John Craggs Chief Executive Officer, Gentoo

I am pleased to introduce our Customer Annual Report 2015-16. This document not only gives you an overview of how we have performed, but it also gives you an update on some of our achievements and our plans for the future.

In July 2015, the Chancellor's summer budget set out that social housing rent levels would reduce by 1% every year; for the next four years. This has resulted in a year of significant change for Gentoo, however delivering customer focused products and services remains at the heart of everything we do. Our new vision will ensure we continue to deliver value for our customers as well as build strong and safe communities.

I am really proud of the positive contribution our people have made in our communities, through collaboration, partnerships and customer involvement.

I would like to take this opportunity to thank all of the customers who helped us to produce this report. I hope you enjoy reading it.

Repairs and maintenance



Our responsive approach to Repairs and Maintenance ensures your home is maintained to a safe standard.

In 2015-16:



£21m was spent on delivering the Repairs Service



193,398 repair and safety check visits were made



37,218 of visits were categorised as an emergency





In 2015-16:



86.76% of repairs were fixed
in one visit



99.14% of homes held a Gas Safety
Certificate



Value for Money Fact

Customers missed more than **17,000 repair appointments** which cost us approximately **£850,000***. Please let us know if you are unable to make an appointment as this helps us to save both time and money.

*Based on £50 per repair.

Repairs and Maintenance Review

In April 2016 we started a fundamental service review of our Repairs and Maintenance Service. We are looking at all aspects of the service including our lettable standard (condition of new homes when they are let) operating hours and repair responsibilities. The main focus will continue to ensure that we deliver the right kind of repairs service to our customers. Customers have been helping us with this review and we are using their feedback to develop our new approach.

We are in the process of designing a new way of delivering the service which will be customer friendly and easily accessible as well as being efficient and providing great value for money.

Looking after your neighbourhood



We work with customers and other agencies to ensure your neighbourhoods are clean, safe and attractive places to live.

In 2015-16:



£3.5m was spent on keeping your estates tidy†



We cleared and maintained **972** gardens in empty properties



96% of customers were satisfied with our communal cleaning service*

†Grounds maintenance. *Satisfaction figure relates to customers surveyed who benefit from our communal cleaning service.



Looking after your neighbourhood



97% of fly tipping was removed within **7** days



Grassed areas were cut **15** times



Did you know?

We have changed the service standards of grass cutting from the number of cuts to keeping the grass a height of between 25mm to 50mm.

Get Involved

Gentoo encourages our customers to get involved in our 'Rate Your Estate' programmes and other community initiatives such as 'Love Where You Live' and gardening competitions.

If you would like to get involved, please contact your local Community Partnership Coordinator.

 **0191 525 2760**

 **communityteam@gentoo.com**

Alternatively, visit our website  **gentoo.com**

Keeping you safe



In 2015-16:



176 victims of anti-social behaviour (ASB) were supported



88 customers who cause ASB were supported to change their behaviour



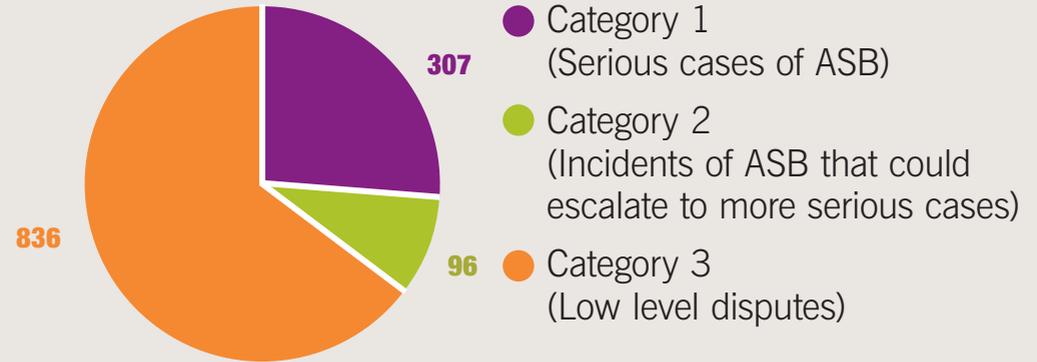
260 referrals were made to protect vulnerable adults and children



23 people were referred to Unite Mediation to resolve disputes with neighbours



1,239 tenancy breaches were recorded



Top breach types include:

- Nuisance
- Damage
- Drugs



Concierge Service

This service provides support **24 hours** a day, **7 days** a week, **365 days** of the year. In 2015-16 more than **260** customers called our ASB hotline outside of office opening hours.

Letting our homes



The future

In 2015-16:



2,622 properties were allocated



91% of customers were satisfied with the lettable standard of our properties*



41.57 was the average number of days it took to allocate a property

For further information and updates, please visit

 gentoogroup.com

*This satisfaction figure has been collected using face-to-face interviews with customers after they have moved into their new home.

During 2015-16 we undertook a review of how we let our homes. This review included a large consultation exercise with customers. Our new online allocations system will go live in the next few months.



Paying your rent



In 2015-16:



£123.3m was collected in rent



Value for Money Fact

77% of residents felt their rent provides Value for Money*

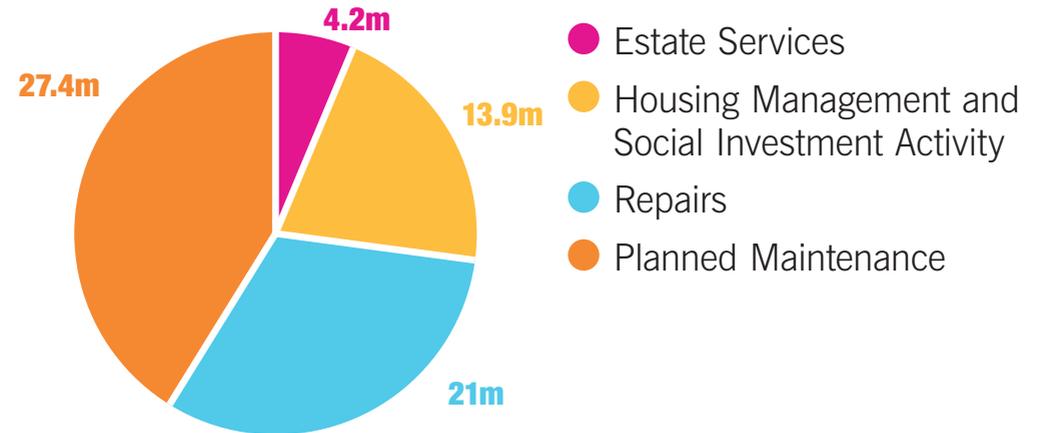
*2014-15 Star Survey



Did you know?

99.73% of rent was collected as % of rent due. We would like to say a massive thank you to all our customers who paid their rent on time.

Key service areas where we spend your rent include:



If you are struggling to manage your money contact our Money Matters Team on  **0300 123 2004**†.

†Calls to 03 numbers will cost the same as calls to a landline number and will be included as part of any inclusive call minutes.

Managing your money



In 2015-16:



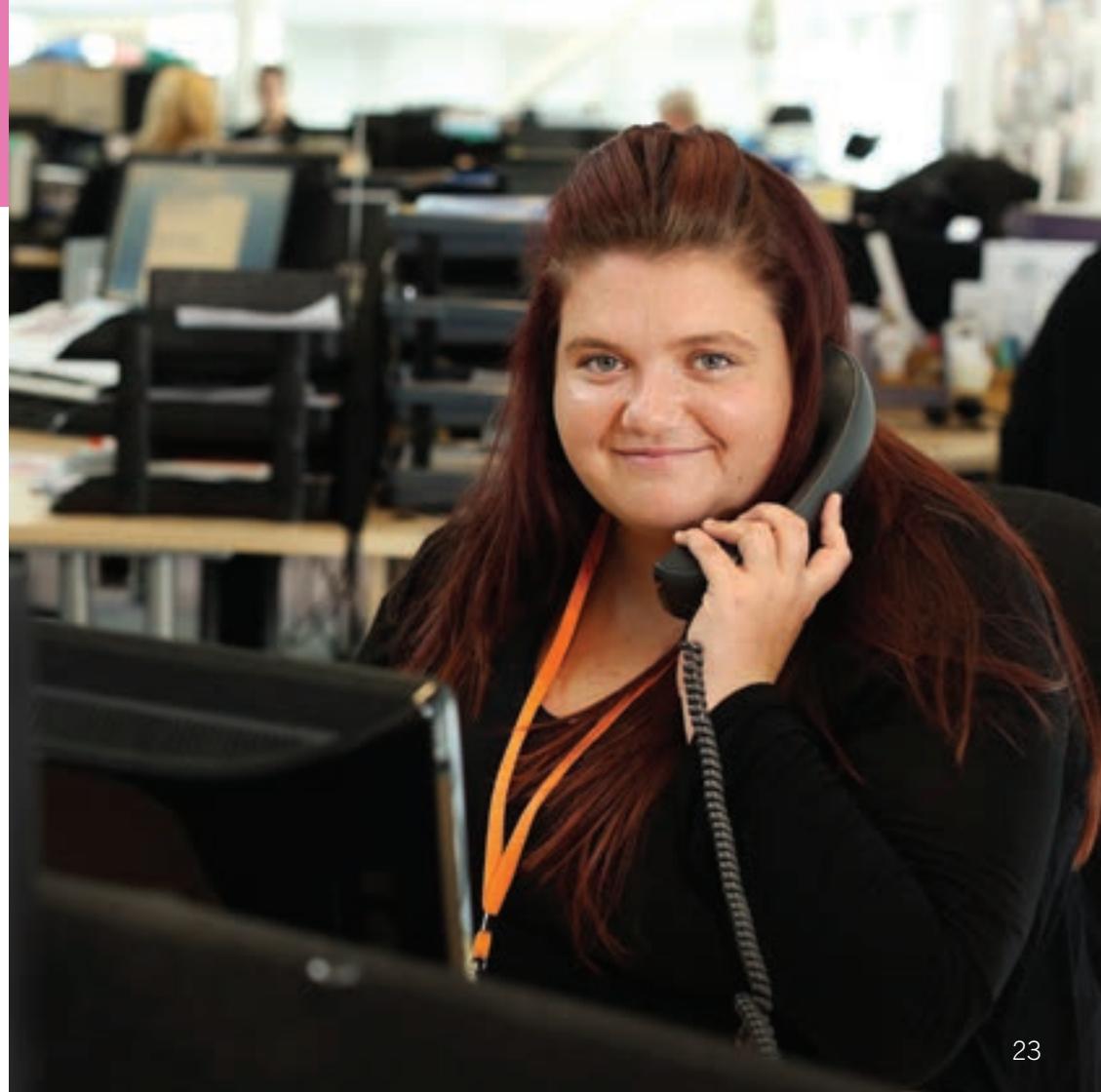
2,011 customers were referred to partner agencies to help them manage their money



£519,512 worth of unclaimed benefits were identified



£904,286 worth of debt was identified and consolidated



Looking after your home



In 2015-16:



£27.4m was spent on improving our homes



1,556 PV panels were installed



1,564 heating systems were replaced



8,511 double glazed windows were fitted in **1,529** properties



460 roofs were replaced



Value for Money Fact

Our investment in heating replacement works and double glazed windows is estimated to save our customers approximately **£469,000*** on their energy bills.

*Using an average of a 30% reduction.



The future



Our work on planning and delivering large improvement schemes ensures homes and their external structures are refurbished and maintained to a high standard. A major part of planning this work is understanding the condition of our current housing stock. We are therefore currently undertaking a full stock condition survey of all our homes which will be completed by March 2017.

This will ensure that our long-term planning is accurate and that we focus our investment on the right improvements at the right time to enhance our customers' quality of living.



Did you know?

To date, we have installed more than **5,500 PV panels** to our properties, saving the average household £96 per year on their fuel bills. To date, over 21m kWh of electricity has been generated with an estimated **£1.3m** of customer savings made.

Supporting people



We have a range of tailor-made services that support older customers to live in their own home for as long as possible. We also provide support to young people aged 16-25 to help them maintain a home and become independent.

In 2015-16:



229 young people were supported to live independently



2,320 older people were supported to live well and independently



Did you know?

Holmewood provides supported accommodation for 12 young people aged 16-21 who are homeless or at risk of becoming homeless.



Community Involvement



Customers are vital in helping us to improve our services. During 2015 we worked with customers to review and refresh our involvement opportunities and together we reshaped the ways in which customers can be involved.

There are a range of ways that you can now engage with us; from providing us with your feedback during surveys to being involved in a CHAIN project (Customers Helping Achieve Improvements Now) to consider a specific issue.

In addition, we also have five Local Area Focus Groups. These groups are customer-led, consider local issues and are responsible for awarding Aspire Grants via our community grant scheme.

We also have a volunteering programme at Gentoo and we work with customers and our staff to encourage and support volunteering activities.



Community Involvement



In 2015-16:



332 community, staff and corporate volunteers gave **5,176** hours of their time to projects that benefitted the local community



9 improvements were made to the services we provide as a direct result of customer involvement



£28,246 worth of Aspire Grants were awarded to local community groups



Value for Money Fact

In 2015-16 the number of community volunteers **increased by 133%**, providing **1,963 hours of time** (compared with 841 hours in 2014-15).



Did you know?

Back in September 2015 we held a Customer Conference at the Stadium of Light to launch our new Involvement and Engagement Model. More than 120 customers attended and we received over 150 expressions of interest to get involved.

Get Involved

To find out more about how you can get involved, contact the Customer and Community Team:

 **0191 525 2760**

 **communityteam@gentogroup.com**

Keep up to date with new opportunities and events that might interest you by visiting  **gentogroup.com**

Customer Care



In 2015-16:



184 formal complaints were received



588 staff compliments were received

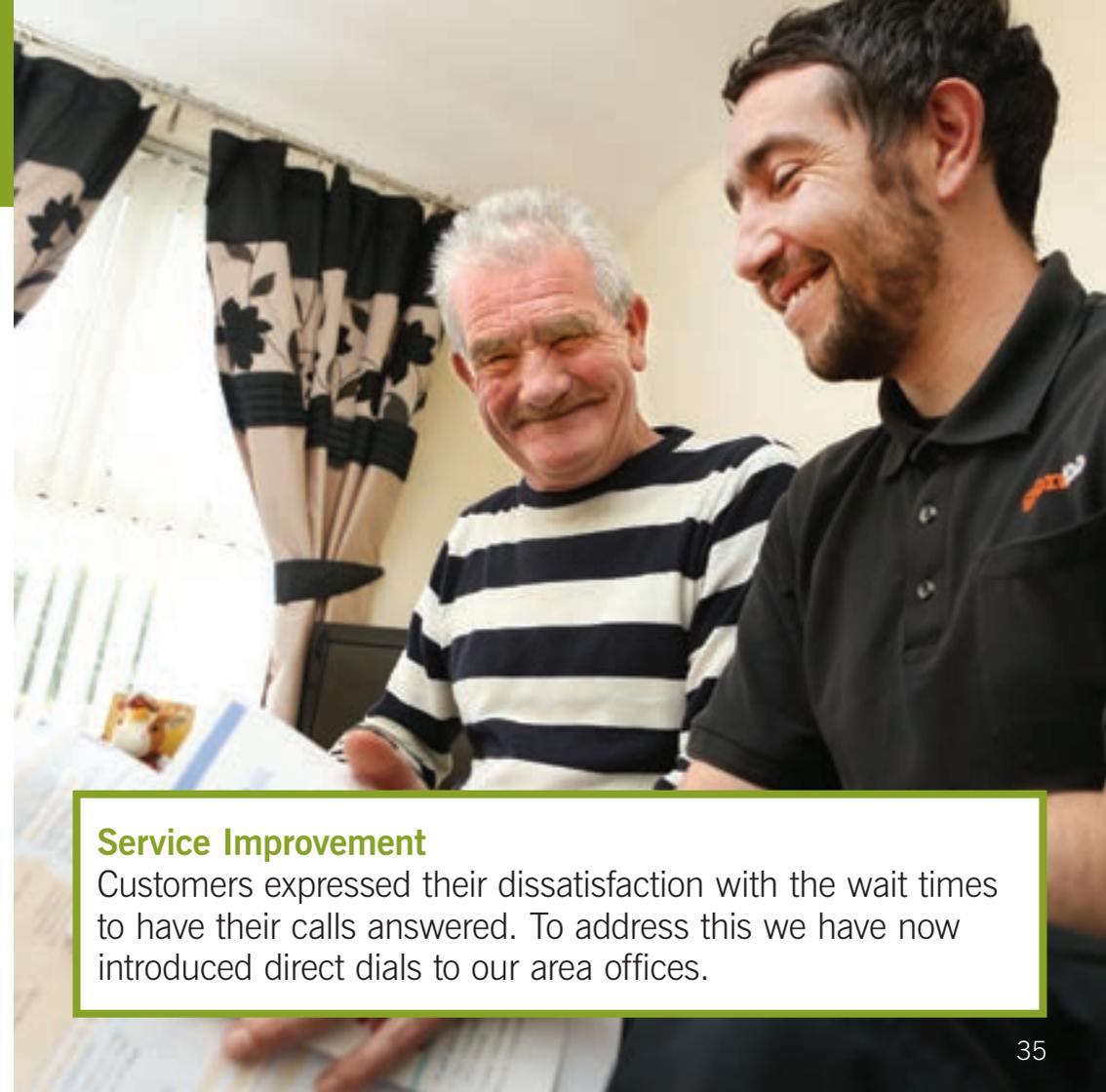
6 formal complaint appeals were received



245,580 telephone calls were handled



93.3% of customers were satisfied overall with the service they received*



Service Improvement

Customers expressed their dissatisfaction with the wait times to have their calls answered. To address this we have now introduced direct dials to our area offices.

Investing in new homes



Gentoo Homes is the residential property development arm of Gentoo Group who build homes for sale and for rent.

In 2015-16:



£36.3m was generated through the sale of new homes



162 Gentoo homes were sold across the North East



We completed the Manorfields development in Ryhope which provides **141** properties for rent and **2** for sale.



We completed Haddington Vale, our Extra Care Scheme in Doxford Park, that provides **86** properties for rent and **10** bungalows for sale.



Did you know?

Hillcrag and Castle Rise are two of four developments currently underway in Sunderland, with work also underway at Thurcroft, Doxford Park and Meadow View, Houghton.

For more information about Gentoo Homes visit  gentoohomes.com

Investing in new homes



Castle Rise at Downhill

£11.2m development

51 affordable properties for rent and **37** for sale



“We are really impressed by the overall internal and external finish of our home, especially the high quality of the kitchen and bathroom fittings.”



Hillcrag, High Ford

£14.3m development

132 affordable properties for rent



“We love our new home. It’s a great finished product and we love the size of the rooms.”

Contacting us



Athenaeum Office

☎ 0191 525 5001

Havelock Office

☎ 0191 525 5002

Southwick Office

☎ 0191 525 5003

Silksworth Office

☎ 0191 525 5004

Houghton Office

☎ 0191 525 5005

Concord Office

☎ 0191 525 5006

Galleries Office

☎ 0191 525 5007



24 hour payment line

You can now make a payment 24 hours a day, 365 days a year by calling your local office. Press 1 to be transferred to our new payment line.

📄 gentoogroup.com

✉ enquiries@gentoogroup.com

📘 Facebook

🐦 Follow us

If you would like a copy of your statement in large print, CD or audio, please contact the Communications Team on 0191 525 5000.

Jeżeli Państwo lub ktoś z Państwa znajomych pragnie otrzymać niniejszą informację w ojczystym języku, prosimy o kontakt. Dostępne są usługi tłumaczenia. (Polish)

আপনি বা আপনার পরিচিত কেউ যদি এই তথ্য অন্য কোনো ভাষায় পেতে চায়, তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। দোস্তাৰ সেবারও বাবস্থা আছে। (Bengali)

如果您或您认识的某人希望获得此信息的其它语言版本，请联系我们。我们可提供口译服务。(Mandarin)

اگر شما یا کسی را که شما میشناسید میخواهید این معلومات را به زبان دیگری داشته باشید، لطفاً با ما تماس بگیرید. خدمات ترجماتی موجود است. (Farsi)



Every year we produce a Value for Money Self-Assessment that gives a comprehensive assessment of how we are achieving value across our business.

We focus not just on the cost and quality of our service, but also on the social and environmental impacts of our choices.

To view our 2015-16 Self-Assessment, visit



gentoogroup.com

Gentoo Sunderland Limited is a charitable community benefit society, registration number 7303

gentoo 7303 
It's how you **live**