

Annual report for customers

Year ended 31 March 2019

How we have performed for you

Overall customer satisfaction*

90%

We invested

f £115m on completing over 1,000 new homes 👌 £35m

on lettings and supporting you in your home

£2m invested on community development activities

Maintaining and improving

We invested

£59m

maintaining and improving our existing homes which included:

f £5m

repairing our empty homes so that they can be let to a new household

≯ £23m

fitting new bathrooms, kitchens, boilers, windows and doors



🚯 £óm

keeping our homes safe

New homes





Lettings

2,493

homes let and re-let during the year

satisfaction with your new home*

96%

overall satisfaction withour lettings process*

Our income





Other expenditure

£24m

on loan interest to pay for the building of new homes

Customer service





We received over 2,400 complaints and

88% of these were resolved as part of the initial call of you were satisfied with the way we handled the complaint*

Our homes

We completed



repairs

Over 97.5%

of you were satisfied with your last repair*

of you were happy with the convenience of your repair appointment time*

Cover 97%

Over 87%

of you were satisfied with the quality of your home*

Over 99.98%

of our gas servicing was up to date

Over 86%

of you were satisfied with your neighbourhood as a place to live*

99.93%

of our fire risk assessments were upto date

100% of our properties met the decent

homes standard

* These percentage figures reflect the responses from our customers who took part in our surveys

Homes and communities that people love to live in - Naomi's story

The thought of leaving the village she had grown to love was something Naomi and her family did not wish to consider.

Having lived in the village for the past 11 years, Naomi refused to give up hope of finding her own home, even though house prices in the area were out of their reach. She kept in touch with us to relocate her family to a new development being built in the village as part of the Homes for Cornwall partnership. LiveWest offered Naomi a brand new house to rent and, naturally, she jumped at the chance.

Naomi said: "I did not want to leave St Breward so I made sure I registered my interest in one of the new LiveWest homes. It means the children could stay living close to their friends and school and my husband could remain living in the village he had grown up in." At LiveWest we do not just find individuals a home, we also support the development of successful neighbourhoods and communities.

Your views matter

Your overall satisfaction in what we do has increased to 90% and we believe we are well-placed to continue this improvement.

To help us understand your views and needs, and how we are performing, we set up InFocus, a new scrutiny group made up solely of you, our customers. InFocus currently has over 40 members including our shared owners.

So we can measure and check the way we perform, we now compare our performance with the Institute of Customer Services. By comparing ourselves against customer service industry standards in the UK, we can see the experience you are receiving as measured against customers from across a range of other industries. We can then use these results to understand what we need to improve and develop.



A big thank you to all that got involved. We can't get better without your feedback.

Keeping you safe

Keeping you safe is our number one priority. In August 2018 we agreed our new health and safety policy and during the year we developed new standards for gas, electrical work, fire management, legionella and lifts. Copies of each of these standards are available on our website - visit **livewest.co.uk**, click on the **about us** section and go to **our safety standards** to find out more.

For the year ending March 2019 we had serviced over 21,000 boilers. Only four homes had a gas service which was overdue meaning 99.98% of our homes had a valid gas safety certificate.

Every year we undertake a fire risk assessment for all blocks of housing and communal areas and 99.93% of these checks were completed on time.

We also have ongoing safety programmes to test oil, lifts, electrical safety, fire-safety equipment, and water.

Providing help and support when you need it

Our tenancy sustainment and financial inclusion teams work closely with colleagues from across our company to support you through periods of crisis and hardship. We dedicate time and resources to support individuals to become financially resilient and maximise their income, helping them to live well and sustain their tenancies with us.

We helped to secure government payments of over £1.6m which helped increase financial stability and the ability for customers to sustain their tenancies.

We supported 1,400 customers in a number of areas including:

- hoarding
- family breakdown
- mental health
- Universal Credit
- understanding what government benefits are available.

We have provided 518 grants for projects and events to help sustain tenancies and create opportunities for our residents and the communities where they live. These grants include crisis and hardship, access to education and training, surviving winter and employment.

We are trusted by our customers - Stacey's story

A teenager who was on the verge of homelessness has turned her life around. Stacey, 18, was evicted by another landlord from her home due to anti-social problems. She needed some advice on how to get back on track and felt lonely and anxious due to unfamiliar surroundings. She needed a stable place to live so she contacted our young people service at Ayres Close, Bideford. Now Stacey has gained a job as a care worker with the National Autistic Society helping her gain a new lease of life.

Stacey said: "The results have been amazing. I was over the moon when I got a job, I am more motivated and confident. I felt lonely when I arrived at WAyres Close because I had come from shared accommodation to my own flat. Had I not gone to Ayres Close, there is little doubt that my mental health would have spiralled and I would probably be homeless. Now I look at my life from a positive perspective. The staff are committed and empathetic and gave me the drive and belief to better myself and they still support me now."

LiveWest run 11 young people services across the South West which provide safe places for young people without a home. They are taught life-skills to help them lead independent lives in the future.



Homes and communities that <u>people love to live i</u>n

Our priorities for investment are be based on an assessment of needs and a detailed understanding of what you tell us about your aspirations and priorities.

We invested £2.2m in a wide range of community activities, working with our partners to help ensure that across our cities, towns and villages we are focusing on the social element that make communities successful. We are developing other ways to make the most of community investment in our key neighbourhoods and we will share this with you.

Community investment

Our Community Investment team are focused on working with you and our partners to increase opportunities for your communities to be independent and thrive together.

The team successfully delivered a get active project in partnership with Sport England which came to a close in 2018. The sessions were delivered with 30 local and national partners. There are 27 ongoing sessions being delivered as part of the successful partnership to increase the health and wellbeing in communities across Somerset. Over 4,700 people took part over a four year period and 21 people were trained as part of the project to deliver sports activities in their communities.

Social value

Our social purpose is key to what we aim to achieve year on year and we ask the companies we work with to embody and demonstrate this so we can provide benefits to you. This approach provides a way to create benefits for local people by working with suppliers and contractors who share the same social beliefs as us to support initiatives local to the area to give something back to the community in which we work.

By getting the companies we work with to give something back to the local area, we can ensure money, services and the volunteering support of the companies we work with has the greatest impact.

Penzance Foodbank in Cornwall is one example of how our social purpose has made a real difference. The foodbank based in the Treneere Estate is run by volunteers and supported by generous donations from the local community. With an increase of more than 300 people using the foodbank the demand for storage space became key. Working with one of our key contractors, WMS, we upgraded the storage area to provide extra space to meet this increase in demand on the foodbank.



Homes and communities that people love to live in - Michelle's story

We have helped Bristol-based artist Michele to complete the Seven Saints of St Paul's murals project in time for the city's carnival in July 2019.

The outdoor exhibition features seven individuals of the Windrush generation who made significant political and social strides for change. The Seven Saints project recognises these historical giants whose legacies will live on. The painting of Carmen Beckford MBE has been immortalised on the side of one of our homes in St Paul's.

Michelle said "Painting the third mural would not have been possible without the help of LiveWest. It's been great to work with a housing association which invests heavily in the area in helping to improve neighbourhoods and bring communities together."



Building 1,047 <u>new home</u>s

We provided 1,047 new homes during the year and this included 900 affordable homes for rent and shared ownership and 147 for sale. Properties for sale and first time shared ownership sale generated profit of £10m to support further investment in affordable homes.

Our priorities for the next three years

We have set out our priorities for the next three years in our strategy. You can see a copy of our strategy on our website at livewest.co.uk under the about us section and click on our performance.

Our vision is to:

- be trusted by our customers
- provide homes and communities that people love to live in
- have colleagues who are proud to work here
- have a growing business, that is fit for the future.

Our corporate strategy is made up of a series of plans to help us achieve these goals. These plans cover areas such as customer service and housing support. They also include our plans for us to develop and grow our business as well as investing in our own people.

Our priorities for the future include:

- engaging with you as our customers by listening to what you tell us and using your involvement to make a difference
- adopting and meeting the commitments of the "Together with Tenants" Charter
- providing training for our staff so that they understand how and why we involve residents
- growing the membership of our Facebook 'your views' group so we can use the information shared to help develop the services we provide you
- improving the feedback we give you to demonstrate how your views have been used to design and improve our services.

Making our services more convenient

and accessible for you. We are increasing the range of online digital services available to you so you will have more ways to speak to and get in touch with us. Some of these services will be available 24/7.

Looking after your home. We have a set of standards that focuses on your safety and quality. We continue to replace and upgrade kitchen and bathrooms when they are needed. We also make sure that we undertake exterior decorating, replace roofs, windows and doors as well renew heating systems.

Supported housing. We will increase our services for young and older people and people with learning difficulties.

New homes. We will build 7,000 homes over five years as a means of addressing the pressing demand for homes in our region, with a focus on quality standards and design.

Listening to you. Your opinions are key to designing and delivering our future services over the next three years. We will continue to ask for your views and opinions and will make sure we listen to what you say and act on what you tell us.

Your communities. We will work closely with you and our partners to build successful neighbourhoods and communities where you live.

Our people working for you. We aim to recruit, retain and develop our people. We aspire for them to be proud to work here and embed our values in all they do.

We will make sure consideration is given to our work on the environment and how best to achieve sustainability together with our commitment to being fair, inclusive and supporting diversity for all of our customers.

How you can get involved

There are many different ways you can give us your views, from taking part in a quick survey or attending a focus group or even joining our customer scrutiny group, InFocus.

Your views matter to us

Take part in our exciting campaigns for you to give your views on our different services, strategies and policies. We really want to hear what you have to say. We ask ask for your views in a variety of ways, including surveys, polls, questionnaires and focus groups.

Visit **livewest.co.uk** and check out the My community page as this has more details on how you can get invlolved.

Join us on social media



Find us on **Facebook** at **@WeAreLiveWest** and join our YourViews group to see more about what has been going on and how you can share your thoughts and opinions with us.

You can also find us on:



@wearelivewest



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