



Annual Report to Tenants 2016-17

WELCOME

Welcome to our first annual report to tenants. In this report you can read about our progress as a housing association since we first opened in 2013. We will tell you about the new schemes which have been launched this year and our plans for next year. We will also tell you about how we have performed as a landlord and in particular how well we have repaired and maintained our tenant’s homes.

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A BIT ABOUT HIGHSTONE HOUSING ASSOCIATION

Highstone Housing Association is a family run business supported by a small team of staff and trustees who are all passionate about providing homes of outstanding quality for our tenants. We currently have 5 properties providing accommodation for 52 adults in Doncaster and Barnsley. We work in partnership with local authorities to provide accommodation for adults with learning disabilities.

Our vision for Highstone Hosuing Association is to be a leading provider of supported living accommodation, and we will achieve this by creating small schemes to a very high standard.

Our values are to:

- **Make a positive difference**
- **Work in partnership**
- **Be innovative and responsive**

We have developed a plan, which over the next 3 years, will help us to provide more supported living accommodation. We believe our tenants deserve the best, and as the board of trustees, it is our responsibility to ensure we achieve high standards of excellence in all that we do.

Our 3 year business plan explains in more detail our goals and objectives between now and 2019. A copy of the plan can be found on our website www.highstoneha.co.uk. If you would like to see a paper copy, please ask your housing officer, Jane Easter, who will be pleased to arrange this for you.

WHAT HAVE WE ACHIEVED THIS YEAR?

NEW SCHEMES

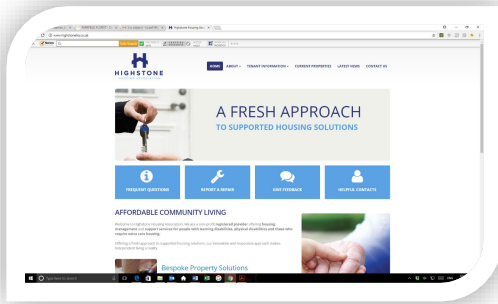
During the last 12 months we opened two new schemes in partnership with Barnsley MBC:

1. Dillington Mews opened in April 2016 and is home to 6 tenants and,
2. Western Street, which welcomed 4 new tenants in October 2016.



WEBSITE

We also launched our new website this year, which provides lots of useful information for our tenants and those we work in partnership, such as local authorities and care providers. For more information visit www.highstoneha.co.uk



NEWSLETTER

Our tenants now receive a newsletter every couple of months, this has been well received. Regular features such as colouring and word search competitions are enjoyed by our tenants. The newsletter helps us to keep our tenants up-to-date on housing related matters, as well as sharing news from each of our schemes.

TENANT SATISFACTION SURVEY

We carried out our first tenant satisfaction survey and the results are covered later in this report.

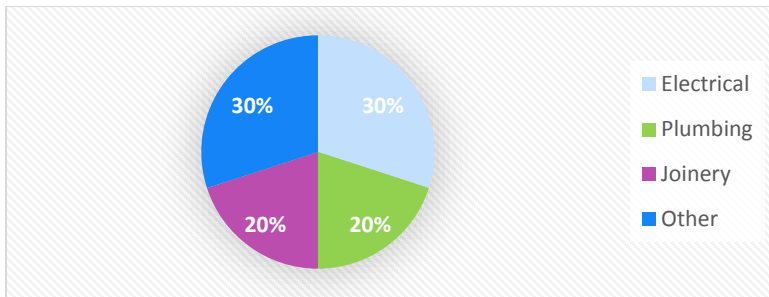
REPAIRS AND MAINTENANCE

HOW MANY REPAIRS DID WE CARRY OUT?

Our dedicated repairs and maintenance team completed 288 repairs during the year. The most common repairs were:-

Repair Type	Number
Electrical	86
Plumbing	58
Joinery	58
Other: windows, décor, drainage/guttering, damp, key replacement, tenant damage	86





When we receive a repair request we record it onto a database to ensure we prioritise repairs correctly. We also use this information to help us monitor repairs so that we can make any necessary improvements to the way we do things in the future.

DID WE MEET OUR RESPONSE REPAIR TARGETS?

It is important to us that we are responsive to the needs of our tenants, especially when it comes to repairs and maintenance. We want all our tenants to feel comfortable and happy in their home. To help us do our job well, responsive repairs are categorised into 3 types:

Emergency Repair– means we will respond immediately. An example of this type of repair is a burst water pipe.

Urgent Repair– means we will respond within 24 hours

General Repair– means we will respond within 28 days

In 2016-17 we completed 282 repairs and 95% were managed within the response time.

Include any examples of heroics, employee above and beyond etc. and any particular recognition. Show breakdown in chart/picture format of 3 types in terms of volume

TENANT SURVEY SATISFACTION RESULTS

We conducted our first tenant satisfaction survey this year and invited all our tenants to complete a questionnaire. We received a lot of positive feedback from our tenants, but only 17 questionnaires were actually returned. We are keen to hear from as many of our tenants as possible. To help us with this, we will be researching different ways to encourage our tenants to tell us what they think so that we can continue to improve our service offer each year.



TENANT INVOLVEMENT

TENANT INVOLVEMENT STRATEGY



Highstone launched its Tenant Involvement Strategy this year. A key part of the strategy is to involve our tenants when we open a new scheme. We believe it is an important part of the process which enables tenants to quickly settle into their new home.

LAUNCHING NEW SCHEMES

This year we launched new schemes at Dillingotn Mews and Western Street, where we held an open day to welcome our new tenants, their families, the care team

and our local authority partners. Open days are part of our approach designed to help tenants settle into their new home quickly. Our housing officer builds on this positive start by visiting each tenant in their new home and discussing the tenant handbook to ensure they understand Highstone's responsibilities as well as their own.

(For future reports consider taking pictures of open days for the report. It show-cases early involvement of new tenants, care providers and local authorities)

SUMMER FUN DAY

We held our first Summer Fun Day in July and this was hosted by the Grove Court scheme. It was a great success and we have plans to hold another one next year.



FINANCIALS

The Home and Communities Agency (HCA) and Companies House have regulations in place which housing associations must comply with. Producing an annual report and accounts for tenants and stakeholders (for example, the local authority) is part of this. We are a new housing association and we are busy establishing our priorities and spending plans for the coming year and beyond. Next year we will be able to report on what money we received in and how we spent it. Our priorities will always be on maintaining your home, communal areas and gardens. Our standards are high and it is important to us that all our schemes are well looked after.

We are a non-profit housing association. Reinvesting in our properties is key to delivering our ethos: ***Working together to provide quality homes & services that make a difference in people's lives.*** Achieving value for money in all the services we provide is essential to our values of: ***making a positive difference, working in partnership and being innovative and responsive.***



We provide quality homes and services that make a difference in people's lives

