

**Annual report**  
2019-2020



# **Information** **you** **need** **to know**

**About your home and your community**

**aspire**  
housing

# Putting People First

## How have we put people first

We launched our new corporate strategy in October 2019, which has 'People First' at its core. People First is a philosophy, the way we work, to put our customers and colleagues at the heart of all we do.

### So what does this mean to you?

Last year, we conducted our biggest customer engagement event for over 10 years, so we could listen to what you have to say about us. By listening to you we can find out what's important to you and find out how we're doing.

This event was called **Chat 2 Aspire...**



# Chat 2 Aspire



## What have we changed as a result of Chat 2 Aspire?

In July 2019 we hosted Chat 2 Aspire, a huge customer event, when we asked all our customers what they think makes a great landlord. Almost 20% of our customers responded to our survey, either face to face or online.

We visited 274 streets, spoke to 1,600 people with 832 face-to-face interviews and 768 online surveys. Your feedback is so important to us so we can ensure we're always giving you the best service possible.

**It was through Chat 2 Aspire that we created our commitments to:**

### Our Focuses:

1. Our Promise
2. Engagement
3. Communication

At [www.aspirehousing.co.uk](http://www.aspirehousing.co.uk) you can see more about how we're working to involve customers, ensure we're delivering the high level of service you expect, and that we communicate well with you.

### • Our Promise

Your feedback and satisfaction is very important to us - it's what our promise to you is built around. Therefore: We listened to what you told us makes a great landlord, and built Our Promise from this to make sure we focus on what matters most to you.

### • Engagement

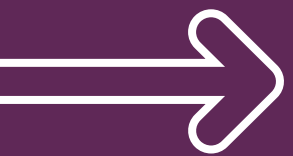
This commitment provides our customers with the knowledge and insight that enable collaborative working to create excellent services that meet customer needs. This will be achieved through offering a range of opportunities, support and training that will ensure that customer voice is heard at all levels of the organisations.

### • Communication

Our communication promise sets out what you said you wanted us to share with you, your preferred contact methods and how frequently you wanted those communications.

You can view these documents online at [aspirehousing.co.uk/how-are-we-doing](http://aspirehousing.co.uk/how-are-we-doing)  
You can find out more about Chat 2 Aspire online at [aspirehousing.co.uk/aspire-life](http://aspirehousing.co.uk/aspire-life)





# We listen to you

Sometimes we don't get things quite right.  
We take customer comments and complaints seriously.

We received **627**  
formal complaints

**46.4%**

46.4% of complaints were resolved  
in our target 5 days or less to the  
average number of days to resolve  
a complaint reduced from 17 in  
2018/19 to 9 days in 2019/20



**49%**

of them were about  
**repairs &  
maintenance**

(the majority reason for complaining)

## What we have learned:

Good communication is important.  
Repairs processes needed to be better.  
Complaints need to be handled quicker.

**73%**

of our complaints  
were upheld which  
means that our  
service did not meet  
expectations



**How are  
we doing?**

**You said,  
we did!**

We have embedded good communication in  
our new promises and will be reporting on  
performance.

The repairs process has been improved to  
increase 'right first time' completions and  
appointment booking.

Complaint handling processes have been  
reviewed and are monitored regularly.

You can give us feedback on  
our services at any time in  
any way including online at  
[aspirehousing.co.uk](https://aspirehousing.co.uk)







# What's happening in your community?

You told us information about your neighbourhood being important to you. Here's what we did in your community last year:



## Over the last financial year 2019/20 we did this:

- Tackled anti-social behaviour to help our communities feel safe
- Improved and maintained our customers' local environments
- Resolved **388** cases of anti-social behaviour, installed **23** security doors.
- Maintained **9,293,830m<sup>2</sup>** green spaces, dealt with **191** tonnes of fly tipping & supported schools to pick **36 tonnes** of bulky waste and **182** bags of litter
- Provided support and advice to improve wellbeing
- Provided opportunities for customers to get involved in their communities
- Held **4** health events, supported over **400** individuals & gave access to partner agencies & their services
- Held **10** get-togethers, **34** community walkabouts, collected **44** tonnes of bulky waste & trained **160** dementia friends

You can find events in your area at: [www.aspirehousing.co.uk](http://www.aspirehousing.co.uk) and also on **Facebook /AspireHousing** and **Twitter @Aspire\_Housing**



# What's happening with your home?



## Kitchen and bathrooms

Many of our customers have asked us specifically when a new kitchen and/or bathroom will be fitted. If you have an online account with us, you can see when you're due a new kitchen and bathroom within your online dashboard. We'll also write to you at least six weeks before, to let you know. You can also call our contact centre if you don't have access online.



## Improvements

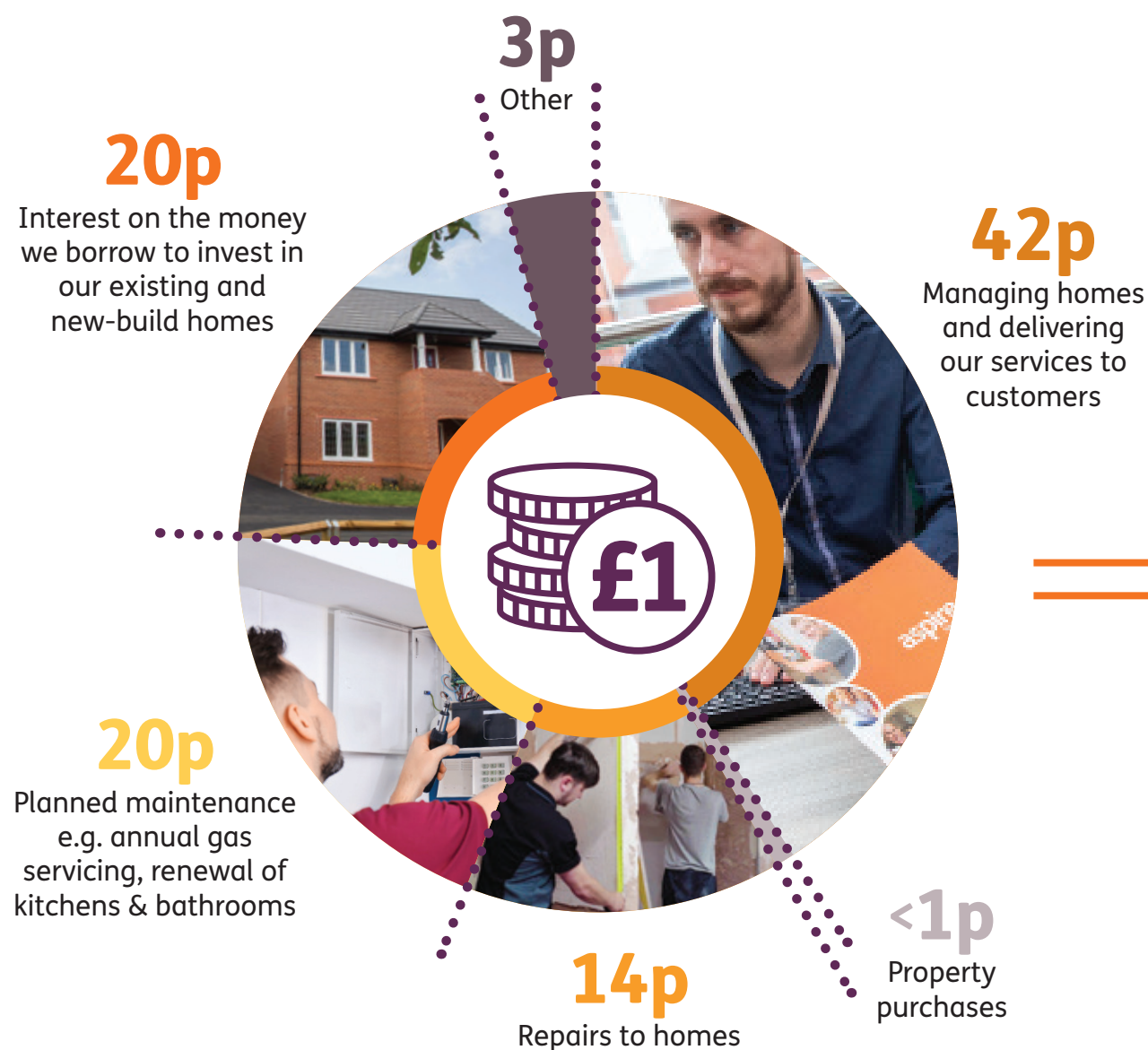
We've also had requests for more money to be invested in our communities' outside areas. Over the coming months we'll be reviewing our current plans with a group of customers who've agreed to work with us on this. We'll write to you as soon as we have an update.



# How is your rent spent?

Customers have told us they're interested in how we spend your rent money.

Every pound we get is spent in the following way:



Please note : Numbers are rounded

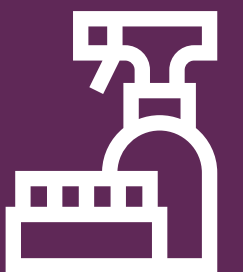
# How has Covid-19 affected our services?

During Covid-19 lockdown we unfortunately couldn't deliver you all of our usual services.

Since lockdown we've had to implement a range of measures to work in a Covid-secure way in line with government guidance.

All of our services are now operational, although many are working in a different way, due to social distancing measures.

As part of our constant, ongoing commitment to you, we will conduct a review at the end of the financial year to balance both costs and service delivery accordingly, and we'll share the outcome of this review once it's completed.
















# How well are we doing?

It's important for you to see how we are performing against other housing providers in your area.

We participate in the **Satisfaction of Tenancy and Residents (STAR) programme**, which allows us to track how well you, our customers, think we are doing, and how well we are doing versus other housing providers in our area. We're delighted that in all areas you rate us well. The repairs figures are based on the surveys we send to customers after they have used our repairs service.

Of course, there is always room for improvement, and we are continuously striving to do better.



	<div></div>	<div> Target achieved</div> <div> Action taken to improve</div>	% We achieved	% Our target	% Other Housing Associations in our region
Overall satisfaction			94	94	 88.3
Quality of home			89.7	90	 87.2
Repairs & maintenance			97.6	90	 95.5
Neighbourhood			86.1	87	 86.8
Listen to views & act			85.1	75	 74.7
Value for Money (VFM)			95.5	95	 90

## Action taken to improve:

**Quality of home** – Reviewing the longer term programme of works and improvement prioritisation and reviewed approach to damp and mould.

**Neighbourhood** – introduced a new locality working model to deliver a holistic approach to meeting community needs and tackling anti-social behaviour.





# We need your help!

**Get involved in shaping our services  
in the future by contacting our  
Engagement team on  
01782 635200 or  
[involved@aspirehousing.co.uk](mailto:involved@aspirehousing.co.uk)**



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**[aspirehousing.co.uk](http://aspirehousing.co.uk)**

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