

Information you need to know

About your home and your community

aspire
housing



What's happening in your community?

Over the last financial year 2018/19 we did this:

- Tackled anti-social behaviour to help our communities feel safe
- Improved and maintained our residents' local environments
- Resolved **431** cases of anti-social behaviour, installed **174** security doors & **1** gating scheme
- Maintained **9,293,830m²** green spaces, dealt with **261** fly tipping instances & supported schools to pick up over **200** bags of litter
- Improved wellbeing with **3,068** events including bingo; exercise classes; IT clinics; and lunch, coffee, garden & photography clubs
- Provided support and advice to improve wellbeing
- Provided opportunities for residents to get involved in their communities
- Had **1** in **3** of our residents access our handyman service
- Held **5** health events, supported over **400** individuals & gave access to partner agencies & their services
- Held **14** 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 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.

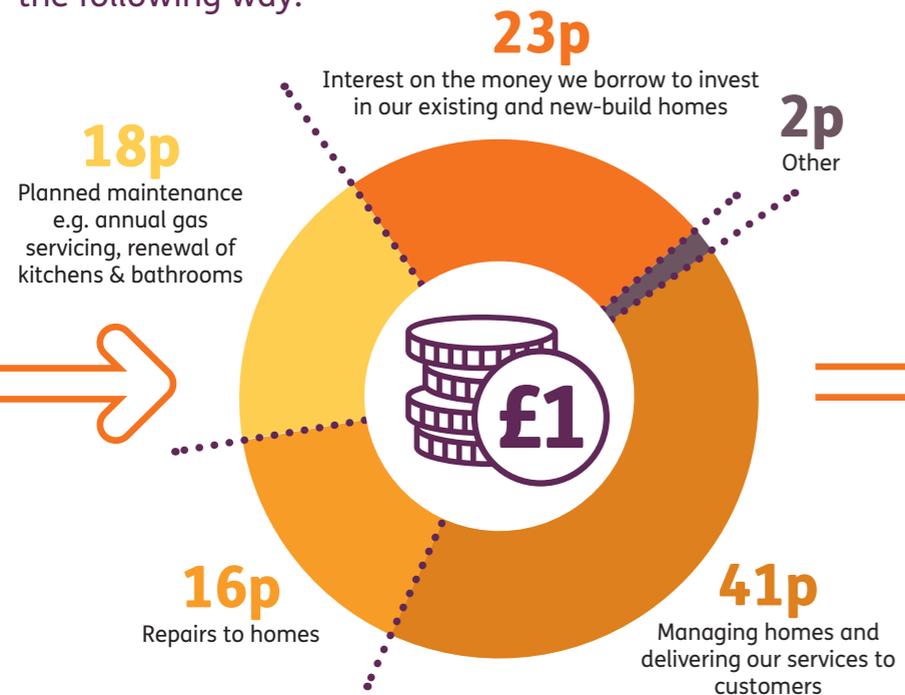


Improvements

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 and suggesting new ideas, which we'll share 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:



We listen to you

We received **208** formal complaints

63% of our complaints were upheld which means that our service did not meet expectations

121 of them were about repairs and maintenance



Chat 2 Aspire

Over the summer, we spoke to **1,600 (18%)** of our customers via our Chat 2 Aspire engagement event.



255 of those surveyed were Community Living customers, from the **659** Community Living homes we manage.

The majority of our Community Living customers gave a satisfaction score of **8 or above out of 10**

With **25%** scoring us a perfect **10 out of 10**

In total, we have **16** Community Living schemes and **1** Extra Care Village.

We also manage a Sheltered Housing scheme in Rugeley, called Sneydlands, on behalf of the Hopkins and Sneyd Alms House charity. The average age of our Community Living residents is 74.

Putting People First

People First is central to our new corporate strategy.

It means exactly what it says, our priority is putting People First, whether they are our customers or our colleagues. This doesn't mean we can say yes to everything but it does mean we will always act and make decisions with the best intentions to do the right thing.



people first

How we make it happen

- **Engagement** – more than 300 customers have come forward to work with us and be involved, helping us to ensure we improve what we do.
- **Promises** – we're developing a range of promises that you can hold us to, to ensure we deliver excellence across everything we do.
- **Communication** – you've told us what's important to you and what's not and how and when you want to hear from us. We'll work to this, whilst always listening to all you have to say.

How can you get involved?

**Do you want to be involved in
shaping services for the future?**

Contact our Engagement team on
01782 635200 or **involved@aspirehousing.co.uk**

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