

ANNUAL REVIEW 2016/17



www.tworivershousing.org.uk

for you - for your community - not for profit

At your service

Housing continues to face a mix of challenge and opportunity – the challenge of addressing the shortage of quality homes people can afford, and the opportunity to provide more places and services to help people live comfortably whilst supporting our rural communities.

Last year we either started building or completed more than 80 new homes across the county. We also successfully bid for extra government money to build additional Shared Ownership and Rent to Buy homes, offering greater choice to people wanting to put down roots.

Gloucestershire needs an extra 50,000 homes by 2030 and this demand is replicated throughout the UK. We are working hard with partners from housing and many other sectors, here and across the whole country, to make quality, affordable housing a priority.

Further roll-out of Universal Credit looms large in late 2017 and staff have been busily preparing tenants for this. It will have a huge effect if they claim benefits, starting with the delay between making a claim and receiving the money. We also anticipate a major impact on our income and cashflow as people adjust to this new arrangement.

It is, therefore, essential that we continue trying to attract new money into the organisation. Our 'profit-for-purpose' subsidiaries Centigen and TwoCan are growing, and in 2016/17 we launched Tandem Living. This is the brand name used by Two Rivers Developments to



help us sell or rent homes privately, and all profit will be used to build more affordable homes for Two Rivers Housing. Their success will be important to our future growth.

Meanwhile, our finances are in a healthy position which allows us to plan ahead with confidence, and we are delighted to see our tenants and staff are happier than ever with what we do.

Our deepest thanks go to all our staff, Board members, Friends and many partners who have supported us through a very busy year of 'Creating great homes and supporting communities' – with the prospect of much more to come!

Yours

Garry King
Chief Executive

David Powell
Chair of the Board



Our Customer Service team handled nearly

52,000 CALLS

87% were answered within 20 seconds

WE RECEIVED

94

COMPLAINTS

54% were upheld

WE RECEIVED

137

COMPLIMENTS

& we appreciate them all

Regular surveys of our tenants revealed....

95%

satisfied with
cleaning at
our
communal
areas

92%

find us
friendly &
approachable

92%

believe their
rent is good
value

90%

like where
they live

89%

HomePlus
tenants were
satisfied with
us as a
landlord

89%

satisfied with
our service

80%

satisfied with
their estate
maintenance
service

Your home

Our **PropertyPlus** repairs team carried out almost



15,000 REPAIRS
WORTH £1.7 MILLION

2,500 EMERGENCY CALL-OUTS **982** OUT-OF-HOURS

99%

of daytime emergencies
resolved in **less than 24 hours**

89%

of urgent jobs completed
within five working days

85%

of routine repairs completed
within the 20 day target

9 DAYS

average completion time

WE FITTED:



114 NEW KITCHENS (£466,000)
190 NEW BATHROOMS (£525,000)
244 NEW DOORS (£125,000)
760 NEW WINDOWS (£167,000)
96 HEATING UPGRADES (£323,000)

WE CARRIED OUT:

110 external improvements (£691,000)
45 electrical rewiring tasks (£177,000)
2,757 gas services (£81,000)
500 solid fuel services (£17,000)
311 electrical reports (£34,000)
802 smoke detector tests (£38,000)



Our
Handyperson
completed

670
JOBS

FREE-OF-CHARGE
and another **103**
HandypersonPlus tasks

*which tenants pay for,
eg plumbing, garden work
and decorating*

Supporting you



We held **2,600 EVENTS**
over
at our HomePlus centres
enjoyed by **31,000 people!**

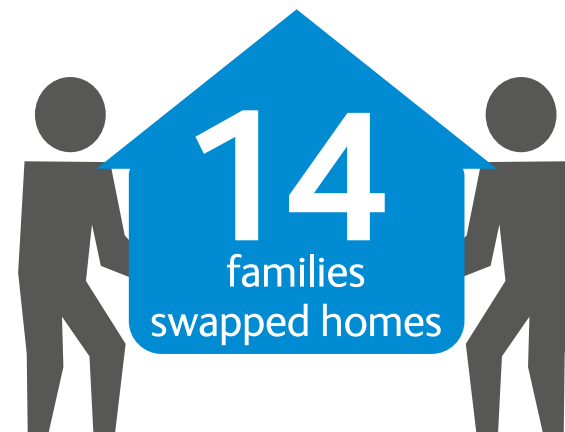
We gave **FREE debt, welfare & benefit advice** to
471 TENANTS



£77,000 in backdated benefits
£730,000 in new benefits
and grant awards totalling **£28,000**

276

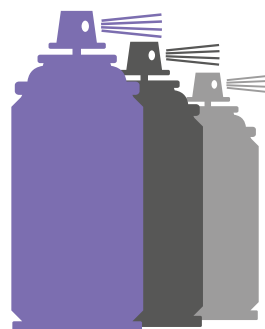
of our homes
welcomed new tenants
209 were new applicants;
67 transferred from
another Two Rivers home



On average it took

13.36 DAYS

to prepare an empty home for new tenants



We dealt with **96** reports of
anti-social behaviour

84% WERE SATISFIED
with how their case was handled



TENANTS OWED US

£323,000

in unpaid rent during the year – 1.6% of our total rental income

10
TENANTS



TOTALLING

£24,000

£47,500 WAS
COLLECTED

from former tenants who left their home owing us money



26 CLAIMS MADE
THROUGH THE SMALL CLAIMS COURT

We use a number of ways to trace former tenants who owe us money, including the National Anti-Fraud Network

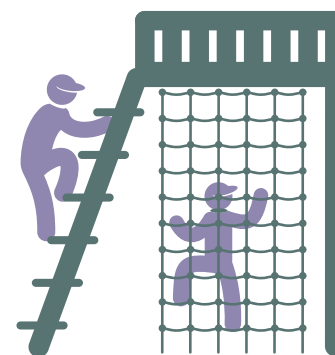
Supporting others

121 STAFF GAVE **900** HOURS OF THEIR TIME

SUPPORTING **16** COMMUNITY PROJECTS

through our Helping Hands initiative

Projects included gardening, maintenance, painting, litter-picking and stream clearance.



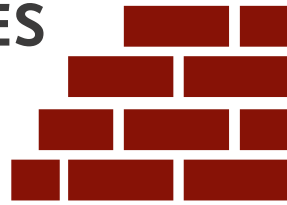
In partnership with Travis Perkins we provided a **KITCHEN**

& 8 BAGS OF
PLAY BARK
to children's groups

Creating great homes

We invested **£3.8 million**
BUILDING 36 NEW HOMES

for affordable rent and Shared Ownership
at Eastington, Lydney, Ruardean,
Westbury-on-Severn and Newent



WE SOLD 66 HOMES PRIVATELY
and invested the money
in building new homes

WE SECURED AN EXTRA **£1.1 MILLION GRANT**
from **the Homes and Communities Agency** to build

25 SHARED OWNERSHIP AND 10 RENT-TO-BUY PROPERTIES



Work started on
46 NEW HOMES
at Gloucester, Churcham & Newent
totalling £6.3 million

17 PEOPLE BOUGHT

their home through
'RIGHT TO BUY'
OR

'RIGHT TO ACQUIRE'

14 PEOPLE CHOSE

Shared Ownership
and
4 PEOPLE BOUGHT
their Shared Ownership
homes outright

Our future

We have three separate ventures which all donate profit to Two Rivers Housing, so that we can continue to create great homes and support communities.



Centigen Facilities Management employed **28 staff** who looked after **14 clients** (including housing associations, hotels and parish councils) across **240 sites** in Gloucestershire, Bristol, Swindon and South Wales.



TwoCan property sales and lettings agency marketed **80 homes worth more than £13 million** in its second year of trading.



Tandem Living was launched and started **building 17 homes** in Newent and **bought land** at Alfrick, Worcestershire **for 21 more.**



Adding value

CASH IN

Rent	£19,392,000
New loans	£2,593,000
House sales	£1,179,000
Interest received	£8,000
Other income	£370,000
Service charges	£798,000
TOTAL	£24,340,000

CASH OUT

Developing new homes	£7,668,000
Wages and administration	£3,886,000
Buying specialist services	£496,000
Maintaining homes	£7,430,000
Interest paid	£3,253,000
Other fixed assets	£4,000
TOTAL	£22,737,000

Two Rivers Housing is a registered charity run on a not-for-profit basis. Any money left over after we have paid our bills goes straight back into providing homes and services. It is, therefore, important for us to achieve the most we can from the funds available, whilst making sure we deliver high quality services.

Our regulator, the Homes and Communities Agency (HCA), requires us to complete a value-for-money self-assessment.

The full version of this for 2016/17 can be found in the Library on our website.

We are bound by a set of HCA Regulatory Standards, including the Governance and Financial Viability Standard. Further details on the standards can be found on the HCA website at www.gov.uk/topic/housing/regulation.

HOW EACH POUND IS SPENT



33 PENCE	maintaining existing homes
34 PENCE	developing new homes
17 PENCE	managing our services
14 PENCE	servicing our loans
2 PENCE	providing additional services (eg grounds maintenance, HomePlus)



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