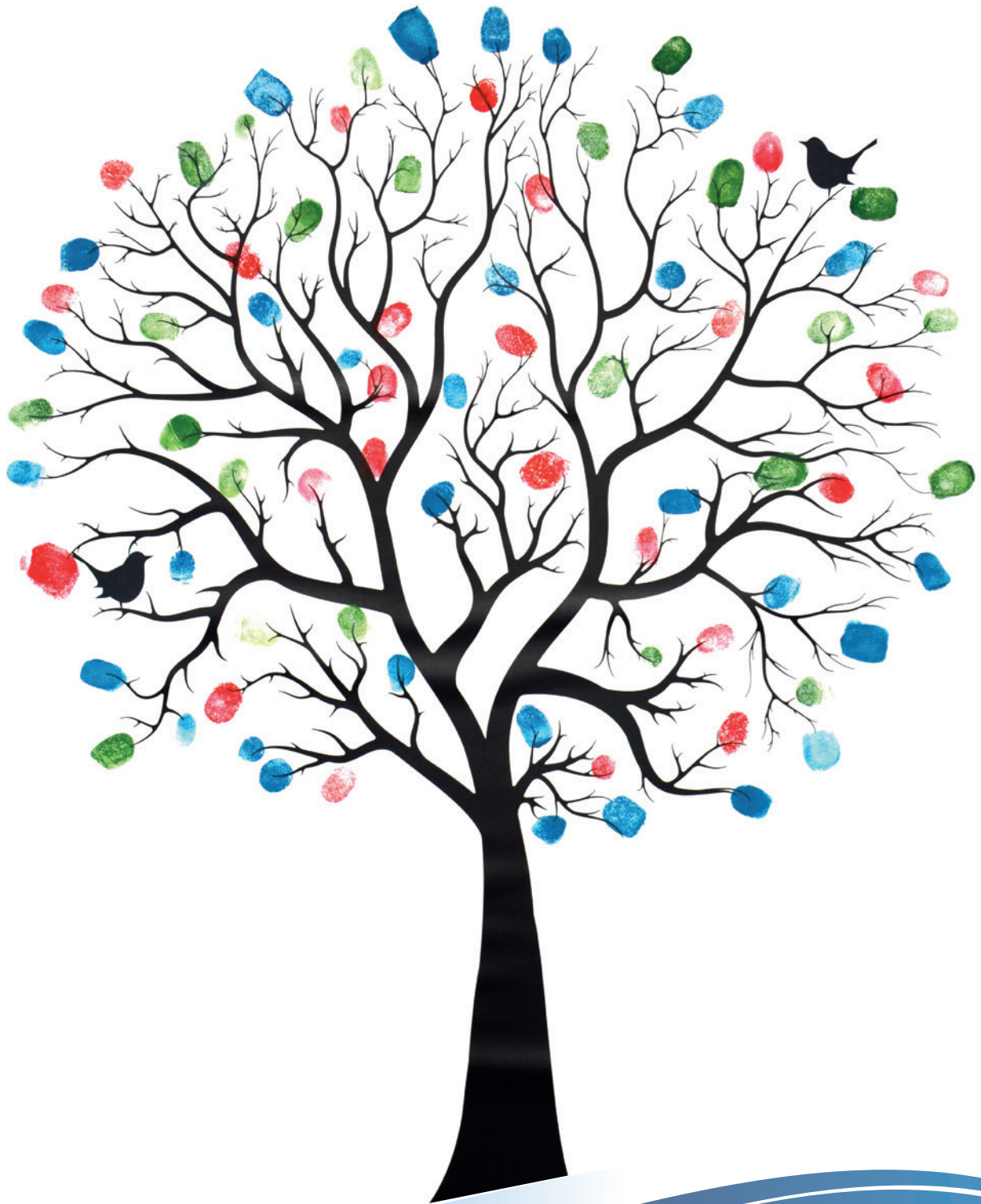


Annual Review

2017/18




tworivers
HOUSING

for you - for your community - not for profit



A major change affecting tenants and our business this year was the introduction of the new benefits payments system, Universal Credit.

A relatively small number of people are affected at the moment, but more are transferring across all the time. With over two-thirds of our income coming from tenants' rent, we will keep a close eye on the impact of this situation.

We continue to promote our subsidiaries – Centigen Facilities Management and TwoCan estate agents – in order to secure new funds to invest in our homes, and Two Rivers Developments (as Tandem Living) built its first properties to sell on the private market. The profit achieved from sales gives us more valuable revenue to build extra homes for tenants.

We were delighted to secure a Gold Medal from national safety organisation RoSPA, recognising our consistently high standards. Staff also helped achieve our best-ever result in the Top 100 'Best Companies to Work For' (number 11) and a higher-than expected overall tenant satisfaction result (88%) from our annual survey.

Some of this satisfaction could be attributed to our new online repairs booking service. This allows tenants to report a non-emergency repair and book a convenient appointment slot via our website, and is an important part of giving them control of their tenancy.

We saw some significant changes amongst our colleagues. Two excellent new Board members were appointed, but our Chair David Powell stepped down after nine years on the Board. We also said goodbye to Jon Coe, our Director of Operations, who retired in April after 15 years at Two Rivers. We thank them both and wish them well for the future.

Our new 10-year Corporate Plan sets out numerous initiatives we will be developing between now and 2028. They will continue to challenge and stretch us, but ultimately help us to continue 'creating great homes and supporting communities'.

GARRY KING
CHIEF EXECUTIVE

JOHN BLOXSOM
BOARD CHAIR



Our **Customer Service team** handled nearly

52,000 CALLS

86% were answered within **20 seconds**

We **received...**

91 **63**

COMPLIMENTS (Thank you!) COMPLAINTS (65% were upheld)

Regular surveys of our tenants showed...

93% find us **friendly and approachable** ☒

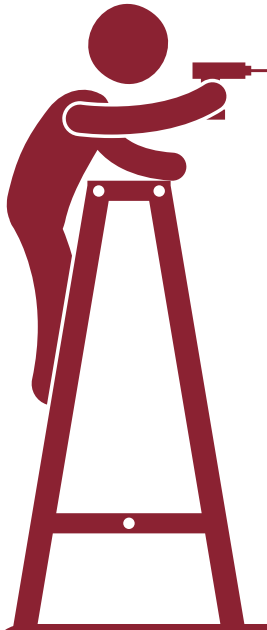
91% believe their **rent is good value** ☒

88% **like** where they live ☒

88% are **satisfied** with **our service** ☒

86% are **satisfied** with the **quality of their home** ☒

82% are **satisfied** with **our repairs and maintenance service** ☒



We carried out
14,000
REPAIRS
WORTH £1.7 MILLION

2,900
EMERGENCY CALL-OUTS
998 OUT-OF-HOURS



Our **Handyperson** completed **514 jobs free-of-charge** and another **106 HandypersonPlus** tasks

99%

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

91%

of urgent jobs completed within **five working days**

95%

of routine repairs completed within the **20-day target**

7 1/2

days **average completion time**

We fitted:



101

NEW KITCHENS
(£487,000)



322

NEW WINDOWS
(£80,000)

73

NEW BATHROOMS
(£296,000)



288
HOMES

WITH INSULATION
(£475,000)



151

NEW DOORS
(£81,000)



14
HOMES

WITH GAS HEATING (£36,000)
(to replace solid fuel or electric)

We carried out:

142

heating upgrades
(£616,000)

500

solid fuel services
(£31,000)

416

property surveys

446

external improvements
(£1.1 million)

246

electrical reports
(£43,000)

3

garage site refurbishments
(£121,000)

27

electrical rewiring tasks
(£170,000)

776

smoke detector tests
(£40,000)

2,934

gas services
(£95,000)

648

fire door inspections



We held **2,400** events at our HomePlus centres
enjoyed by nearly **31,000** people

We gave free debt, welfare and benefit advice to **488** tenants helping them to claim **£84,000** in back-dated benefits, **£731,000** in new benefits and grant awards totalling **£20,000**, plus **£354,000** to help with non-priority debts.

181 tenants claimed **Universal Credit**.
136 were in **arrears**, averaging **£550**.



251 of our existing homes welcomed new tenants to...

87 flats



97 bungalows



67 houses



In addition to this...

72 people & families moved into brand new rented homes



39 families swapped their homes



On average, it took...

17.74 days to prepare an empty home for new tenants



WE DEALT WITH **134** REPORTS OF ANTI-SOCIAL BEHAVIOUR – AN INCREASE OF **40%**
THIS INCLUDED...

41 about noise



26 about abusive or threatening behaviour



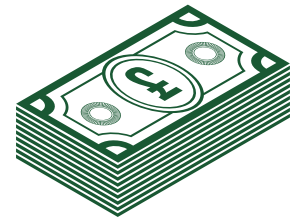
21 about property condition



12 related to drugs



CURRENT TENANTS
owed us
£250,000 **=** **1.25%**
IN UNPAID RENT
during the year
of our TOTAL
INCOME from RENT
and SERVICE CHARGES



WE USE A NUMBER OF WAYS TO TRACE FORMER TENANTS WHO OWE US MONEY,
INCLUDING THE NATIONAL ANTI-FRAUD NETWORK

12
tenants were **evicted**
for **rent arrears**



£66,500
was collected from **former tenants**
who left their home **owing us money**



10
claims made through
Small Claims Court



Our staff

SUPPORTING COMMUNITIES

110
STAFF **gave** **800**
HOURS **of their time** **SUPPORTING 20**
community projects
through our Helping
Hands initiative.

Staff helped charities, hospices, scout groups, playgroups, schools and groups supporting the elderly, people with disabilities or mental health issues.

PROJECTS INCLUDED:

Gardening



General
Maintenance



Preparing for a
Christmas Fayre



Painting



Planting
bulbs



In partnership with **Travis Perkins**, we provided bark, log edging, compost, paint and materials to groups supported through **Helping Hands**.



— WE INVESTED —

£15.6 million

(cost spread over the duration of the developments)

on building **95** new homes

and buying **21** new homes



...at Bream, Churcham, Churchdown, Drybrook, Gloucester, Joys Green, Newent, Stonehouse and Tewkesbury.

WORK STARTED ON

— **93** NEW HOMES —

at the Forest of Dean, Stroud & Tewkesbury

TOTALLING

£15 million

(cost spread over the duration of the developments)



— WE SOLD —

6 OLD HOMES



10

NEW HOMES



invested the money in building new properties

22 people bought their home through 'Right to Buy' or 'Right to Acquire'



20 people chose Shared Ownership

3 people bought their Shared Ownership homes outright

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



Centigen Facilities Management employed **66 staff** in grounds maintenance, cleaning, responsive repairs and voids, who looked after **11 clients** (including housing associations, hotels, house builders and parish councils) across Bristol, the Forest of Dean, Gloucestershire and South Wales.



TwoCan estate agency sold **64 homes worth more than £12 million** in its third year of trading.



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



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.

We have a 10-year vision for achieving our core purpose of 'creating great homes and supporting communities'. In order to support this vision, we borrowed nearly £37 million, which will be invested in building new homes over the coming years. Alongside this investment we have continued to provide our core housing services within our communities in-line with our value-for-money ethos.

Our regulator, the Regulator of Social Housing (RSH), requires us to complete a value-for-money metrics report. This can be found in the Library on our website.

We are bound by a set of RSH Regulatory Standards, including the Governance and Financial Viability Standard.

Further details on the standards can be found on the RSH website at www.gov.uk/government/publications/regulatory-standards.



Front cover: Staff from Two Rivers Housing, Centigen and TwoCan put their thumbprints on this image of a tree to commemorate the part they played in achieving our best-ever Sunday Times Top 100 position (number 11) in 2018. This picture is on display at our office.

CASH IN

Rent	£18,935,000
New loan	£36,638,000
Shared Ownership and property sales	£3,095,000
Interest received	£2,000
Other income	£248,000
Service charges	£827,000
TOTAL	£59,745,000

CASH OUT

Developing homes and communities	£12,462,000
Managing services	£4,514,000
Buying specialist services	£499,000
Maintaining homes	£7,048,000
Interest paid	£3,188,000
Other fixed assets	£399,000
TOTAL	£28,110,000

HOW EACH POUND IS SPENT:



Maintaining homes	£0.25
Developing homes and communities	£0.44
Managing services	£0.16
Servicing loans	£0.12
Additional services	£0.03



for you - for your community - not for profit

www.tworivershousing.org.uk