

DECEMBER 2020

# Annual Tenant Report 2020



KINSMAN  
HOUSING

# Executive Summary

At Kinsman Housing Association we're always conscious of being as transparent as possible, especially when it comes to our tenants. As such, this report provides you, our tenants, with a snapshot of our performance in the financial year of 2020 and covers our actions and performance in the key areas of:

1. About Kinsman Housing Association
2. A Message from the Board
3. Voids & Lettings
4. Repairs & Maintenance
5. Customer Services
6. Value for Money

## Our Objectives

- Increase overall satisfaction with our services
- Improved performance across the organisation
- Improve repair performance

# About Kinsman Housing Association

## *An insight into our Vision, Mission and Objectives*

Formed in 2012 Kinsman Housing is a not for profit Housing Association regulated by the Regulator of Social Housing. We have a simple philosophy of developing homes designed to meet the needs and demands of today's Affordable Living.

Our modern methods of construction and management will seek to provide both Sustainable and Happy Communities in which our tenants will be proud to reside.

### **Our Vision**

Our Vision is to provide all our tenants with a decent, warm, secure, affordable home fit for living in the 21st century.

### **Our Mission**

Our Mission is to provide quality, affordable homes with a high standard of service delivery to our tenants. We also aim to invest in wider regeneration solutions.

### **Our Objectives**

- To improve communication with our tenants
- To improve the delivery of services to our tenants
- To increase the satisfaction of our tenants
- To work with our partners to ensure best value and outcomes for our tenants
- To exceed the Performance Standards set by our Regulator
- To support our Committee and Staff through continued training and development.



# A Message from the Board

This year has seen several key changes within Kinsman Housing Association– some planned and others unexpected. Not least, we had to respond quickly to the challenges presented by the Covid-19 pandemic, so as to maintain services whilst protecting residents and staff.

We started the year continuing to strengthen the organisation internally, through improvements to our Governance, Compliance & Viability. Since the start of the year we have also seen some changes of key personnel. A new board member was appointed in Stuart Ellis and unfortunately our Chairman, Graham De Roy step-down, to be replaced by David Kane.

Like most organisations in the country, the Covid-19 pandemic came suddenly to Kinsman Housing, and whilst we have undoubtedly seen the effects, since the crisis begun, we have kept all our essential services going and have adapted to working remotely.

Our Estates continue to be the major focus of our work and we've continued to work with our tenants to ensure we can continue to deliver the service they would expect. As set out in this report, we have maintained our focus on improving performance and achieving positive feedback. We hope you find this report interesting and informative and welcome any comments on our performance in general or about how our services can continue to be improved in the future.

# Voids & Lettings

*A summary of the organisations assets and performance on rental stock, during the course of the year.*

As 2020 comes to a close we review our housing stock, as outlined below:

- ■ General Needs
  - ■ Intermediate Rent
  - ■ Shared-Ownership
  - ■ Managed Leasehold Units
- 
- Total ■ Units

During the year we have had ■ property which has remained void, whilst we wait for remedial works to be undertaken. We are proud to note that no tenants have vacated during this incredibly difficult period.

We have a number of shared-ownership units available whereby we have had a reasonable amount of interest, but no sales have completed, owing partly due to the change in climate as a result of the national pandemic. We will continue to market these units during 2021 with the aim of finding suitable buyers.

# Repairs & Maintenance

***Kinsman Housing is committed to ensuring all of our homes meet the Decent Homes Standards.***

During the course of the year we have completed over 150 day-to-day repairs. Of these 90% of emergency repairs and 80% of non-urgent repairs were completed within set targets.

The health & safety of our tenants is paramount to us so we will continue on our mission to improve our repairs and maintenance service.

## **Planned Preventative Maintenance**

Some of the cyclical and planned maintenance works carried out during the year included:

- Gas safety checks to all properties (where required);
- Periodic electrical inspections;
- Fire-Alarm servicing;
- Emergency lighting servicing;
- AOV servicing.

Kinsman Housing is committed to providing timely cyclical and planned maintenance in order to keep tenants homes safe and to a good standard. All units as of the date of this report had valid gas safety certificates, energy performance certificates and electrical inspection condition reports (where required).

# Customer Services

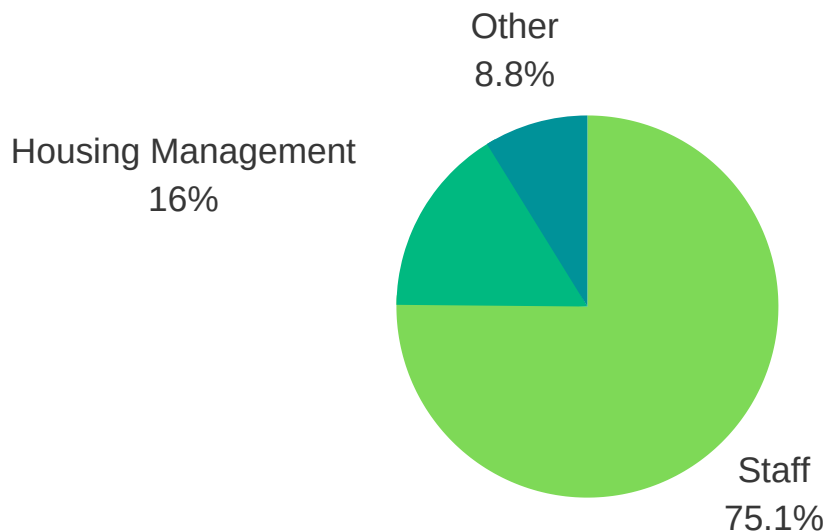
*Our Board are dedicated to continually improving customer service*



As part of our commitment to continually improve the way we deliver customer service, we aim to improve our working processes, become more efficient and ensure that our tenants are given the opportunity to provide us with much needed feedback.

# Value for Money

*Out of every pound that we spent on managing and maintaining your homes during the year, we spent:*



Our board are always looking for ways to make our performance more efficient and our services more cost-effective. Board members understand the importance of Value for Money (VFM) for our organisation, including the vigilant management of our finances and risks. We make sure that the decisions that are made, are done so in the best interests of the organisation and our tenants.



## **Kinsman Housing Association**

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