

Annual Report to Customers

2023/2024





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Welcome from Amanda

Welcome to our Annual Report for 2023/24.

This report for you, our customers, sets out how we've performed this year, and how we're achieving our overarching aim of ensuring all our RBH customers have safe, warm homes that they are proud to live in.

It also details the latest figures for how satisfied you are with our services, how we've invested in your homes and communities, and how we're doing in terms of our overall business finances.

As I look back over the last year since my appointment as CEO, the thing that strikes me most is the level of commitment and the degree of focus and hard work that has gone into rebuilding the organisation and sharing the learning we are taking as we go through our recovery journey.

I joined in September 2023 and have continued to direct and embed the changes we are making to focus on providing great homes and services for our customers.

We have made significant progress in completing actions contained in our Recovery Plan, but our recovery journey is much more than this. We are driving long term change that is underpinned by a culture with an unwavering focus on you, our customers. Like any provider of services, we can get things wrong. But when we do, we are determined to put it right quickly and with a focus on how we do differently and better next time.

We want to be a great landlord, a great employer and a trusted partner, and we know we can only do this by listening to you and acting on your feedback.

Finally, I would like to extend my personal thanks to you, our customers, who are working with us and helping us each and every day as we become a great provider of homes across the borough of Rochdale. We know that while improvements have already been made, there is more to do – and we will only know we've got it right when you tell us we have.

Amanda Newton
CEO

Welcome from Kevin

This year has been a year focused on delivering real change that we hope you, our customers, will feel in your homes and communities. We've made a lot of changes that are seeing a renewed focus on being a great landlord that our customers value. We focused our efforts around priority areas of:

Governance and leadership – A new Board is now fully in place and leading the organisation with purpose. The new Chief Executive has built an Executive Team with the capability and passion to lead the organisation into a positive future. The unique mutual status of RBH is not lost in these changes - far from it. Bringing this model to life will see our customers and colleagues having more influence in our business as we move forward and our Representative Body is doing a great job in being the voice of the membership as we develop this

Homes – Everyone deserves a quality home that they, and we, can be proud of. The past year has seen us pause development of new homes and the money directed to investment in our existing homes. In the past year we have seen £44m - an increase of £40% on the previous year - invested to make changes in our customers' homes including new kitchens and bathrooms and work to ensure homes are safe.

Tenant involvement and empowerment – We have spent the past year setting up new and improved ways for customers to engage with us. Our customer's voice is heard loud and clear in our business and in the boardroom. We capture the views of the people who live in our homes early and at a point where their views can truly make a difference.

Rebuilding trust and building an inclusive culture – A key part of our recovery is to build a culture within RBH that is wholly customer focused and embraces the diversity of the people and communities of Rochdale.

I am now a year into my role as Chair of RBH and see daily the commitment and dedication of our colleagues, Board and Representative Body. We are committed to providing excellent services and quality homes for you, our customers - both today and in the future.

Kevin Brady
Chair



Your Feedback

Our aim is to be a great provider of homes in Rochdale. We will only know we've got there when you - our customers - tell us that we have.

To help us improve, we've been making it easier than ever for you to tell us what you think, and then acting on that feedback. We're committed to being open and transparent about how we're performing - what we're doing well, what we need to do better, and what we're doing in response to what you've told us.

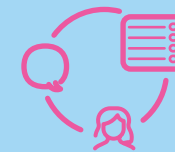
We can gather feedback and information through our Tenant Satisfaction Measures (TSMs) and there's much more information about this on pages 6 to 9. We also know the importance of talking to you, our customers, all year round - and giving you the chance to make your voice heard each and every day.



In 23/24 we...



Obtained over **450 pieces of feedback** from customers



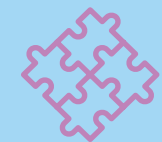
Offered people new and varied way to engage, including forums and drop-ins as well as surveys and competitions



Launched our new Customer Voice Forums (CVFs) and reintroduced our regular drop-ins across the Borough



Reintroduced our Neighbourhood Newsletter after you told us you'd like more printed communications



Involved our customers and Representative Body in producing our new strategies and policies

How We're Performing

We're really pleased to share our Tenant Satisfaction Measures (TSMs) results for 2023/24 with you. They provide information about:

How we're performing

How we've taken customers' views into account

What we're doing to improve our services

Our results, which you can read in detail over the next few pages, show most customers are satisfied with our repairs service overall.

We know from your feedback we've got some work to do in areas such as how we deal with anti-social behaviour, and how we handle complaints.

We know our performance needs to improve in these areas and we have a clear plan to do this.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by RBH?

72.3%
said
very
or fairly
satisfied



Homes



76.9% satisfaction with
the overall **repairs service**
from RBH



72.2% satisfaction with
the **time taken** to complete
the most recent repair



80.7% non-emergency
repairs completed
on time



73.1% agree that
RBH provided a
well-maintained home



98.9% of homes currently
meeting the decent
homes standard



90% emergency
repairs completed
on time



Homes contd

RBH ALL TOGETHER
BETTER LIVING

Attention! Water Safety

Please open all taps in the property and run them for a minimum of 3 minutes before using them for washing and drinking.

More information on water safety can be found in your welcome pack.



99.2% gas safety checks completed on time



89% legionella risk assessments completed on time



80.9% satisfaction that RBH provides a home that is safe



100% fire risk assessments completed on time



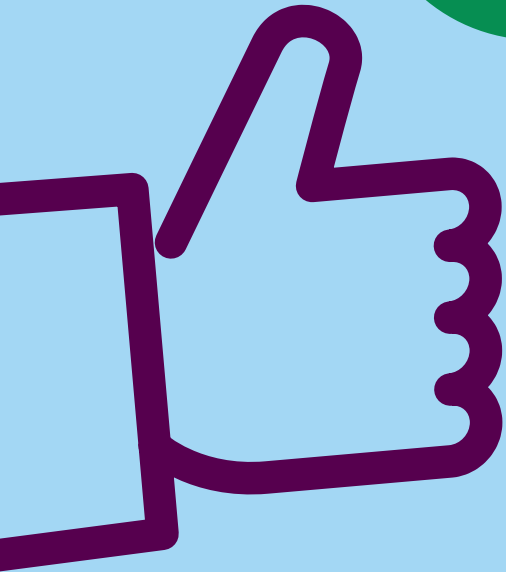
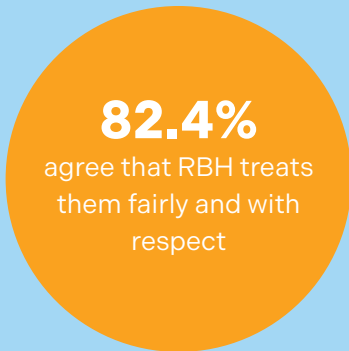
93.1% asbestos management surveys completed on time



97.8%: passenger lift safety checks completed on time

Customer

Respectful and helpful engagement



Effective handling of complaints



Communities

0.9

hate-related
anti-social behaviour
cases per
1,000 homes

70.9%

satisfied that their
communal areas
are clean and
well-maintained

41.9

anti-social
behaviour cases
per 1,000 homes

67.8%

satisfied with
RBH's approach
to handling
anti-social
behaviour

74.1%

satisfied that RBH
makes a positive
contribution
to their
neighbourhood



Communities

At RBH we know that our purpose goes beyond just providing good quality homes. We're committed to building sustainable communities where all our customers can live happier, healthier lives and achieve their potential, whether individually, as a household or as a community.



579 families supported via our pantries



52 work clubs delivered



31 residents supported towards work



£100k Community Fund accessed for community projects via voluntary and community sector



5616 hours of volunteering



41 tonnes of surplus food saved from going to landfill



£1.1M back into customers' pockets from financial support



22.6 tonnes of furniture saved from landfill through Pass It On



17,500 litres of paint saved from landfill through our Paint Shop



£85k saved for pantry shoppers



47 community groups supported



613 people supported with financial wellbeing



613 customers supported with Money Matters



£48k claimed through Tenants Contents Insurance Scheme (average of £638 per claim)



1572 residents accessing affordable Tenants Contents Insurance Scheme



114 households provided digital energy or food vouchers



£2.2m gains and savings generated through Money Advice services

Complaints and Compliments

Complaints and compliments are essential in helping us identify and address the issues and concerns of our customers and stakeholders, while also helping us to see what is working well.

In the past year, we received a total of **753** formal complaints.



84% of Stage 1 complaints were resolved within time frame, **an increase of 7%** on the previous year



83% of Stage 2 complaints were resolved within time frame, **a reduction of 16%** on the previous year



The most common types of **complaints were related to the quality of homes, time taken to respond** to repairs and service delivery



The most common sources of **complaints were through our website, social media and phone calls**



Repairs and neighbourhoods service areas **received the most complaints**

245 compliments

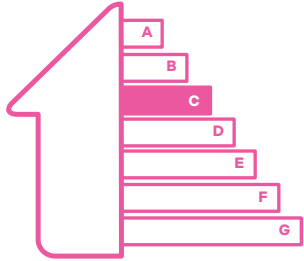
were captured in 2023-24, which is an **increase of 68%** on last year.

Most related to the professionalism and working standards of our repairs operatives.



Investment in your homes

This year saw us shift to focusing on investment in existing homes and moving back towards our core landlord role – making sure all of our customers are living in homes that are safe and warm, and dealing with any issues quickly.



85.7%

of our homes are now energy performance rated C or above
- an increase of 3% during the year



39 homes had their **cavity wall insulation upgraded** to make them warmer



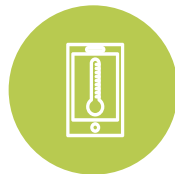
3,024 homes had **damp and mould treatment** and remedial works



1,248 homes had **new ventilation systems to improve ventilation**, air quality and help prevent condensation which can lead to damp and mould



693 homes had **roofing works** to address causes of damp and mould



379 homes had **environmental sensors installed** to enable conditions within their homes to be monitored to check for warning signs for damp and mould



Diversity, Belonging and Inclusion

Our commitment to diversity, belonging and inclusion is at the heart of everything we do. Through doing our bit to build thriving, inclusive communities, we can make the borough of Rochdale an even better place to live, work and raise a family.

This year we:



Supported Rochdale Pride in the Park



Attended and took part in Manchester Pride as Part of HouseProud and Rainbow Roofs



Worked with community groups including the Council of Mosques, refugee and asylum seekers action groups, Red Cross, Kirkholt Community Church, Rochdale FC, Umbrella Information group and more



Become a member of the Housing Diversity Network



Financial Performance



£58,981,000

Turnover

The amount of money that came into RBH between April 2023 and March 2024.

(2022/23 - £57,288,000)



£1,896,000

Operating surplus

The difference between the money coming in and the money being spent.

(2022/23 - £5,127,000)



Get in touch

Visit us at rbh.org.uk, log on to **MyRBH**,
or talk to us on **0800 027 7769** or **(01706) 274100**

Rochdale Boroughwide Housing Limited is a charitable community benefit society. FCA register number 31452 R.
Registered Office: Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP.
Registered as a provider of social housing. RSH Register number 4607.

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