

Leazes Homes Annual Report

April 2021-March 2022



Your Homes
Newcastle



Introduction

We're always proud of what we've been up to and we love sharing it with our customers. We also think it's really important to let our tenants know information that they might find useful about our performance over the year. Our Annual Report gives details about our performance in several important areas and some of the things that we put in place to help to improve our services between April 2021 and March 2022.

We hope you find this information interesting and useful. If you'd like to know more about our performance, you can contact us on **0191 278 8600** or email **yh@yhn.org.uk**.



Introduction from Dawn Keithley

The financial year of 21/22 saw some big and exciting changes for Leazes Homes. In August, after a long-standing partnership with YHN, we officially joined their group structure as a community benefit society.

The Leazes Homes' Board has always had clear ambitions around developing exemplar accommodation solutions in the supported housing market, but we were also aware that Leazes Homes' existing operating model would not be able to gear up to deliver against those ambitions. We knew that other solutions needed to be considered to bring in the capacity, knowledge and resources required.

Given our close relationship with YHN and that Newcastle City Council is our key stakeholder, we were delighted to join the YHN Group so they can provide some of that capacity to enable us to deliver on the Board's vision.

The two organisations are able to deliver more in partnership than they can alone, particularly as the need for the specialist accommodation that Leazes Homes has become expert in providing increases in the city. Both organisations share similar goals and are committed to responding to the needs of Newcastle's aging population and the increasing demand for supported housing.

We consulted with our tenants and were pleased that they too were happy for us to proceed. While there will be no changes for our tenants in terms of their rights or security of tenure, we believe that they will benefit more indirectly from the coming together of two such successful organisations – and we've already started to see results.

As an example, our aim to develop a bespoke repairs and maintenance service for our specialist schemes will be more aligned with the needs of those in supported housing and access to an energy efficiency programme will make our properties more comfortable and cheaper to maintain.

As a Board, we are responsible for directing the vision and strategic direction of Leazes Homes. We are committed to ensuring customers have a voice and the opportunity to make instrumental changes that could make a real difference to our customers. This is something which is so important to us all.

We're always keen to hear from customers who are interested in being involved and support our work. If you'd like to get involved, you can email us: **getinvolved@yh@yhn.org.uk** or give us a call **0191 278 8600**.

The benefits of joining YHN

When we were considering joining YHN, we looked at the benefits that this would have for our customer. We consider these to be:

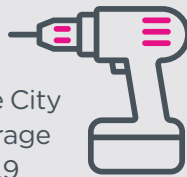
- We have a stronger input into YHN's continued commitment to implementing service delivery changes to improve performance in repairs and maintenance.
- We have a closer partnership with both YHN and the City Council in making further improvements, including innovations to meet specialist needs.
- We work with YHN to develop a bespoke repairs and maintenance service for supported housing.
- We have greater access to energy efficiency programmes.
- We have greater input into YHN's digital technology review to further enhance our services.
- We can also make financial savings, not least through more efficient VAT arrangements, which we would be able to reinvest in improvements to service delivery.



Statistics

Repairs

Repairs to Leazes Homes' properties are carried out by YHN and Newcastle City Council. Throughout 2021-22, the average time taken to complete a repair was 3.9 days. This is a much quicker turn around than the maximum target of within 5 days.



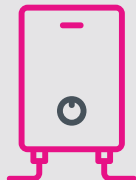
Average Relet Period

The target for finding someone new to rent a property once a previous occupant has moved on was no longer than 30 days. Due to some delays caused by the Covid-19 lockdowns, it was not possible to meet this target and the average relet period rose to 93.7 days in this financial year.



Gas Safety Checks

The repairs team is required to complete a gas safety check at every property once a year. We were able to achieve our 100% completion target in 2021-22.



Rent Arrears

The rent our customers pay to us is collected by YHN. They had a target to not let rent arrears exceed £150,000 in 2021-22. By the end of the year, the arrears totalled £106,869.



Void Rent Loss

This means money lost due to properties being empty for a period of time and can be caused by things like customers not being able to move in straight away due to spending time in hospital and customers who meet eligibility criteria for our properties not being identified fast enough. The target for void rent loss was not to exceed 3.2%, unfortunately this target was not met in 2021-22, and void rent loss was 7.09%.



Financial Statements

As an organisation we're focused on being as efficient as possible and saving money where we can. We invest every penny wisely, to make sure that our customers benefit from it as much as possible.



Financial statements

Statement of Comprehensive Income

For the year ended 31 March 2022

	Note	2022 £'000
Turnover	4,5	6,077
Operating costs	4,5	(4,413)
Gain on disposal of property, plant and equipment	7	5
Operating surplus	9	1,669
Interest payable and financing costs	8	(1,325)
Exceptional items		344
Surplus before exceptional items	10	(18)
Total comprehensive income for the year		326

All amounts relate to continuing activities. These financial statements were approved by the Board and authorised for issue on 18th July 2022 and signed on its behalf by:



D Keightley
(Chair)



G Walsh
(Member)



G van Enk-Bones
(Finance Director)

Statement of Changes in Reserves

At 31 March 2022

	Revenue Reserve £'000	Designated Reserve £'000	Total Reserves £'000
Balance as at 1 April 2020	1,387	428	1,85
Total comprehensive income for the year	346	-	346
Transfer between reserves	(260)	260	-
Balance as at 31 March 2021	1,473	688	2,161
Total comprehensive income for the year	326	-	326
Transfer between reserves	(86)	86	-
Balance as at 31 March 2022	1,713	774	2,487

Ways to contact us



0191 278 8600



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