

Leazes Homes Annual Report

April 2022-March 2023



Your Homes
Newcastle



Introduction

We're always proud of what we've been up to, and we love sharing this with you. We also think it's really important to provide our tenants with information that they might find useful about our performance over the year. This Annual Report gives details about our performance in several important areas, as well as some of the things that we put in place to help to improve our services between April 2022 and March 2023.

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 **yhn@yhn.org.uk**.



Introduction from Dawn Keightley

The year 2022-23 was an interesting one. In June, we all joined together to celebrate the Queen's Platinum Jubilee, with parties, activities and joy spreading across our schemes. What a wonderful time it was, especially as it was one of the first times we'd all been able to join together since Covid-19 and feel like we had returned to normality.

In November, myself and my fellow Board Members took a tour of several of the schemes managed by Leazes Homes, so we could learn more about how they're working for residents and staff. This was a really useful trip as it helped us to better understand how the developments work and to meet the people who live and work in them, which gave us a great deal of insight into what they need from us as a Board.

As always, we have been really keen to make sure that we, and those who provide services to you on our behalf, are getting things right for our tenants. This last year we actively sought your opinions through our 'Your Home, Your Voice' survey and we've since been going over the results - both good and bad - to make sure we're doing everything we can to ensure you're provided with the best possible service.

There's more information about the survey in the section below, as well as some key performance information from across the year. We'll be repeating the survey annually to make sure we continue to make improvements to benefit our customers.

There's no need to wait for a survey to share your views with us, though - there are lots of different ways you can get involved and we're always keen to hear from our tenants. If you'd like to get involved, you can email YHN at **getinvolved@yhn.org.uk** or give them a call on **0191 278 8600**.

Your Home, Your Voice - Survey Results

'Knowing our customers' was one of our housing manager, YHN's, Business Plan objectives for the year 2022-23 and we were keen to see them make this a reality, as tenants are the best people to tell us exactly what does and doesn't work for them. Really understanding what tenants want and need will help us to plan our services for the future and provide a more tailored customer experience each time they interact with us.

To prepare for the survey, YHN consulted with engaged customers and staff to find out what questions should be asked to get the best results out of the survey.

The survey highlighted some really positive things, including that 70% of you feel that YHN treats you fairly and with respect and that around the same number of tenants are satisfied with the service provided overall and feel that their home is safe and well-maintained.

This is a great start, but we can of course do more, and we'll be working throughout the following year and beyond, so that all of the scores in the survey are higher in future.

In response to some of the not quite so positive results, we have planned clean up events in areas where environmental issues were identified, we're feeding all comments around repairs into an ongoing project focused on those, we're following up on individual requests on everything from language translations to adaptations, and we're working closely with YHN's Customer Voice Group so they can focus their work in the areas that matter most to you.



Statistics



Repairs

Repairs to Leazes Homes' properties are carried out by YHN and Newcastle City Council. Throughout 2022-23, the average time taken to complete a repair was 4 days. This is a much quicker turn around than the maximum target of within 5 days.



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 2022-23.



Rent Arrears

The rent our tenants pay to us is collected by YHN. YHN had a target to collect 97.48% of rent, which they achieved.



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.



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. It was not possible to meet this target and the average relet period rose to 135 days in this financial year. A number of factors led to an increase in the days taken to move new people into properties this year. For general needs properties, this is primarily linked to issues around resources and supplies, but it's a lot more complicated for our supported housing properties, which are the main cause of the target being missed.

Often when a vacancy is created in Supported Housing it can take longer for a suitable tenant to be allocated a property and move in; Leazes Homes has properties that cater for customers with varying and highly complex needs which increases the timeline of the letting process. Significant work has been underway in 22/23 to help improve the efficiency of reletting Supported Housing voids, including a dedicated worker whose role it is to create closer links with Adult Social Care, along with navigation support for potential customers. Pleasingly this has led to an increased number of longer term voids being let.



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 5.2% and this target was met, with a void rent loss of 4.6%

Financial statements

Statement of Comprehensive Income

For the year ended 31 March 2023

	Note	2023 £'000
Turnover	4,5	6,429
Operating costs	4,5	(4,677)
Gain on disposal of property, plant and equipment	7	1
Operating surplus	9	1,753
Interest payable and financing costs	8	(1,390)
Surplus before Exceptional Items		363
Exceptional Items	10	-
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 17th July 2023 and signed on its behalf by:



D Keightley
(Chair)



G Walsh
(Member)



Jill Davison
(Company Secretary)

Statement of Changes in Reserves

At 31 March 2023

	Revenue Reserve £'000	Designated Reserve £'000	Total Reserves £'000
Balance as at 1 April 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
Total comprehensive income for the year	363	-	363
Transfer between reserves	(35)	35	-
Balance as at 31 March 2023	2,041	809	2,850

Ways to contact us

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 Your Homes Newcastle

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