

Leazes Homes Annual Report

April 2023-March 2024



About us

We are a small affordable housing provider based in Newcastle upon Tyne. We offer a range of housing options to those in need, from family homes to supported living for older people and those with additional care needs.



A warm welcome



I am pleased to introduce our Customer Annual Report for 2023/24.

Each year, we take the opportunity to publish the report to keep you, our tenants, informed about how we're performing as an organisation.

We believe transparency is key to maintaining your trust and confidence, which is why we carefully produce this report to provide an overview of our progress and challenges over the last year.

The report covers the period April 2023 to March 2024, and included are the results from our first Tenant Satisfaction Measure survey, demonstrating our performance.

The beginning of 2024 saw us look for a new partner to deliver services to you on our behalf. For several years, Your Homes Newcastle provided them for us, as well as for Newcastle City Council. However, after the council took the decision to close Your Homes Newcastle, we sought a new partner to take over the delivery of services to our tenants.



After a thorough selection process, which included consulting with our tenants, Karbon Homes Group was chosen to deliver services to all tenants on our behalf. They started to deliver services in June 2024. At the heart of our decision making was ensuring tenants received exceptional services and the homes our tenants live in are maintained to an excellent standard. We appointed Karbon as our partner as we truly believe they can provide the best possible service. Thank you to everyone who provided their views and feedback.

While this report reflects the period before joining Karbon, we'd like to reassure you that together we are focused on providing good quality homes, delivering excellent customer service and shaping strong sustainable places for our communities.

Looking ahead, we're positive about the opportunities that lie before us. With Karbon's extensive experience and range of services, we are well-positioned to deliver improved standards of service to all our tenants.

We know it may have been difficult year for many of you, as cost-of-living pressures continue to impact people across the country. We're pleased that we have been able to provide ongoing support to those who need it, and I'd encourage you to contact Karbon if you're in need of help. Its Money Matters Service has helped thousands of people access support and benefits they're entitled to.

Thank you for your ongoing support.

Dawn Keightley

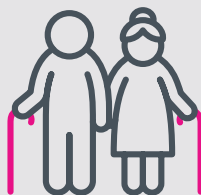
Chair of Leazes Homes Board

Our homes

We have 759 homes, which includes:



417
general
needs



320
supported and
older people
homes



11
intermediate
rent homes



9
shared
ownership



2
leaseholders



Statistics



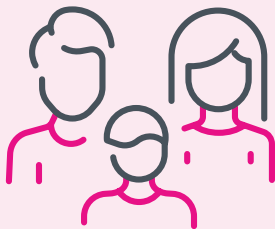
Customer satisfaction

67.4% of you were satisfied with the overall service you received from us.



Complaints

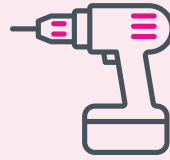
We received **six** complaints; **two** were upheld, **two** were partially upheld and **two** weren't upheld.



New customers

We welcomed new tenants to our general needs and supported homes during 2023/24:

- o General needs homes relets: **13** relets, with the average number of days taken to relet a home at **97** days.
- o Supported homes relets: **65** relets, with the average number of days taken to relet the home at **110** days.



Repairs

- **87%** of emergency repairs were completed within the target timeframe of 24 hours
- **86%** of urgent repairs were completed within the target of seven days
- **91%** of routine repairs were completed within the target of **21** days



Collecting your rent

- o Average weekly general needs rent was **£95.60**
- o We collected **100.47%** of rent against a target of **99.25%***
- o Our rent arrears were **3.62%** of our rental income



Anti-social behaviour

- o We received **42** reports of anti-social behaviour

*Collecting more than 100% of rent due can be because arrears have reduced, some customers have paid in advance and/or we've collected rent owed by former tenants.

Tenant Satisfaction Measures

Feedback from our tenants is so important to us – with customer care and satisfaction at the heart of what we do.

As a social landlord, we are governed by The Regulator of Social Housing (RSH), which ensures that social landlords deliver quality homes and services to tenants.

RSH created a new way to assess if social landlords in England are doing their job right, called Tenant Satisfaction Measures (TSMs).

What are the measures?

There are 22 different themes that get checked to make sure that everyone lives in a safe, comfortable place with a landlord who cares about them.

Ten of them are measured by us, as a landlord – like how quickly we fix things and keeping your home

safe. The other 12 are measured through a survey with our tenants, to see how satisfied they are with their home and with the service we provide. All social landlords in England must collect and publish the data.

It is intended that people will be able to use these measures to understand how landlords are doing and if they're meeting the regulator's standards. The aim is to make the performance of all social housing landlords in England visible and easy to access for customers.

Results from every housing provider will be available to everyone to view online, compare and question.

During December 2023 and January 2024, we invited our tenants* to tell us what they think of the services we offered via Your Homes Newcastle. Results of the survey with our customers are below.

Tenant Satisfaction Measure	% Satisfied
Overall satisfaction	67.4%
Satisfaction with overall repairs service	50.8%
Satisfaction with time taken to complete most recent repair	53.2%
Satisfaction that the home is well-maintained	54.4%
Satisfaction that the home is safe	71.8%
Satisfaction that the landlord listens to tenant views and acts upon them	50.6%
Satisfaction that the landlord keeps tenants informed about things that matter to them	64.1%
Agreement that the landlord treats tenants fairly and with respect	67.8%
Satisfaction with the landlord's approach to handling of complaints	19.5%
Satisfaction that the landlord keeps communal areas clean and well-maintained	62.5%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	45%
Satisfaction with the landlords approach to handling anti-social behaviour	24%

Please note that these results relate to when Your Homes Newcastle provided services on behalf of Leazes Homes.

*In total, 209 responses to the survey were received, a response rate of 29.1%.

Our reflection of the results

Thank you to everyone who took the time to respond, we very much value your feedback.

Our priority is ensuring our tenants receive high-quality services, and we're disappointed and sorry that the results don't reflect this as much as we'd like. We're committed to making improvements and we're confident that through our new partnership with Karbon Homes, which has strong TSM results, we can significantly enhance our services.

What happens next?

Karbon's research provider, Acuity will now survey our tenants and we'll continue to learn from feedback.

We'll closely monitor our performance, and we'll tell you more about how TSM results are shaping services. You can find out more on Karbon's website www.karbonhomes.co.uk, its magazine At Home with Karbon and its digital newsletter, Take Five. You can sign up to Take Five by emailing communications@karbonhomes.co.uk.

What you told us you like about living in your home

"Easy links to transport and shopping."

"I feel very safe, and I love the layout of my flat."

"Lovely quiet area, well built houses."

"Safe, clean environment, close to family."

"I love my neighbours, and everyone is lovely."

New Complaint Handling Code



The Housing Ombudsman is an independent service that helps resolve disputes between tenants and landlords, ensuring fairness and accountability in housing-related complaints.

It has published a new Complaint Handling Code, enabling landlords to swiftly resolve complaints and to use the learning from them to improve services.

The code will also help tenants to understand what to expect from their landlord when they make a complaint and how to progress their complaint.

All landlords are required to evaluate their current complaint handling procedures against the code and the Housing Ombudsman Service has provided a self-assessment form to support in doing this.

We have completed this self-assessment form. We pledge to regularly refer to the code and consider it in the design of any alterations we make to our complaints service.

You can view our full self-assessment form by visiting: www.leazeshomes.org.uk/how-we-can-help/complaints.

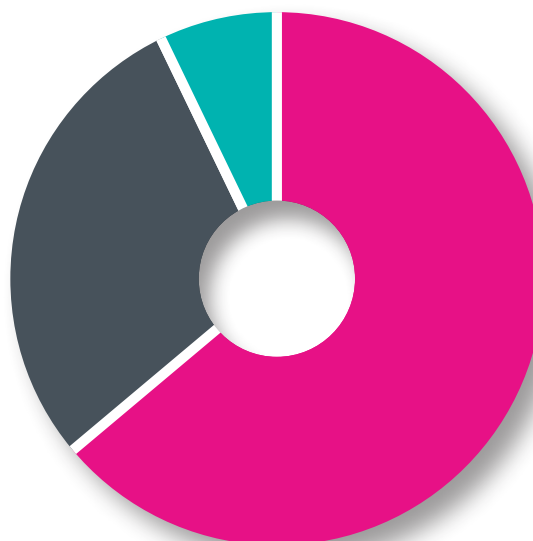
Our income and expenditure

We set our rents according to the Government's regulations, which in 2023/24 saw an increase of 7.7%. The rents and service charges we receive was used to pay for day-to-day services provided by Your Homes Newcastle during 2023/24.

Income (£m)

■ Rent charged to customers:	£4.5
■ Service charges collected from customers (e.g. cleaning, lift servicing, door entry systems)	£2.08
■ Grant income-amortisation – the recognition of grant funding over the life of housing properties:	£0.43
■ Other income:	£0.02
■ Interest receivable:	£0.02
Total:	£7.09

Income (£'000)



Expenditure (£m)

■ Services (e.g. cleaning, lift servicing, door entry systems):	£1.8
■ Depreciation, impairment and write-off of housing properties:	£1.5
■ Loan interest:	£1.3
■ Management of properties:	£0.84
■ Planned maintenance:	£0.46
■ Other expenditure (e.g. support services, furniture packs, non-social housing management):	£0.35
■ Routine maintenance:	£0.22
■ Bad debts (debts that can't be recovered):	£0.04
Total:	£6.51

Expenditure (£'000)



Our financial statements

We publish our financial statements each year to ensure transparency and keep our tenants informed about how we manage and use our resources.

Statement of Comprehensive Income

For the year ended 31 March 2024

	Notes	2024 £'000
Turnover	3,4	7,067
Operating costs	3,4	(5,160)
Gain on disposal of property, plant and equipment	6	-
Operating surplus	9	1,907
Interest payable and financing costs	7,8	(1,288)
Surplus before Exceptional Items		619
Exceptional Items		-
Total comprehensive income for the year		619

Surplus

When we have a surplus of income over our expenditure, we use it to fund investment in our existing homes.

Statement of Changes in Reserves

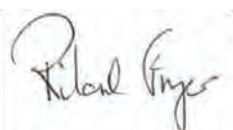
At 31 March 2024

	Revenue Reserve £'000	Designated Reserve £'000	Total Reserves £'000
Balance as of 1 April 2022	1,713	774	2,487
Total comprehensive income for the year	363	-	363
Transfer between reserves	(35)	35	-
Balance as of 1 April 2023	2,041	809	2,850
Total comprehensive income for the year	619	-	619
Transfer between reserves	(196)	196	-
Balance as of 31 March 2024	2,464	1,005	3,469

These financial statements were approved by the Board and agreed for publication on 26 September 2024. These were signed on the Board's behalf by:



Dawn Keightley,
Leazes Board Chair



Richard Fryer,
Executive Director of Governance
and Integration at Karbon Homes



Scott Martin,
Executive Director of
Resources at Karbon Homes

The year ahead



We're looking forward to the year ahead as part of Karbon Homes Group.

Karbon is a well-established housing association that owns and manages almost 34,000 homes across the North of England, with a concentration of homes in Newcastle and a reputation for delivering great customer service which was evidenced by its overall satisfaction results of

83.4% during its Tenant Satisfaction Measures survey. The values and goals of our organisations very much align – focusing on providing affordable, high-quality homes and local services.

With the depth and breadth of services Karbon offers, we're confident that together we can deliver excellent services to our tenants.



Our reporting next year

The Regulator of Social Housing (RSH) is the Government body that oversees the work of social housing providers, like us. Its job is to ensure that we meet required finance and governance standards, as well as delivering good services to our tenants.

From 2024/25 we'll be reporting on a new set of standards set by the RSH.

The new standards are like rules that all social housing landlords have to follow when we rent homes to customers. They aim to ensure that we are delivering high-quality services, prioritising tenant safety and offering effective communication. The goal is to improve accessibility and make sure tenants' voices are heard, ensuring social housing providers meet their needs consistently and transparently.

For tenants, this means greater protection, clearer service expectations and a stronger say in how their housing services are managed.

These standards for 2024/25 are listed below and in next year's report we'll tell you what we've done to meet them:

- **Economic objective, which is broken down into the following three standards:**
 - o **Governance and Financial Viability Standard:** ensures social landlords are well-governed and financially robust, protecting tenants' homes and services long term.
 - o **Rent Standard:** Regulates how much social landlords can charge tenants, ensuring rents remain affordable while supporting the maintenance and improvement of homes.
 - o **Value for Money Standard:** requires landlords to use their resources effectively, balancing costs and quality to deliver the best services and outcomes for tenants.
- **Consumer objective, which is broken down into the four standards:**
 - o **Tenancy Standard:** aims for fairness in how homes are allocated and managed, ensuring support throughout the tenancy process.
 - o **Transparency, Influence and Accountability Standard:** requires landlords to be open with tenants, giving them the ability to influence decisions and access services fairly.
 - o **Safety and Quality Standard:** ensures homes are safe, comply with health and safety regulations and meet national standards.
 - o **Neighbourhood and Community Standard:** focuses on managing neighbourhoods effectively, maintaining clean and safe communal spaces and fostering strong communities.

We look forward to sharing our performance in these areas in next year's report.

Get in touch

This report is designed to keep you informed about our performance as an organisation and how we're delivering services to you.

We'd greatly appreciate your constructive feedback on the report, whether it's about the content or the design, so we can ensure it meets your needs and find ways to make it even better in the future.

You can get in touch with Karbon's Communications and Marketing Team, which produces the report, in the following ways:

✉ **Communications@karbonhomes.co.uk**

☎ **0808 164 0111**

f **@karbonhomes**

To chat to us about anything else, contact Karbon's Customer Relationship Team. The full service is available 8am - 6pm on weekdays:

✉ **info@karbonhomes.co.uk**

☎ **0808 164 0111**

🌐 **www.karbonhomes.co.uk**

or visit our social media pages @KarbonHomes.

Did you know, you can use your MyKarbon account to pay your rent, check your balance, update your contact details or to book a repair at a time that suits you? Visit **www.karbonhomes.co.uk/mykarbon** to log in or register.

Accessibility

This report has been approved for publication and we've made a digital version available on our website. We've created a plain text version to support those using accessibility tools such as translation, audio, changes to the size of text, ruler and screen mask.

We also aim to make our information and services more accessible by using plain English in our communication and offering sign language and language interpreters where required.

If you would like this document in an alternative format or have any questions relating to the report, please contact **inclusion@karbonhomes.co.uk**



Leazes Homes Limited is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (number 8692) and its registered office is Number Five, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG. It is regulated by the Regulator of Social Housing (number 4633).