

Accommodation



Your Empowering Service

Annual Report



2016/2017

Accommodation



YES | YOUR EMPOWERING SERVICE

	Contents
3	New Staff
4	News
5-6	Maintenance & Repairs
7	Improvements made in 2016
8	Website & Social Media
9 - 12	Annual Report 2016/17
13-18	2016 Tenant Survey Results
19	Complaints & Feedback
20	Homes & Community Agency Standards
21	Business Plan
22	Directors Report
24	Christmas 2017

New Staff



In the office

In late 2016, we welcomed accountant **Stacey** to the team. Stacey works in the office with us on **Monday's** and **Thursday's** and works closely with Iza and Vicky to manage finances, including rents, service charges and utility bills.

Our maintenance team



Most of you will have probably met our new maintenance staff already, but joining Jack this year is **Dennis, Maurice, Russell** and **Jimmy**. Each of our maintenance team have been allocated their own houses to look after and we hope this will mean that repairs and regular maintenance will be dealt with more quickly.

NEWS

12 Tonbridge Road

Council loans bring empty properties back into use

Exclusive
by Ed McConnell
emcconnell@trkmgroup.co.uk
#EdMcConnell

A run-down Victorian office in Maidstone has been converted into accommodation for people with learning difficulties as part of a scheme to recycle empty buildings.
No Use Empty (NUE) is a county council-led initiative offering interest-free loans to developers, which has so far revived 4,566 derelict properties in the county since 2015.
Now the scheme's flagship project - an imposing three-story block opposite the Yuse Medical Centre in Tonbridge Road - has been unveiled.



KCC cabinet member Mark Dance and director of accommodation Lorna O'Shea officially open the new flats

In September 2016, we were delighted to hold an opening day at 12 Tonbridge Road. Tenants old and new joined staff, contractors, family and friends for a party. The three-story property has been converted from our old office space into nine self-contained flats.

239 Boxley Road

At the end of January 2017, we closed our care home at 239 Boxley Road. Over the coming months, we will be working to convert this house into 8 self-contained flats.



23 & 24 County Road

The first floors of 23 and 24 County Road have now been converted into one bedroom self-contained flats. Phoenix Support now occupy the ground floors of both properties.

110 Poplar Road

We are pleased to have now added a bungalow to our list of houses. This property offers three-bedroom shared accommodation as well as a one bedroom self-contained flat.



MAINTENANCE & REPAIRS

Report a repair online

Many of you have been using our report a repair form on our website

www.accommodation-yes.com/report-a-repair to let us know when something is broken or not working. We're really

pleased to see how quickly you have got used to using this way of reporting repairs to us.



Iza showing one of our Tenants how to report a repair on our website

If you don't know how to find our website or how to complete the form, please ask your support worker to show you, or pop into the office and ask Iza or any of the office staff to help you.

If you don't have a computer, you can still report repairs by calling the office on **01622 324 500** or by calling the Landlord mobile.

Feedback cards



Our maintenance team will be asking you to complete one of our Feedback cards after they have carried out any repairs for you. Please take a few minutes to complete the card and give it back to them. If you do not wish to give the card back to them, please bring it into the office.



As some of you will already have seen, Dennis has been attending your Tenant meetings to discuss health and safety in your home.

After our recent Health & Safety inspections in March 2017, we have asked Dennis to be our Health & Safety Coordinator. Along with Iza, Dennis will be making sure we, as Landlords, stay up to date and comply with all the health and safety legislations we must follow.

Dennis will also be giving short talks at your house meetings on a variety of things such as how to be safe with electrics and keeping your tumble dryer maintained and safe to use.



Trailing wires and an uncleaned tumble dryer filter are just a few of the things that have spotted recently.

As well as health and safety issues, you will also see Dennis painting, decorating and coordinating with the rest of the maintenance team to make sure your repair requests are dealt with as quickly as possible.



One of our Tenants currently receiving some painting and decorating training from Dennis

IMPROVEMENTS MADE IN 2016

Lots of general improvements and minor repairs took place during the year.



We've also been busy:

- changing all the locks
- carrying out Health & Safety inspections

Have we missed anything that still needs doing? Use our report a repair form at www.accommodation-yes.com/report-a-repair or call the office and let us know.



In 2017, we will be focusing our attention on some of your **bathrooms**. Does your bathroom need a makeover? Let us know and we'll see what we can do.

We will also be addressing the exterior of 9 Terrace Road this year,



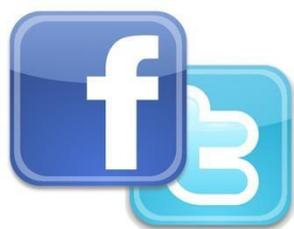
WEBSITE & SOCIAL MEDIA

Website

We've been busy adding lots of information for you to read on our website over the last year and will be adding more in the future. Please visit **www.accommodation-yes.com/news** where you will find lots of ideas, hints, tips and news.



Facebook & Twitter



Are you on Facebook? We are using Facebook regularly to keep you updated with what's happening and to remind you of routine maintenance and repairs taking place.

Come and Like our Page

www.facebook.com/Accommodation.Y.E.S/ and stay up to date with all the latest news.

You can also follow us on **Twitter @AccomYes** where we share lots of helpful information and events happening in the Maidstone area.

If **you** have any ideas or suggestions of what you'd like to see on our website, Facebook or Twitter, we'd love to hear from you.

ANNUAL REPORT 2016/17



Welcome to our Annual Report for 2016/17. As ever we have had another busy year here at Accommodation-YES. As you know, we think everyone should have a safe home that they feel comfortable and happy living in. So we know it's important

that we carry on providing good quality housing for you.

We have been able to carry out nearly all of what we said we would do last year. If we haven't been able to do something we said we would, we have new plans to make sure it happens this year!

As part of our **Value for Money** strategy we have saved money to re-develop an old house we had and to improve the houses we already have! In this report, we will tell you what we did over the past year and what we plan to do next.

About Accommodation YES

Accommodation-YES provides person-centered supported housing within the Maidstone community. We pick all our accommodation based on their proximity to prominent town locations and each home's focus differs to suit the need of the individual tenants. This means anything from self-contained flats to single room accommodation with communal areas (for example a lounge and kitchen).



We value our Tenants input and strive to deliver a needs led housing solution tailored to suit personal needs. Our key aim is to **empower you, our tenants, to live a full and independent life**. Accommodation-YES prides itself on respecting the needs, rights and choices of all our Tenants.

Tenant Involvement



We want to be an open, learning and listening Landlord. We are always aiming to improve the quality of our services based on what you tell us you want.

We do this by

- Running regular Tenancy Council meetings
- Asking for feedback (using our feedback cards and satisfaction survey)

We then use this feedback to make our services better.

Value for money

We do our best to be a professional, efficient and effective Landlord. We use our team to find and provide you with the best quality service possible that are good value for money.



Value for money is giving you the best possible service for the best possible price. We discuss how to best do this with our Board during our twice-yearly meetings.

We regularly review all the money we spend on your homes and aim to make improvements each year in both the quality we provide and the price we do this for.

If you want to know more about our **Value for Money** strategy don't hesitate to contact us at the office or visit our website.

Environment



The environment is an ever-important part of our society. At Accommodation-YES we do our best to be environmentally friendly. We now have two properties with Solar Panels and renewable energy heating and hot water. We are also trying to go paperless at our office and have done this through using our new computer database.

This new computer database also helps us with managing our maintenance schedules (like our yearly safety checks and any repairs you report)

Plans for the 2017/18

Each house will find attached to this annual report an individual plan of what you can expect to happen at your house over the next year.

As a company, we are planning to redevelop one of our old houses in eight new self-contained flats.



We are also working closely with your supporting team, to develop a **“Move-On Framework”** which will help us to see how we can work with you to prepare you for moving on into independent housing, if that is something you are aiming for in the future.



We are continuing to improve our website to make it easier for you to do things like report any repairs, request electric cards or contact us via the online contact form.

You can now also have text messages sent to you to remind you about your maintenance appointments or any important events that are happening at the house or in the company.



2016 TENANT SURVEY RESULTS



Thank you to everyone who took part in our Tenant Satisfaction Survey last year. Your feedback is always important to us and it helps us to make sure we are delivering a good service.

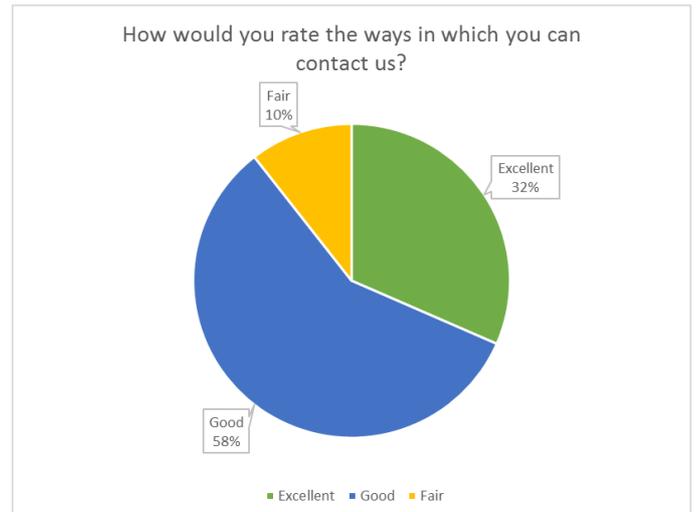
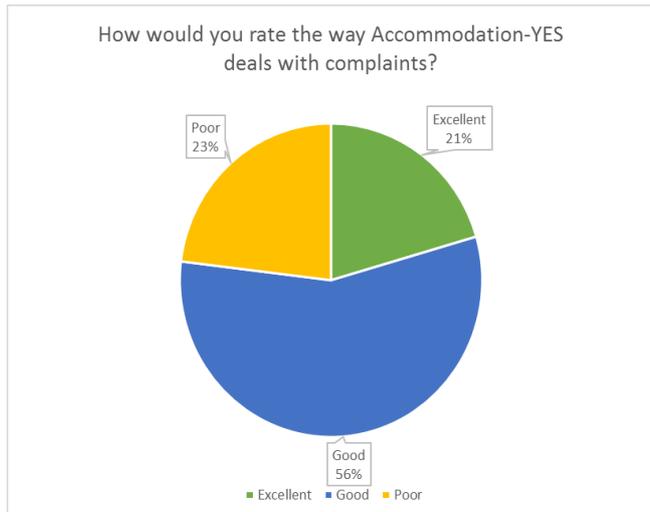
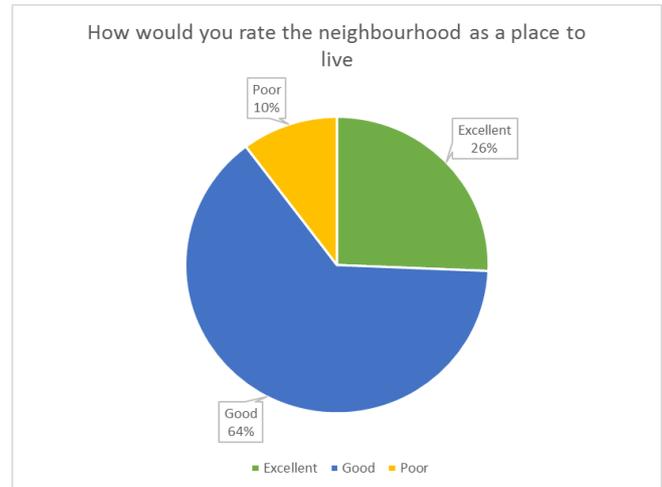
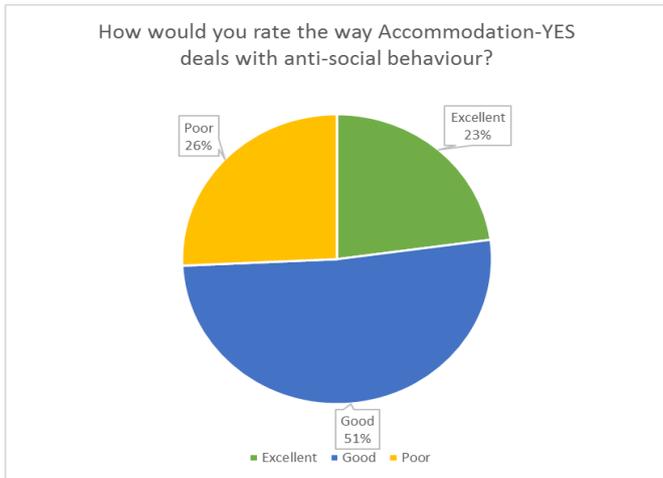
Whilst generally the responses were good, the survey has told us that there are some things we need to get better at. We will be working on these things in the coming months and looking at ways on how we can improve.

Here's what you told us:

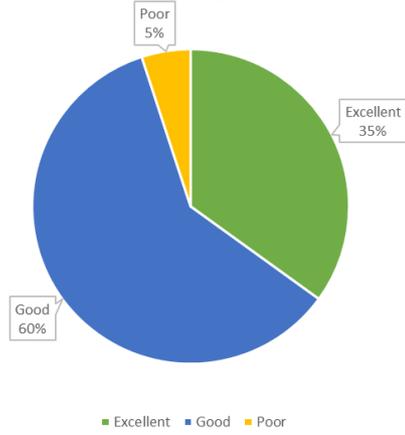
- **100%** of surveys said our overall service was **Good** or **Excellent**, 36% saying excellent.
- The way we deal with repairs was **positive** with 30% saying excellent, 60% saying good and 10% saying poor.
- The way we deal with **Anti-social behaviour** could have been better with only 22% saying excellent, 51% good and 27% poor.
- Similar results with the way we deal with **complaints**, 20% excellent, 56% good and 23% poor.

- You seem **very satisfied** with the opportunities we give to get involved with Accommodation-YES; 24% excellent, 68% good and 8% poor.
- The overall quality of **maintenance** was one of our most positive results with 35% **excellent**, 60% good and 5% poor.
- You seemed satisfied with your neighbourhood as a place to live; 26% excellent, 64% good and 10% poor.
- We seem to be good at but have **room for improvement** with the information our tenants receive from us with only 18% saying its excellent and the other 82% rating it as good.
- The service we provide was rated as such; 25% excellent, 70% good and 5% fair.
- **The way we treat tenants** was also rated highly with 35% excellent, 57% good and 8% fair.
- Tenants' response to our staff and contractors was less positive; 32% excellent, 54% good and 13% fair.
- The ways you can contact us was **rated highly**; 32% excellent, 58% good and 10% fair.
- The part of the survey that requires the most attention is whether tenants understand what to expect from our services, 60% said yes, 5% said no but 35% said they weren't sure.

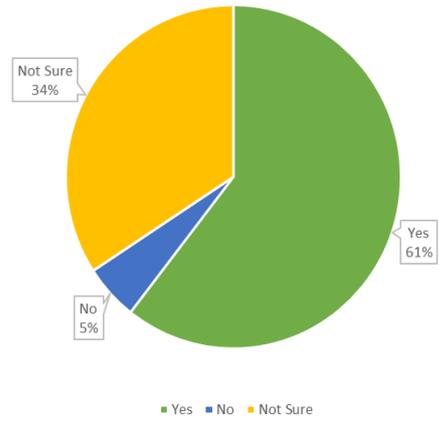
- There was an **overwhelming response** that tenants did understand their responsibilities, 84% said yes, 5% said no and 11% were not sure.
- A lot of tenants understood their tenancy agreement, 85% said they did, 6% did not and 9% were not sure.



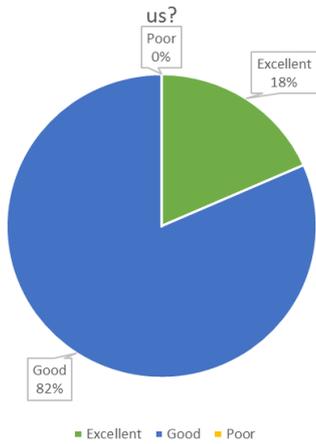
How would you rate the overall quality of maintenance for your home?



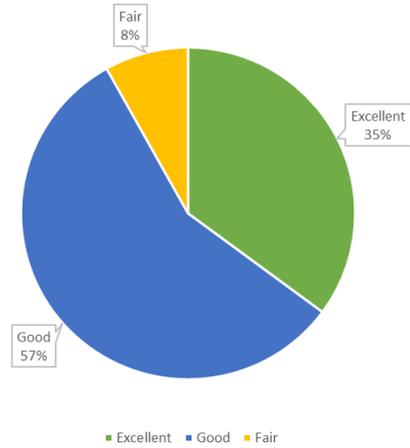
Do you understand what to expect from our services?



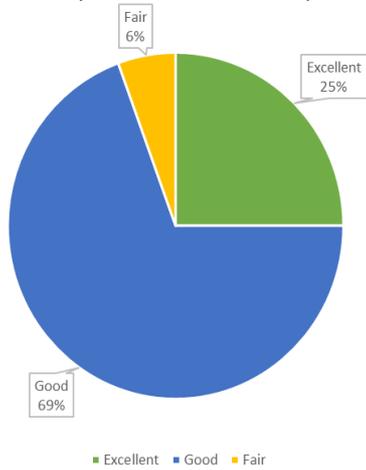
How would you rate the information you receive from us?



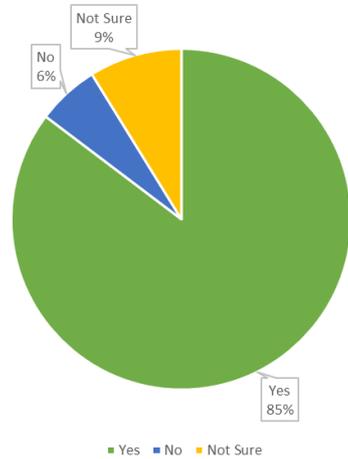
How would you rate the way we treat you?

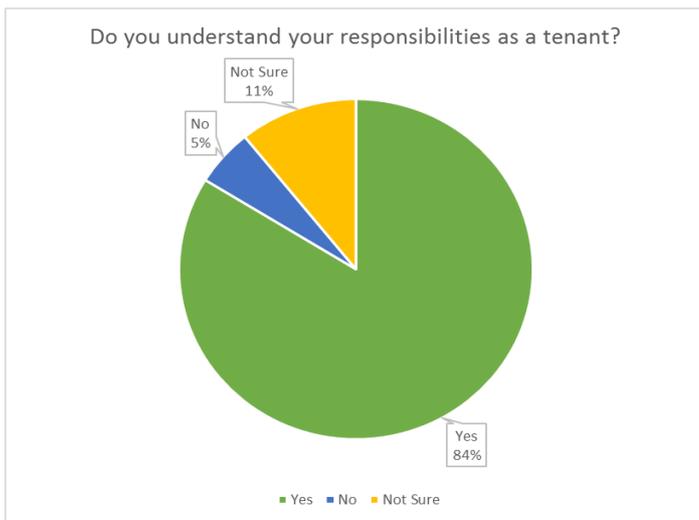


How would you rate the service we provide?



Do you understand your Tenancy Agreement?





Look out for our 2017 Survey which we'll be sending out to you later in the year.

How we will improve

As well as continuing to listen to your comments at house meetings, Tenancy Council meetings, receiving your feedback cards and survey responses, we are looking at other ways in which you can help us to continuously improve the services we offer you.



Tenancy Scrutiny Panel



In the coming months, we are looking to set up a **Tenancy Scrutiny Panel** that will give **you** the chance to have a say about the service we offer.

The panels role will be to look at the services we offer, such as **day to day repairs** and customer service, to make sure that we are delivering a high-quality cost-effective service to our Tenants. There will be **no** Accommodation-YES staff present on the panel, the panel will be made up of Tenants and run by Tenants. Your Support Worker, parents or Advocate are welcome to attend the meetings with you.

Your views are important to us and this panel will help us, put you our Tenants, at the heart of everything we do. Everyone will be given an opportunity to apply for a position on the panel. Ideally, we would like all our properties to be represented by a member from each household.



How soon we can set this all this up for you will depend on how many of you we hear back from you. If we get a lot of positive feedback and interest we should be able to arrange this very soon for you.

Interested in getting involved?

Contact iza@accommodation-yes.com or call 01622 324 500, if you are interested in becoming a panel member.

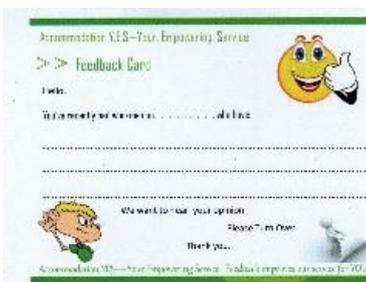
Complaints and feedback



During 2016/17, we received a total of **24** complaints. Most of these complaints were about noise caused by other Tenants from **loud TV's**, playing **loud music** late at night and general noise (such as **banging doors**).

We aim to resolve your complaints within 7 working days, but if we need to investigate your complaint further we will write to you, call you or visit you within three working days of receiving your complaint to let you know. Most of the complaints we receive are often resolved in the first instance.

In our **2016 Tenant Satisfaction Survey**, 20% of you told us that the way in which we deal with your complaints is excellent. **56% of you said we were good** when it came to dealing with complaints with only 23% of you saying we were poor at handling complaints.



Thank you to all of you who have completed **feedback cards** during 2016/17. We ask you to complete these cards when any repairs are carried out in your flat or in the communal areas as it helps us to know how well the contractors we use are working and if we can improve the

service we offer you. From the cards that we have received so far, nearly all of you have said that you were **happy** with the work carried out.



Please keep completing these cards when asked and handing them back!

HOMES & COMMUNITY AGENCY STANDARDS

How we did

Following on from a review meeting with our consultancy company, Anchor, we have been looking over and improving our policies and procedures to make sure we are keeping up with the Homes and Community Agency standards. We are pleased to announce we are ticking all the boxes in the following areas:



- Governance and financial viability standard
- Value for money standard
- Rent standard
- Tenancy involvement and empowerment
- Home standard
- Tenancy standard &
- Neighborhood standard

Tenancy Council Meetings



However, we are always looking to go above and beyond not just tick the box. So, if you have any suggestions or wish to learn more about the above please let us know. We often discuss these things at the Tenancy Council meetings so pop by there if you fancy.

The next meeting is on Wednesday 20 September 1pm at Café Zest.

BUSINESS PLAN

One of the policies that we have recently reviewed and re-written is our **business plan** for the next five years. Below is an outline of our aims and objectives for our housing plan.



- 1) Remain fully compliant with the Home and Community Agency's regulatory frameworks by ensuring that:
 - a) effective, transparent and accountable governance arrangements are in place
 - b) housing resources are managed effectively
 - c) our housing services are value for money
 - d) our rents are set in accordance with the Rent standards
 - e) our tenants remain our focus and we offer empowerment through engagement
 - f) we offer good quality homes that are maintained to high standards
 - g) we rent our homes in a fair, transparent and efficient way taking tenants housing needs into consideration
 - h) we consider the neighbourhood and areas that surround our properties and that we take steps to promote social and environmental wellbeing in our area and prevent and address issues with anti-social behaviour
- 2) Continue to grow our property stock
- 3) Expand out of area
- 4) Lease properties from other Landlords

If you would like to view a copy of the Business Plan, please contact the office on **01622 324 500**.

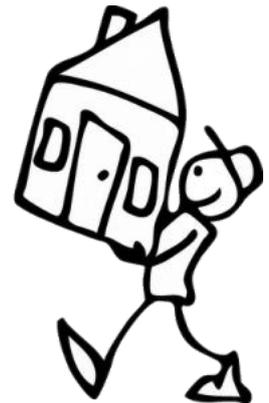
DIRECTORS REPORT



Well guys, another year's gone by. Where did that go?

Over the year, we have developed exciting new partnerships with local organizations, our key one being Porchlight. Their support in helping us to house tenants and encouraging them has been incredible, and we'd like to shout out a **BIG THANK YOU** to Porchlight and **WELCOME** to our newer tenants.

Working alongside all of you guys has really made this another positive year for all the team at Accommodation-YES. As much as it is a pleasure to be your Landlord alongside Iza, it is always very rewarding to see you capable of more independence and we have seen so many of you succeed in getting yourselves registered on the bidding list with people moving out into their own flats. **FANTASTIC RESULTS SEEN!**



We appreciate your co-operation with everything, such as letting us in for repairs and giving us feedback on how we're performing. As ever it is a pleasure popping round to see you guys and having a chat and a catch up when I can.

Looking forward to rest of the year and don't forget to pop in when you're passing!

All the best,

Lorna

CHRISTMAS 2017

And finally,



Christmas may seem a long way off still, but as you know each year we like to give you all a small gift to thank you for being such great Tenants. Last year we gave you all an Accommodation-YES lanyard to keep your new front door keys on. It's lovely to see so many of you using them!

This year we are thinking of supporting you with your **washing up** by giving you all a specially designed Accommodation-YES tea towel. We would love **your** ideas of what kind of design you would like. Do you want a Christmas theme tea towel or one you can use all year round?

