

Annual Report 2015/16

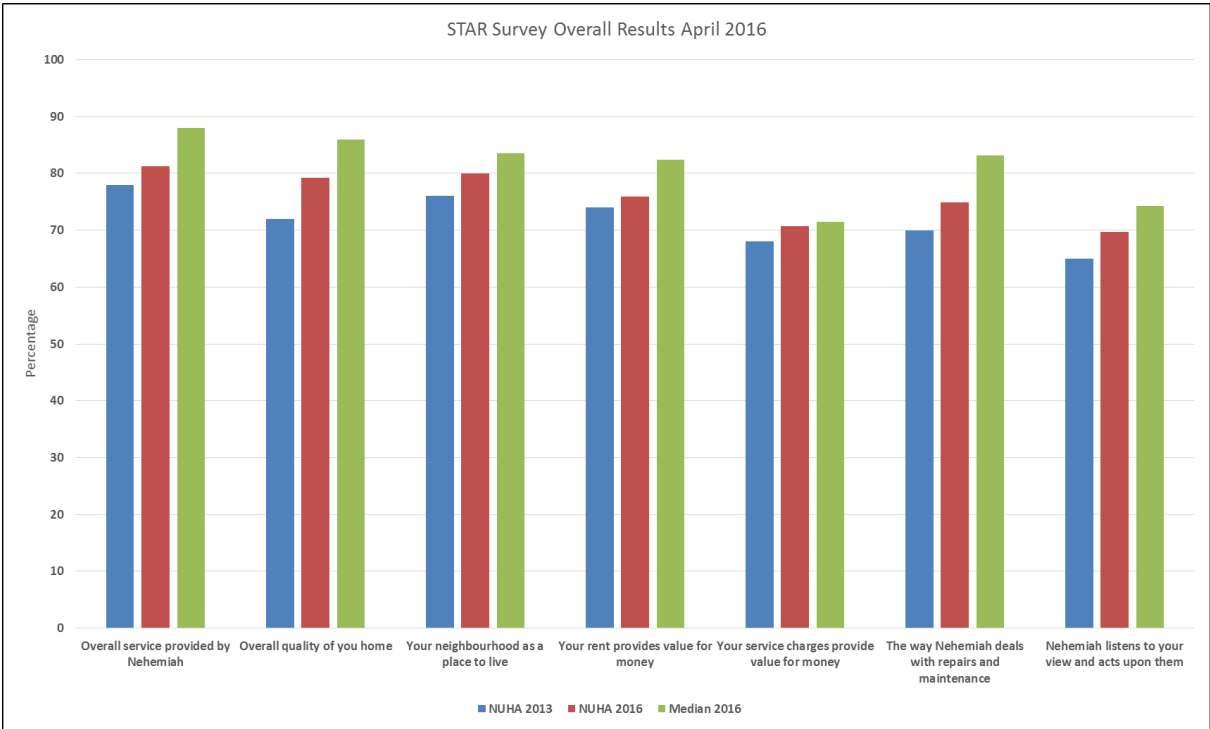
Performance Facts & Figures 2015/16

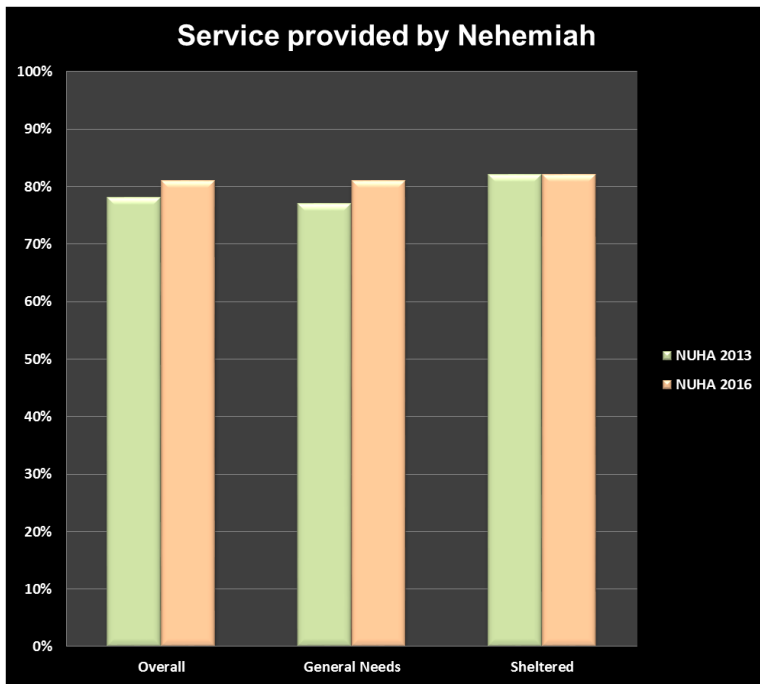
The Star Customer Survey 2016

In January-March 2016 we conducted a STAR customer satisfaction survey (Survey of Tenants and Residents) to gather your views about how well we are delivering our services to you so that improvements to services can be made. The survey was conducted through an external company and the results forwarded to Nehemiah UCHA.

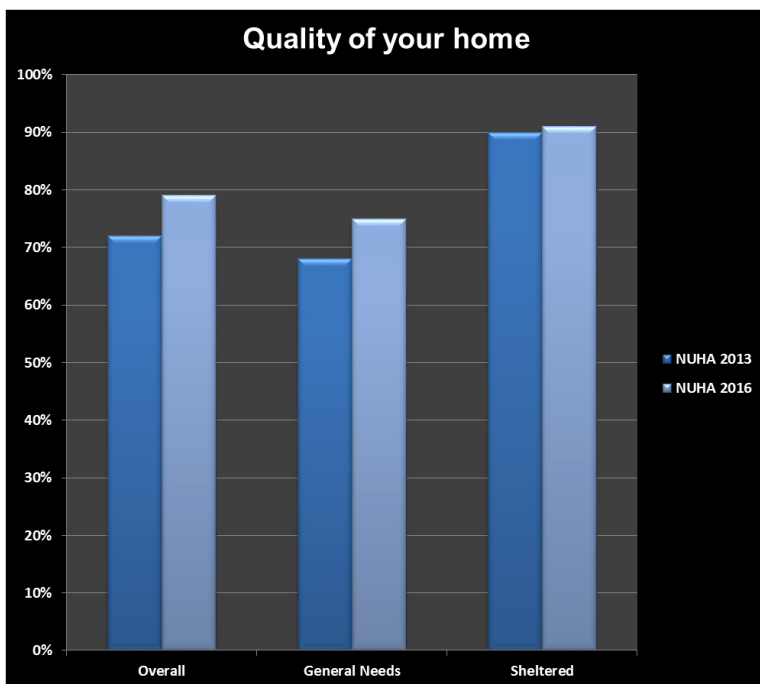
This is a really important survey for us and we are committed to making full use of the results and to make sure we react in a timely and efficient way.

Below are the results for the seven main core questions for STAR which are benchmarked against national housing association averages by HouseMark to put our results into context. Our next STAR customer satisfaction survey will be carried out in January/February 2019.

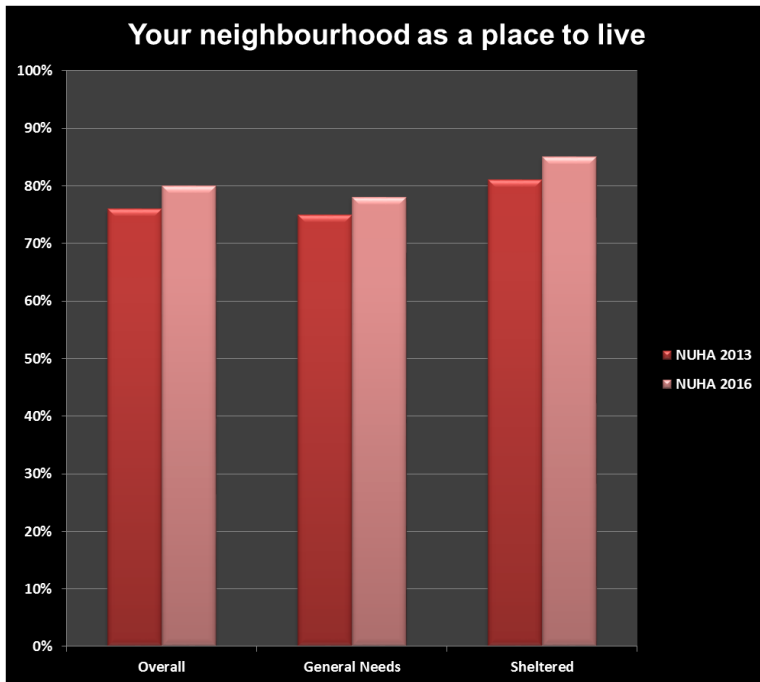




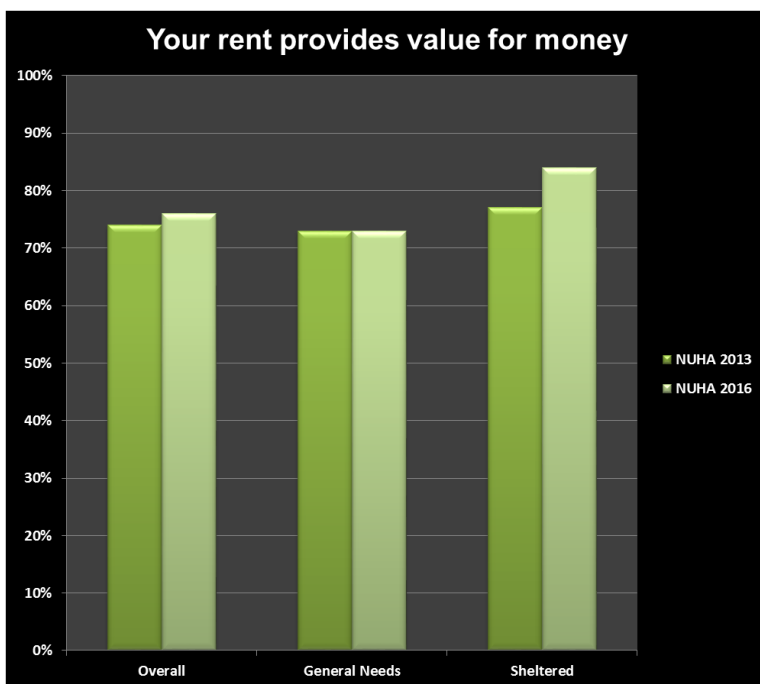
81% of customers are satisfied with the service provided by Nehemiah. This is a 3% improvement since 2013.



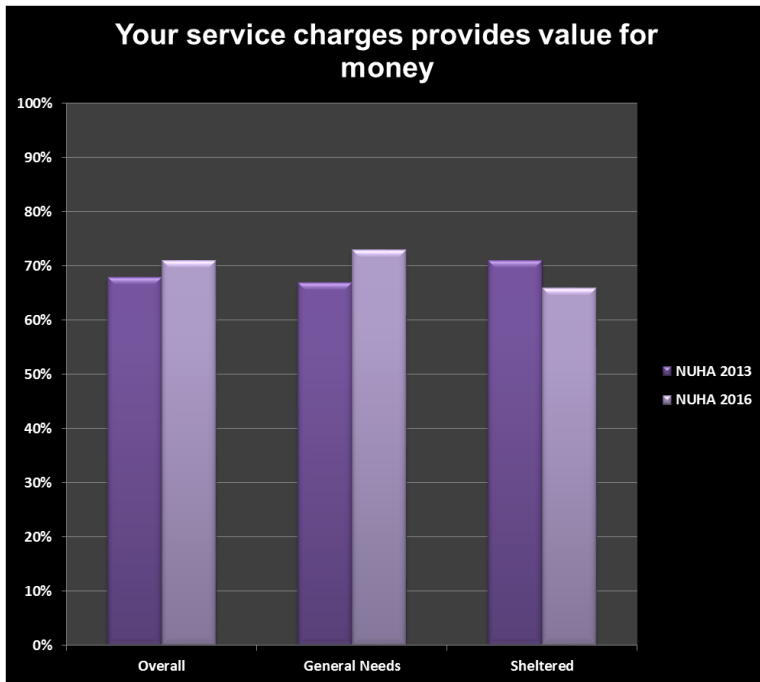
79% of customers are satisfied with the quality of their home. This is a 7% increase since 2013.



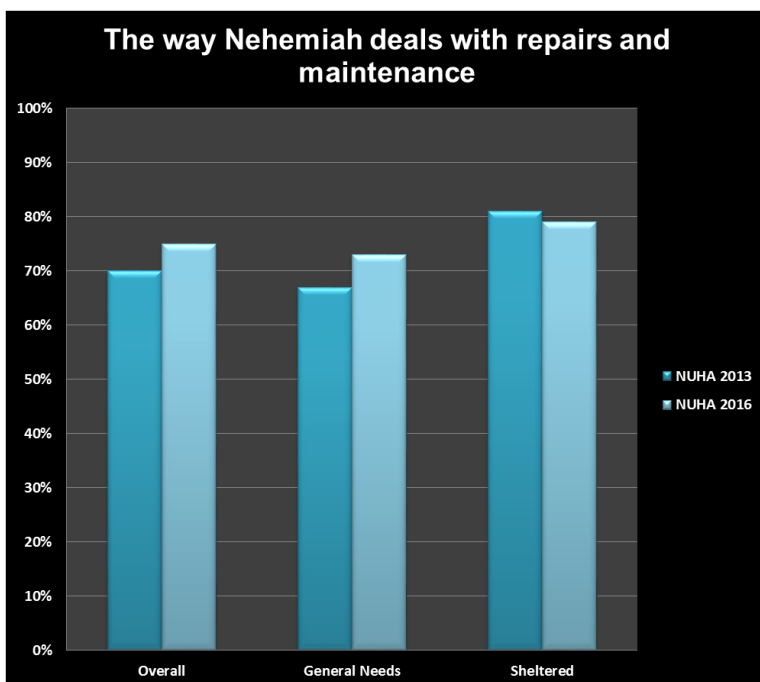
80% of customers were satisfied with their neighbourhood as a place to live. This is an increase of 5% since 2013.



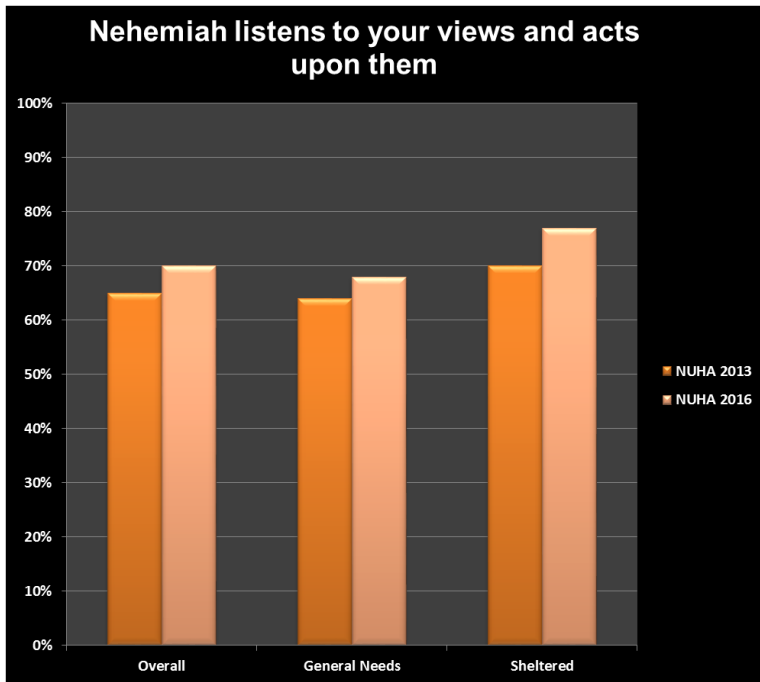
76% of customers stated that their rent provided value for money. This was an increase of 3% since 2013.



71% of customers were satisfied that their service charge provides value for money. This is an increase of 4% since 2013.



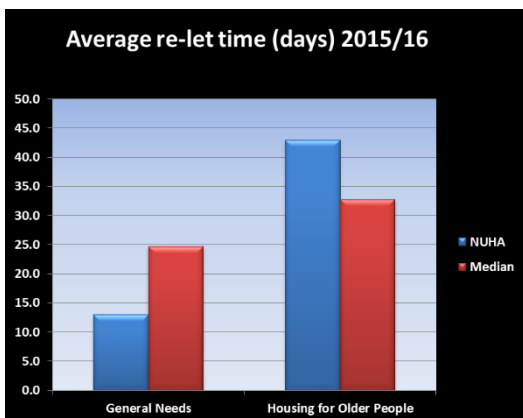
75% of customers were satisfied with the way that repairs and maintenance was dealt with. This is an increase of 8% since 2013.



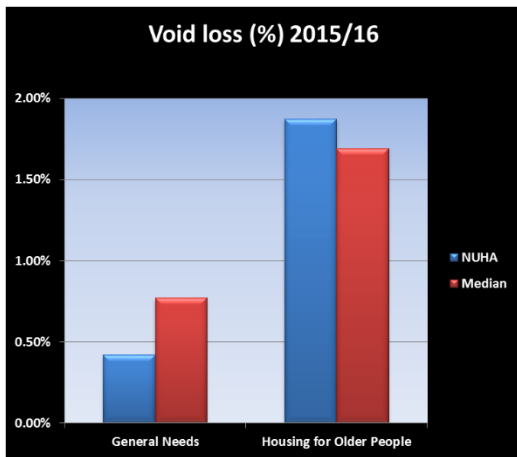
70% of customers were satisfied that their views were listened to and acted upon. This is an increase of 6% since 2013.

The charts below shows how Nehemiah UCHA is performing against our peers in the sector. This is based on benchmarking carried out by HouseMark.

Lettings Performance



Average time in days to re-let empty properties.

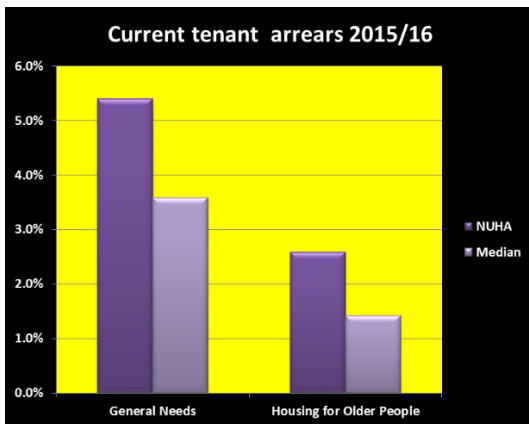


Rent loss due to empty properties (voids) as a percentage of rent due. Nehemiah continue to work hard to let our void properties as quickly as possible in order to minimise rent loss.

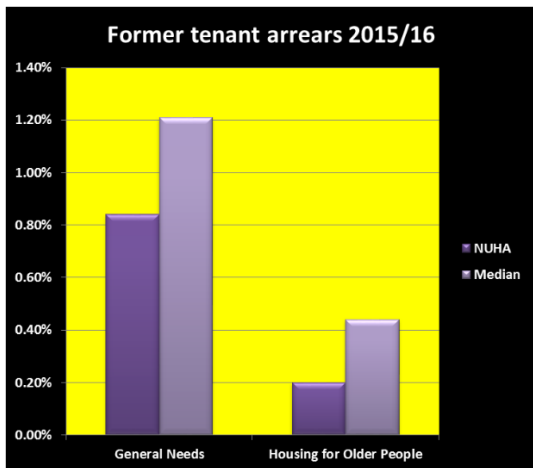
Housing Management Performance



Rent collected (excluding current arrears brought forwards) as a percentage of rent due. We have collected more rent from our customers in general needs properties than our retirement schemes.

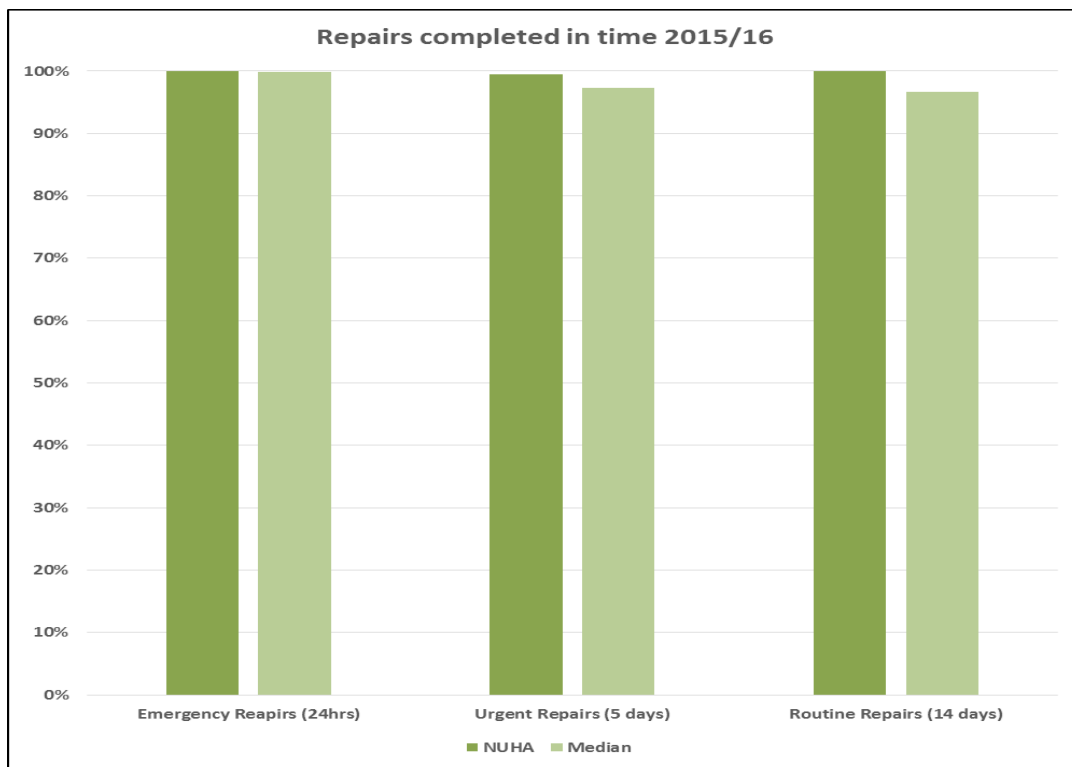


Current tenant rent arrears at the end of the year (excluding arrears due to late HB payments) as a percentage of rent due (excluding voids). We continue to work hard to collect our arrears.



Former tenant rent arrears at the end of the year as a percentage of rent due (excluding voids).

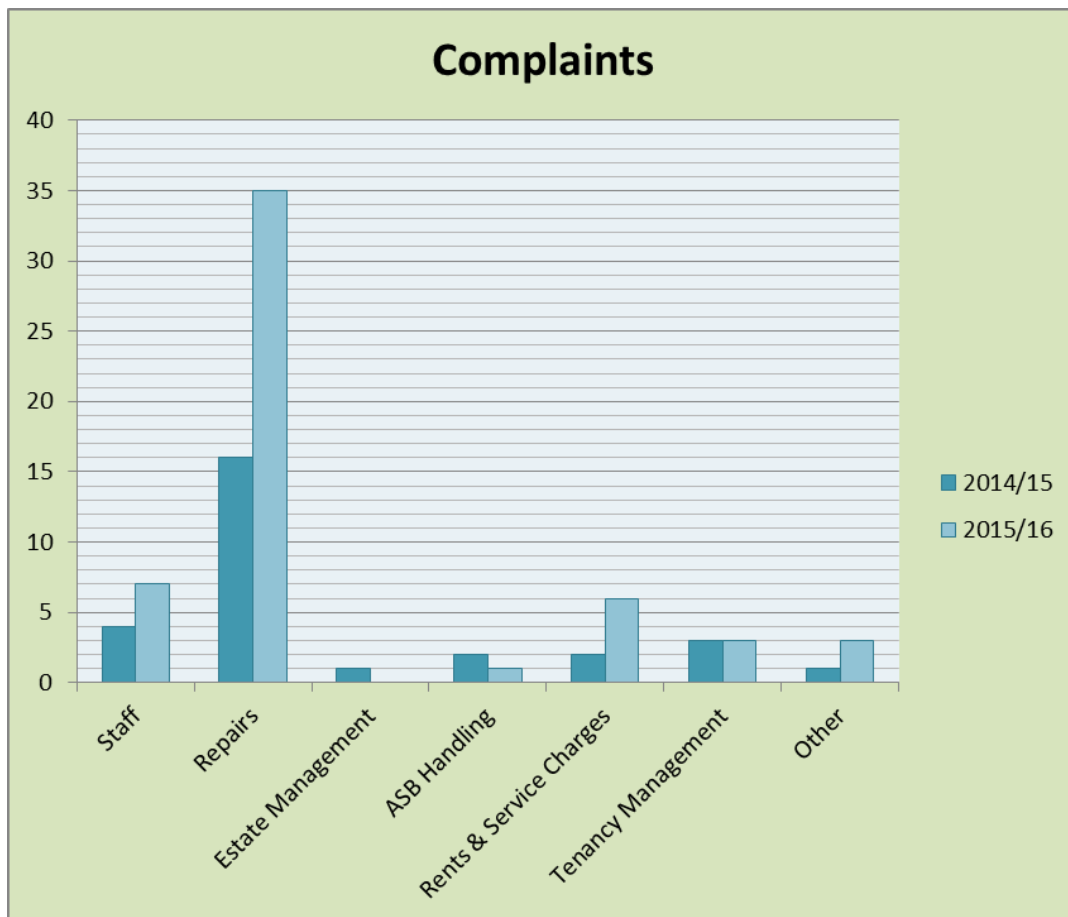
Repairs Performance



Our repair completion performance is above the median.

Complaints Summary

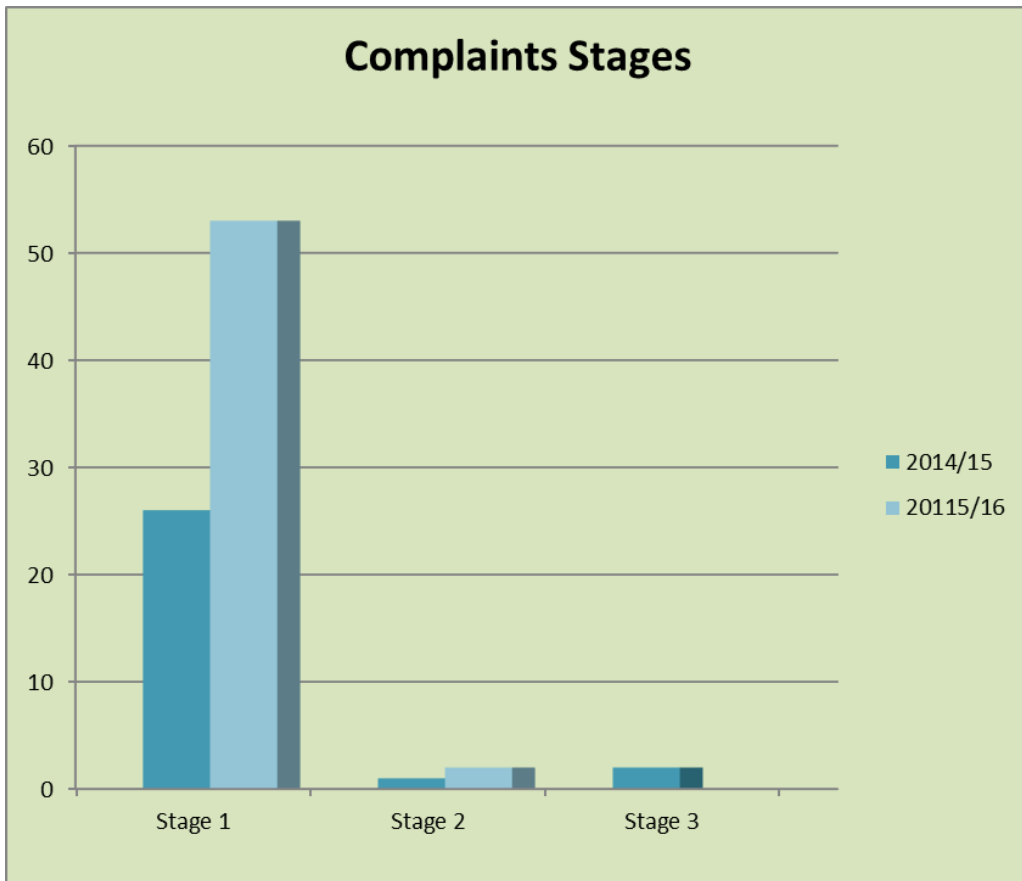
We had a total of 55 complaints from April 2015 to March 2016 this compares with a total of 29 complaints for the year April 2014 to March 2015 a breakdown is shown below.



Our complaints procedure has 3 stages. Managers investigate all stage 1 complaints. If a customer is dissatisfied with the outcome at stage 1, they can ask for their complaint outcome to be reviewed by a member of Nehemiah's Executive Team.

If a customer is still dissatisfied they can ask for your complaint to be reviewed by our customer complaints panel – they are called the Central Residents' Complaints Panel (CRCP).

We encourage complaints as they help us to learn and improve our services.



This graph shows the stages at which customer complaints were resolved.

The pie chart below shows how we spent the money that we received in rent during the last financial year.

