


AVDC Environment & Living Scrutiny Committee

VAHT Overview and Highlights

Matthew Applegate
Chief Executive



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Vale of Aylesbury Housing 2016 Overview and Highlights

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2. Where our money goes
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1. What the Trust looks like in numbers

- 7,348 properties - general needs & supported housing
- £44 million turnover
- 238 permanent employees
- 48 vans - fleet covers 350 square miles
- 98,429 calls to our customer contact centre
- 27,647 repairs
- 592 new lettings p.a.

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2. Where our money goes

- Newbuild development £15m
- Property improvements £14m
- Repairs and maintenance £9m
- Overhead cost £8m
- Interest charge £5m
- Care and support £2m
- Other capital cost £2m
- Total approximately £55m

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3. How we are performing

- 173 formal complaints (97% resolved at Stage 1) compared to 235 last year
- 89.76 overall service satisfaction
- 86.7% tenants satisfied with service VFM
- 90.6% satisfied with their neighbourhood
- Net Promoter Score - 'How likely would you be to recommend Vale of Aylesbury Housing to family and friends?'

Scored 26% - for comparison:
eBay (31%), Natwest (9%), 1st position Apple (66%)

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How we are performing: governance & financial viability

- Highest rating possible from the Homes and Communities Agency for our Governance and Viability
- We adopt National Housing Federation code of Governance – comply since Board size has reduced
- Tenant Scrutiny Panel established – six inquiries completed:
 - Inquiry 1 – Heating: Impact of Rising Fuel Costs
 - Inquiry 2 – Void Properties
 - Inquiry 3 – Enhanced Repairs Service
 - Inquiry 4 – Low Levels of Customer Satisfaction with the Outcomes and Handling of Complaints against the Trust
 - Inquiry 5 – Revenue from Garages owned by VAHT
 - Inquiry 6 – The Effectiveness of Resident Involvement Groups' Communications with Each Other and the Wider Resident Body

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How we are performing: snapshot

- Rent arrears - lowest since stock transfer 1.1% of total income at Feb 2016
- Repairs – cost per property increased from £364 to £378
- Repairs completed on time
 - emergency 99.5%, Turnaround time 13 days
- 92% of repairs completed at first visit
- Void turnaround time 18 days
- Currently 44 void properties (23 normal and 21 strategic)

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How we are performing: homes

- During 2015 - 84 new homes on site and a Stock Transfer to us (Rossitor House, Brackley) was completed for 58 Homes.
- Reviewed our wider assets and identified garage sites and long term major void properties on large plots that could be utilised to provide homes.
- The Walton Court Centre has now completed and snagging is currently underway. Official opening is being arranged for Summer 2016.

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The Walton Court Centre



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4. Development Programme 2016/17

Scheme	Rented Units	Shared Ownership Units	Total Units	Scheme Costs £
Development Programme 2016-19				
Aylesbury	46	17	63	4,430,105
Winslow	81	21	102	11,387,060
Thame	53	17	70	14,022,900
Edgcot	0	2	2	440,000
Aston Clinton	6	2	8	1,266,800
Ex Garage sites	26	1	27	4,547,366
Total No.	212	60	272	36,094,231

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5. Apprenticeships & work placements

- Provide apprentice opportunities – one apprentice fully trained as a skilled Plumber and Gas Engineer.
- Three existing apprentices in carpentry and housing management.
- Currently recruiting for 4 more apprentices; 2 plumbers and 2 electricians
- Trust work experience placements: 3 trainees in Business Administration and Building Surveying.

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6. Our focus on quality and standards

We sought external verification and accreditation for our work relating to:

- Complaints
- Customer contact centre services
- Repairs



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7. Managing the impact of welfare reform (1)

- Trust Working Group – action plan and risk map regularly reviewed
- Low level arrears intervention:
 - increase in home visits and telephone contact resulting in greater tenancy sustainability
 - only 11 evictions carried out this year (39 this time last year)
- Assisting residents to obtain Discretionary Housing Payments - successfully made 29 applications with £10,000 awarded this year

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Managing the impact of welfare reform (2)

- Downsize residents to avoid “bedroom tax”
- Appointment of additional Welfare Advisor to increase capacity for providing support to residents
- Referrals made to external agencies to obtain charity payments
- Extensive staff awareness and training
- Currently 16 tenants in receipt of Universal Credit

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8. How we help Residents (1)

Advice

- Welfare Advice – over £1.3million benefit identified
- Additional Housing Management (AHM) for older people living in general needs properties – advice/befriending service

Homes

- ‘Surviving Winter’ Campaign – 160 free LPG bottles given to tenants
- Furnished tenancies – 90+ (rising by 15 a year)
- Sponsored Moves to support older people move into more manageable homes enabling them to remain independent
- Partnership working with STOLL – helping ex service personnel into housing

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How we help Residents (2)

Services

- Caretaker Project Days –improvements to our estates
- Elderly and Disabled Gardening Scheme – 99% satisfaction
- Resident's Gardening Competition
- Resident Inspectors
- First Contact (our Lifeline service)
- Aids and Adaptations – making best use of housing stock
- Summer Activity Scheme for children

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Summer Activity Scheme

- August 2015
- Ran over 18 days
- 116 children took part
- 6 activities – abseiling and arts and crafts to horse riding and orienteering
- Just an example of a wide range of resident engagement activities



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... and the wider community (1)

- Training for Residents including:
 - How to Chair meetings
 - Confidence Building
 - IT courses
- Environmental Improvements Fund -£200,000
- Community Safety Fund - £100,000
- Nurture Your Neighbourhood Panel – Residents have a say in how a percentage of Environmental Improvement and Community Safety funds are spent.
- Pebblebrook School – Urban Garden
- 'Clean for the Queen' litter picks with two local schools
- Partnership work with Lindengate charity – Health & Wellbeing through nature & horticulture

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... and the wider community (2)

- Adopt a supported housing scheme
- Giving Something Back scheme
- Food bank collection point
- Tuition Plus scheme
- Walton Court Community Centre to be managed on behalf of the Trust by The Healthy Living Centre opening 01 April 2016
- Job Club – working closely with a number of partnering organisations to help people back into work
- Stocklake Park School – Update indoor and outdoor spaces
- Community Chest

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9. Next 12 months



- Reviewing our corporate plan objectives
- Reviewing our options for newbuild development
- Driving efficiency through lean systems involving employees throughout
- More cost sharing work with others
- Bringing more work in-house

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Thank you

Any Questions?

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