



Warrington
Housing Association

Annual Report 2021-22

Moving forward together

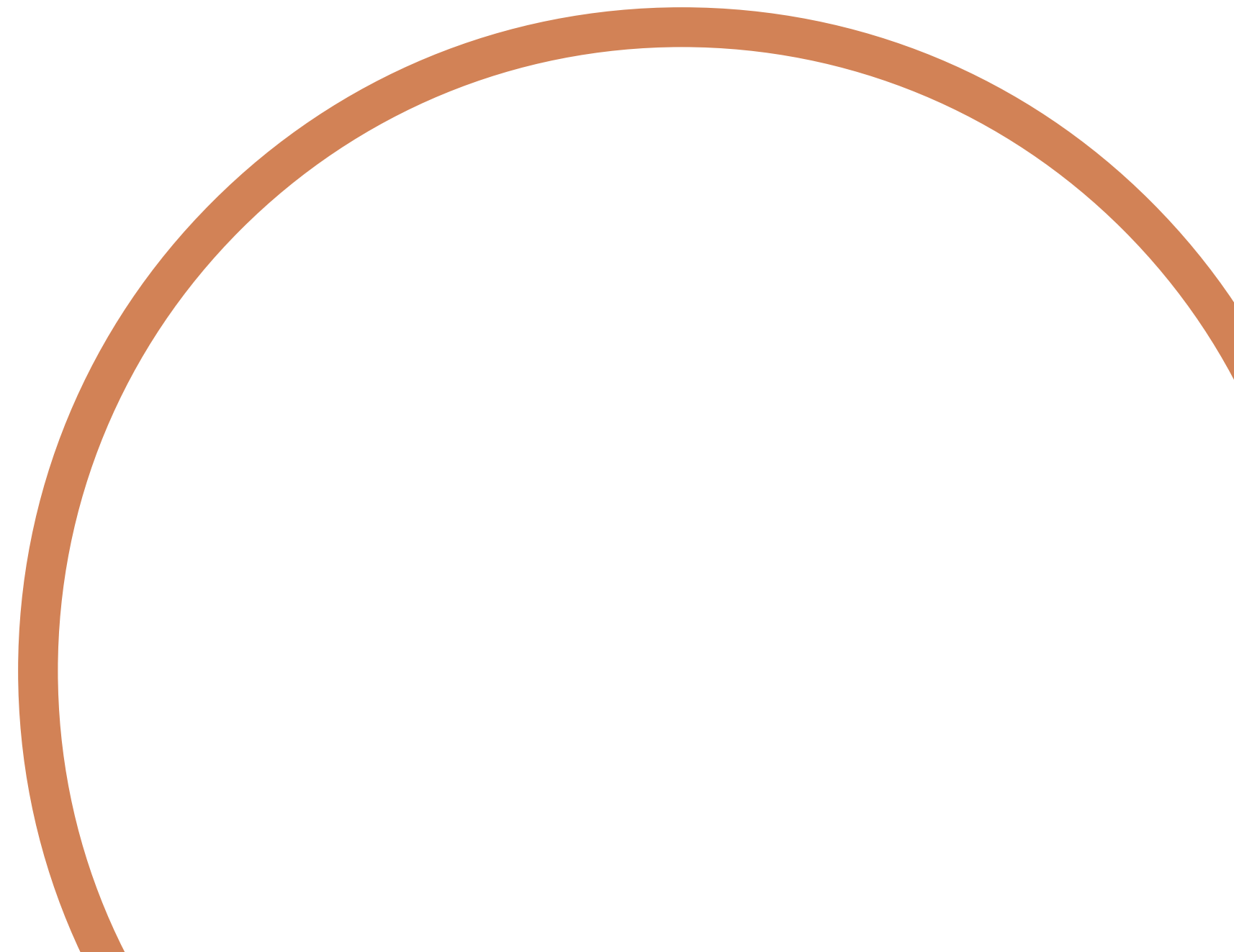


Table of Contents

- 1.0** Our Vision
- 2.0** Our Operating Environment
- 3.0** Measuring Our Success
 - 3.1 Our Neighbourhoods
 - 3.2 Our Assets
 - 3.3 Our Social Value
 - 3.4 Our People
- 4.0** Our Viability
 - 4.1 Our Governance

“ Our aim is to help make
**Warrington a great
place to live, in which the
potential of individuals
and communities can
be realised** ”

2.0

Our Operating Environment

This report is for our customers, it's designed to give you some information about how we have performed through the year but also to demonstrate, through stories, the way we work and the strong relationships we have with our customers and partners.

2020-21 was a challenging year as we all worked to respond to the consequences of living and working during and after Covid. As you will see we continue to perform well (but can always be better)! We spent more money than we had hoped, partly because we spent less in the previous year due to covid restrictions, but also in response to the expectations of our customers needs and expectations.

We continue to deliver on our target to build 100 homes, and moving forward, we have the financial capacity and the funding in place to continue with our growth ambitions, but will need to balance this against maintaining our existing properties and meeting Government targets on decarbonisation and health and safety.

Our partnership with the Council's Housing Company (Incrementum) further demonstrates our commitment to the Borough, with the creation of 161 high quality market rent homes.

As you will see from this report, we have continued our commitment to wider social value projects. Our flagship scheme "The Gateway," was proud to have remained open throughout the pandemic, delivering much needed services. Active membership of LifeTime, is back to pre-pandemic with over 500 members taking part in events throughout the year.

Finally, as the cost of living crisis continues to hit, we continue to support those customers who are struggling financially, agreeing (from 2022) to introduce a Resident Assistance Fund for those circumstances where all other options have been exhausted for customers.

I hope you enjoy reading this annual report, should you require any further information, please do not hesitate to check out our website or speak to one of our colleagues.

David Cummins
Chief Executive.

3.1

Our Neighbourhoods

To prioritise the needs of people and put the creation of sustainable communities at the heart of our work.

The draft tenant satisfaction measures from the Regulator of Social Housing mirror the values of WHA to empower customers and have sustainable communities. Our neighbourhoods successes can be seen through these measures, as collected throughout the year;



Theme	Draft tenant satisfaction measures	21-22
Effective handling of complaints	Number of complaints relative to the size of the landlord	41
	% of complaints resolved within agreed timescale	95.12%
	Tenant satisfaction with landlord's complaints handling	100%
Respectful and helpful engagement	Number of complaints relating to fairness/respect, relative to the size of the landlord	7
	Tenant satisfaction that their landlord listens to their views and takes notice of them	85.00%
	Tenant satisfaction with landlord's engagement with tenants	84.62%
Responsible neighbourhood management	% of communal areas meeting the required standard	100%
	Number of complaints relating to communal areas, relative to the size of the landlord	2
	Tenant satisfaction with landlord actions to keep communal areas safe and clean	88.24%
	Tenant satisfaction with landlord contribution to the neighbourhood associated with their home	81.00%
	Number of complaints relating to anti-social behaviour, relative to the size of the landlord	25
	Tenant satisfaction with landlord's handling of anti-social behaviour	-100%
Overall	Tenant overall satisfaction with the service their landlord provides	91.00%

14.81 days
Re-let Times (GN)

13 days
Avg time taken to resolve complaints

91%
Customer Satisfaction

0.38%*
rent lost through properties being empty (GN)

*Figures supplied are WHA HouseMark results as at 31.03.2022



Our Neighbourhoods



Warrington Housing Association tenant Stella had a blooming marvellous time on her 103rd birthday.

Our Independent Living Co-ordinator Kimberley Flynn dropped in to visit her at her home in WHA's Lowry Close, with a beautiful bouquet of flowers to celebrate her amazing milestone.

Stella, who grew up in Leeds, was a dressmaker and worked in a munitions factory during the war.

She moved to Warrington in 1946 when her husband Eric was demobbed. They were married for 53 years before his death. Their son Steven still lives in Warrington, their granddaughter in Frankfurt and a grandson in New Zealand. She also has a great grandson and two great granddaughters.

Stella said: "The secret of a long life is gin and walnuts!"

Kimberley said: "Stella is our kind of woman! We are delighted she has lived at Lowry Close for just over 8 years. What a fantastic achievement to reach 103 years old.

"She struggles to get about now but still has visitors. Her neighbours are very kind, getting her shopping and cooking her one or two meals."

An Ode to WHA

We have no doubt that there are many artistic, creative and talented people who live in our properties, so it came as no surprise when we learnt that one of our tenants at Lyon Court, Diana, was a lover of writing poetry and had in fact written one about her time there.

Diana came to live at Lyon Court in December 2020 after her husband sadly died as she wanted to live somewhere smaller that felt like she was part of a community.

Diana said: "As soon as I started to look round I thought to myself how homely it felt, and knew that I wanted to live there.

"I have always enjoyed writing poems and verses for birthday and Christmas cards but I hadn't written one for a while.

"It was only after moving into Lyon Court that I felt like returning to my old hobby, and I got back into the bug of writing again.

"I enjoyed writing the poem as it's just how I feel living here at Lyon Court. I feel so safe and happy."

3.1 Our Neighbourhoods

Two new roles dedicated to supporting our customers.

This year we continued our commitment to our customers by recruiting for a Customer Voice Officer and a Customer Experience Manager to join our Customer Service Team.

Primarily, both of these roles were created following the publication of the Social Housing White Paper, which focuses on seven key themes, all linked by one common thread – that the safety, wellbeing, and opinions of social housing residents are paramount, and it's down to landlords to demonstrate engagement with and performance to their residents.

The Customer Voice Officer role plays a key part in working with and developing Warrington Housing Scrutiny Panel (WHASP) who help WHA by scrutinising our policies and services, providing recommendations for improvements and changes as part of their review.

During 2021-2022, WHASP conducted work in the following areas:

- A review of how WHA handles void properties.
- Created a Contractor Code of Conduct following their review of the repairs service.
- Worked with auditors Beevers & Struthers on the equality, diversity, and inclusion (EDI) audit.
- Completed numerous training courses such as Housing Law, Recruiting to Scrutiny, EDI, attended the Net Zero day and the TPAS Engagement conference.
- Work also began on their review of our allocations policy and process.

Julie, our WHASP Chair, said "it has been really good to be part of the engagement events with WHA colleagues.

We have got to meet customers and listen to their views and the customers liked that engaged members were also involved in the events".



The Customer Service team also organised a number of engagement events throughout the year, with WHASP members and colleagues meeting with customers in their homes and communities, gathering feedback on all aspects of our service and hearing about what customers value the most.

Our WHASP members were also able to discuss the benefits of being part of the panel and following one of these events, we were successful in recruiting another member to join the hard working team, which ensures the group remains reflective of the demographic of our customer base.

If you would like to learn more about joining WHASP, speak to your Housing Officer

3.1 Our Neighbourhoods

Using our customer feedback, from compliments to complaints and Anti-Social Behaviour reporting and also from customer surveys, helps us to continually look at how we can develop our services to in-line with what our customers are asking for.



Throughout February and March, our customers were contacted by The Leadership Factor (TLF), in order to gain independent feedback on how we perform as a landlord. Here are some of the comments you made about us, along with some of the actions we have developed, to address any issues you told us about.

I would recommend Warrington because I have never had any problems. They have always been alright with me and I have never had an issue. As such, I would tell anyone they would be fine with Warrington.

We will review the regularity & publishing method of our customer newsletter.

The best thing about living in a Warrington property is that I feel safe, warm and at home.

We will publish an overview of our planned maintenance programme in our customer newsletter & on our website.

If you need anything doing like a repair they are there the same day, or next day.

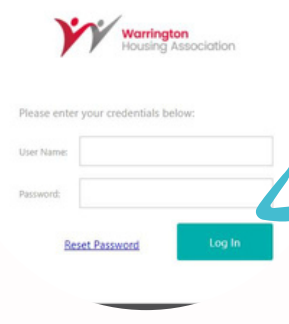
We also saw an increase in complaints linked to repairs, property standards and low-level neighbour disputes towards the end of the year. Each complaint was dealt with at the first contact and resolved in a manner that best suited the customer and managed in-line with our 'Every Contact Counts' method.

Visit our website or, call us on 01925 246810 if you you would like to know more about helping us with your feedback or about making a complaint.

Peace of mind. I feel safe and secure here.

It saved my life when I first moved in. It is a family home for me and my sons and it means a lot to have it.

We will promote the customer portal to all customers not currently accessing this service.



We will improve our response rates for customer queries.

I have already recommended them to a few people. They were very helpful when I moved in.

I would recommend Warrington because it is easy to contact them and it is quick to do repairs. Also, the building is well maintained.

Peace of mind. I feel safe and secure here. I was worried about being homeless as the property I was living in was being sold by the private landlord. I contacted Warrington and was offered a property within two weeks. It is in a nice block, a small block, in a nice area. Great service from them so far.

We will inspect 10% of all repairs completed to ensure continued high standards.

It's well-maintained, and Warrington are easy to contact. My home is local to everything I need. Also, Warrington support residents and sort things out whenever needed.

3.2 Our Assets

To remain a significant local provider of homes and housing solutions in Warrington and beyond.

Maintaining our assets is key to supporting our customers remain safe and comfortable in their homes.

The Regulator of Social Housing is creating a new system for assessing how well social housing landlords are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this involves a set of tenant satisfaction measures that we must report on and our customers will be able to use the following measures to understand how well we are doing.

Theme	Draft tenant satisfaction measures	21-22
Keeping properties in good repair	Decent Homes Standard Compliance	100%
	Responsive repairs completed right first time	99.93%
	Tenant satisfaction with landlord's repairs and maintenance service	90.00%
Maintaining building safety	Compliance with Health & safety obligations:	100%
	Gas safety	100%
	Electrical safety	100%
	Fire safety	100%
	Asbestos (communal)	100%
	Asbestos (dwellings)	27%
	Water safety	100%
	Lift safety	100%
Tenant satisfaction with the health & safety of their home	90.91%	

***£385.32**
Average Repair Cost per Property

***100%**
Of dwellings with a Valid Gas Safety Cert

***90%**
Customers satisfied with our repairs service

***6.03 days**
Avg time taken to complete repairs

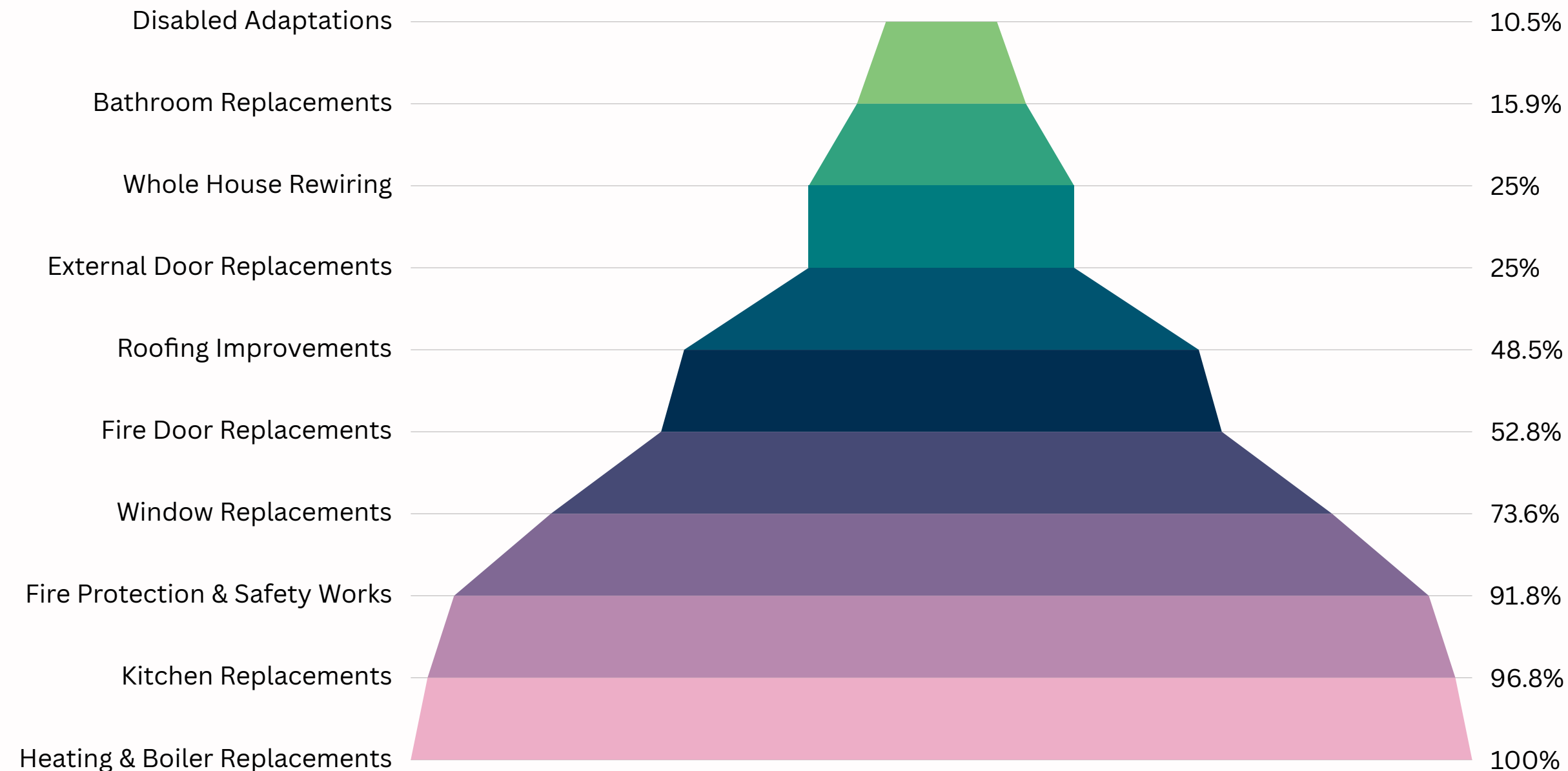
*Figures supplied are WHA HouseMark results as at 31.03.2022

3.2 Our Assets

When planning the maintenance of your homes, we employ a safety-first culture, complying with regulation and achieving value for money. We do all of this whilst ensuring that the outcomes of the services we provide, will benefit our customers and communities.

An example of our investment in our assets for customers is the £832,000 we've spent on fire safety, security, accessibility, and carbon efficiency and comfort.

Financial Investment in Planned Works & Projects 2021-22



3.2 Our Assets

Not only are we maintaining our existing assets, we are also building new homes for local communities. The last 12 months have been an exciting time for WHA and our customers.



A timeline of Development successes in 2021-22:

- August 21 - Completion of 4 new Affordable Rent homes at Chester Road.
- November 21 - Planning consent achieved for 4 new Affordable Rent homes at White Street.
- December 21- Completion and sale of 3 new Shared Ownership homes at Luna Grove.
- February 22 - Completion of 4 new Affordable Rent homes at Tranquillity Square.
- March 22- Agreement with developer to construct 12 new Affordable Rent homes at Bramhall Street.

Start on site at our new over 55's property

August saw the Mayor of Warrington performing a sod-cutting ceremony to celebrate the start of construction of 30 new affordable homes in Penketh.

Warrington Housing Association has started the build of 30 new homes for affordable rent on the site of the former Penketh Tavern and are for people aged 55 and over and will be ready for the new residents to move in by the end of 2022.

Maureen Creaghan, Mayor of Warrington, said: "It's great to see the redevelopment of a derelict site which will provide a much needed safe, secure and comfortable place to call home for local older people in an established thriving community which has great shopping, leisure and health service facilities on hand."



WHA partnership to manage brand new eco-friendly homes in Warrington

We were proud to announce a new partnership to manage 161 high quality sustainable homes in Warrington with a ribbon cutting ceremony.

WHA in partnership with Redwing will be managing the new homes at Foxwood and Sycamore, the first two residential developments by the Warrington Borough Council-owned Incrementum Housing Development Company.

David Cummins, Chief Executive of Warrington Housing Association, said: "We are delighted to be managing these fantastic homes, which are available for both private and affordable rent.

WHA's management of the Foxwood and Sycamore developments will complement and support our portfolio of social housing provision in Warrington, confirming our commitment to providing access to top quality homes."

Watch this space! Our development team are in discussion with a variety of developers, landowners, and statutory authorities to enable development opportunities over the coming months and years.

We owned
1316 units /
homes at the
end of March
2022

3.3 Our Social Value

To ensure that achieving Social Value is an integral part of the way we think, the way we procure and the way we deliver.

***526**
LifeTime
Members
Attending
Activities

***£2.1 million**
Social Return on
Investment
(HACT)

***£354,874**
Money gained
for customers,
Total Cash
Value

In the wake of the covid-19 pandemic and extreme pressures on all public services, our commitment to and investment in, our social value was needed more than ever.

Social Value in addition to our core housing provision is delivered through:

- LifeTime;
- The Gateway;
- Money Advice;
- Apprenticeships;
- Warrington Home Improvement Agency (WHIA).

WHA is invested in our local community and remains committed to making Warrington a better place to live, both through our core business of housing and through other social value activities.



Money Advice is provided through our in-house specialist, helping customers to feel in control of their finances, reduce poverty and improve resilience and wellbeing. During 2021.22 there were 132 cases and a total annual income of £322k was generated for those clients.

A new Resident Assistance fund has been launched to support residents with a specific short-term need when no other support is available. This means that customers can get a fast and effective grant for essential items.

The Gateway is home to 25 local community, public sector and voluntary organisations. It is a landmark example of “one-stop shop” and one of a few truly third sector examples in the country. The Gateway has always been a touchpoint for people in crisis and this year funding has helped to keep the centre open and create and maintain a safe environment, offering a “solution space” for people.

Our Apprenticeships programme has supported 24 young people since the start of the programme. The aim of the programme is to support young adults from education into practical work with training.

3.3 Our Social Value



LifeTime hosts a wide range of leisure and skill based activities for the people of Warrington aged 50 plus.

LifeTime is our hub for older people and we reopened the doors following the pandemic restrictions in May 2021. It was evident that many of our members and volunteers were reluctant to return to their pre-pandemic activities and it has been our mission to build up engagement with our safe and friendly environment.

Our programme of activities features music, active, art and craft, trips and opportunities to connect with others. Activities over the year include health walks, a range of dance classes, poetry classes, fundraising events, a history trip to the museum, and our Christmas festival. We also provide access to computers and skills training. Over the year LifeTime provided 1385 activities averaging 115 per month. There were 14,953 attendances.

Our Covid Recovery Programme in place to support local residents.

One customer, Barry, was lonely for six years following the loss of his partner. After contacting our Covid Recovery Worker, Barry and Kath spoke on the phone. After the phone call, Barry started to visit LifeTime, saying "I love it here, and everyone is so friendly".

Barry has since attended the centre many times, with a particular favouring to playing dominoes and socialising with others, sharing that he's "had years of not speaking to anyone". In LifeTime, Barry has found something fun to do and people to be around after years of isolation.

Through the service, Barry was signposted to sheltered housing and "fell in love with it".

Warrington Home Improvement and Information Agency (WHiA) is an advisory service for older, disabled, or vulnerable people and families on low incomes who own their own homes or live in private rented accommodation and wish to repair, improve, or adapt their homes.

During 2021-22 WHiA:

- Arranged for small repairs for 709 clients who needed help.
- Project managed 146 Disabled Facilities Grant cases.
- Collaborated with colleagues to provide a Sanctuary Scheme for 93 people at risk of domestic abuse.
- Launched a Rapid Community Response service for people in crisis to help them remain at home.

3.4 **Our People**
 To be an exceptional place to work that attracts, develops and nurtures our colleagues.

Over 100
 gifts collected by
 WHA for WBC
 to distribute



Supporting our communities with the basics

Our team are always on the lookout for ways to get involved in helping our community in any way they can, from collecting food and money donations for Warrington Foodbank, to raising awareness and collecting for the Christmas Toy Appeal, run by Warrington Borough Council's Neighbourhoods team is a perfect example.

WHA is proud to be an exceptional place to work, this past year we have attracted several talented, dedicated and caring colleagues to new and existing posts alike:

Living Wage Commitment as WHA continues to invest in our colleagues.

Once again, we were proud to be accredited as a Living Wage Employer. Our Living Wage commitment sees everyone working at WHA receive a minimum hourly wage of £9.50, a rate that is significantly higher than the government minimum for over 23s, which stood at £8.91 per hour.

The real Living Wage is the only rate calculated according to the costs of living. It provides a voluntary benchmark for employers that wish to ensure their staff earn a wage they can live on, not just the government minimum.

Laura Gardiner, Director, Living Wage Foundation said: "We're delighted that Warrington Housing Association has joined the movement of over 7,000 responsible employers across the UK who voluntarily commit to go further than the government minimum to make sure all their staff earn enough to live on."

It's always great to have new colleagues join the team, bringing with them their vast experience and knowledge and this year we welcomed the following new faces:

Sarah Whyment
 Customer
 Engagement Manager

Kimberley Flynn
 Independent Living
 Co-Ordinator

Leanne Doherty
 Customer Service
 Advisor

Robert Redmond
 Customer Service
 Advisor

***23.4%**

**Staff
 Turnover**

***1.11**

**Avg Days lost
 to Long-term
 Sickness**

***2.85**

**Avg Days lost
 to Short-term
 Sickness**

*Figures supplied are WHA HouseMark results as at 31.03.2022

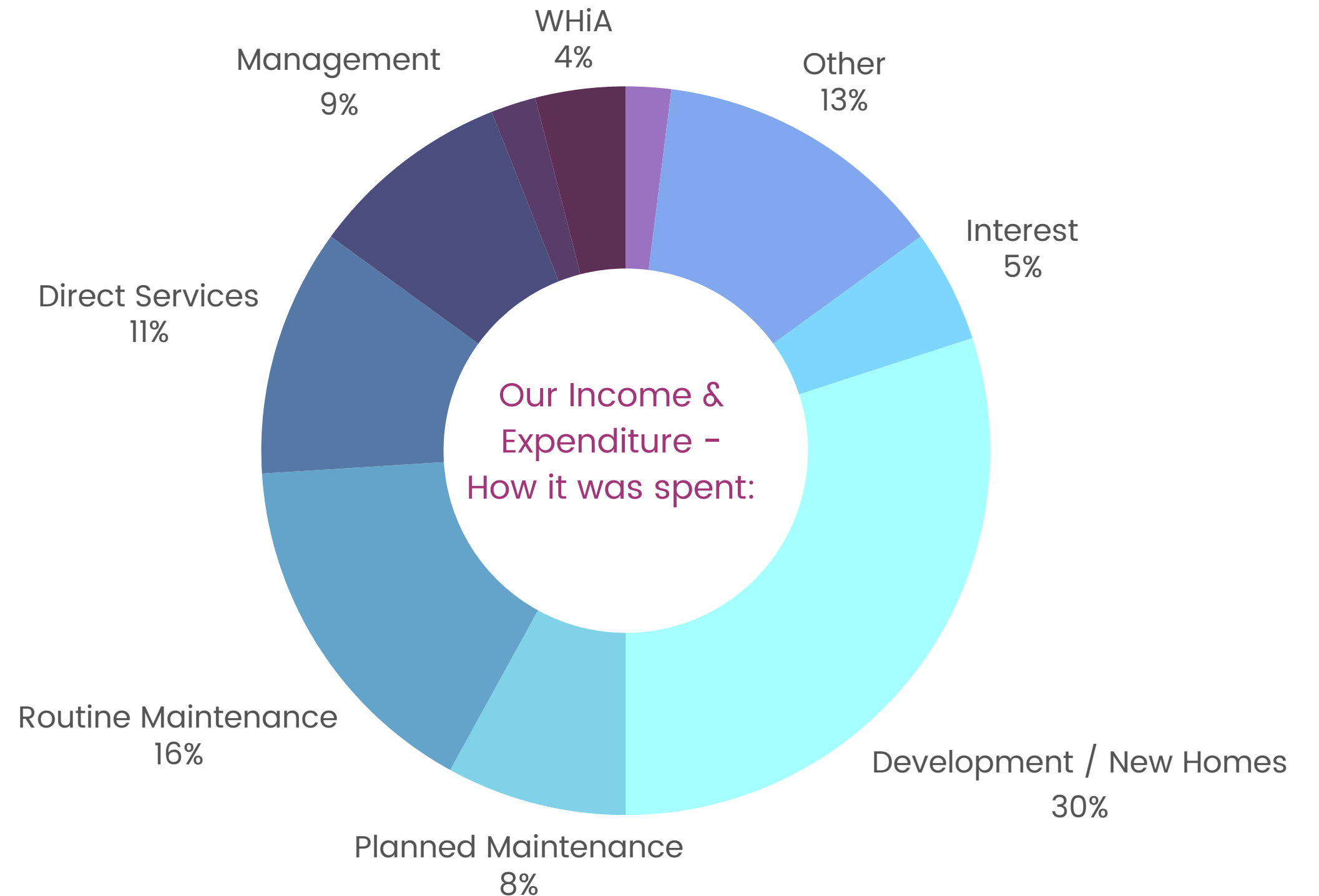
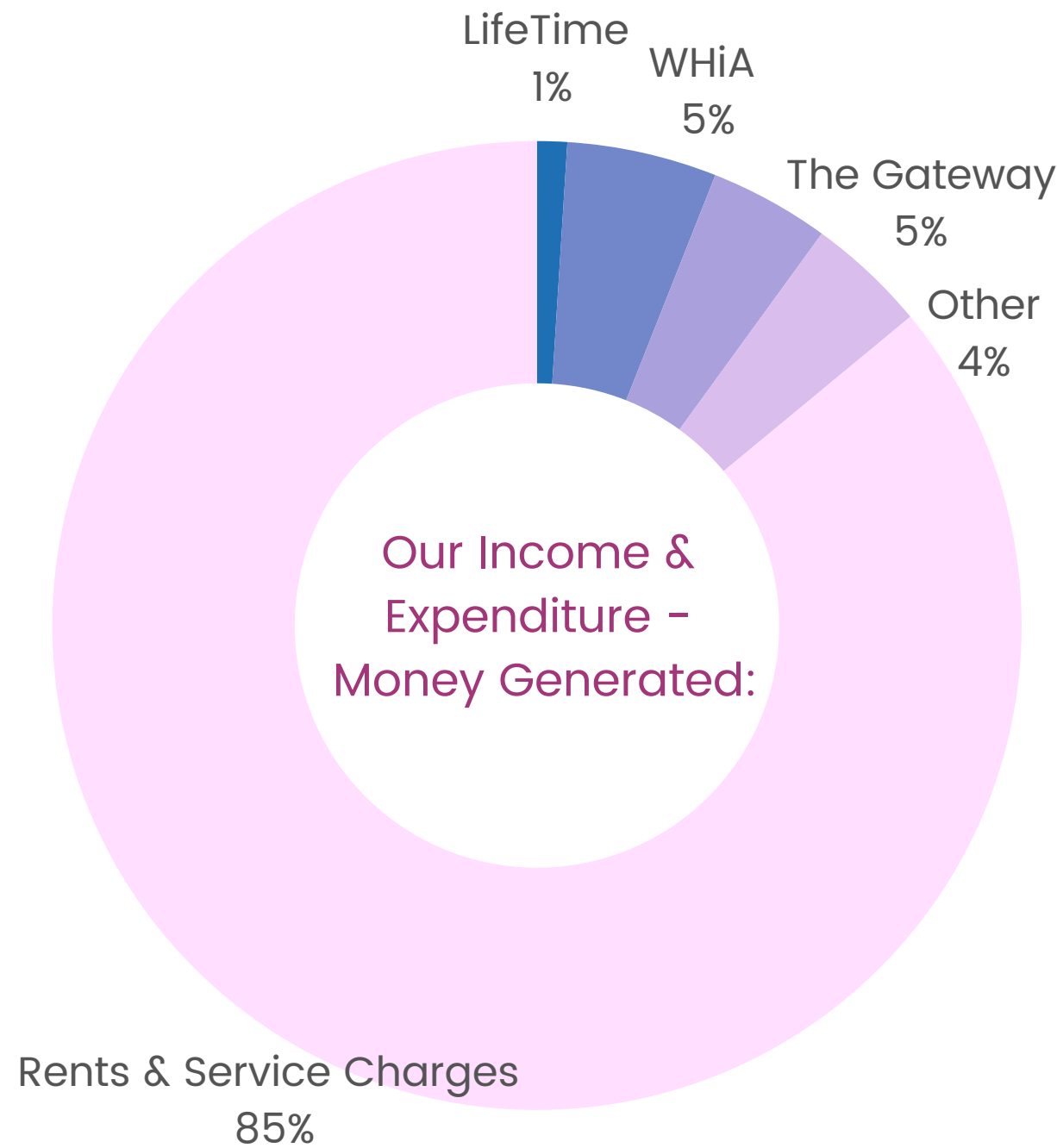
4.0 Our Viability

To deliver a financially strong and well managed business, fit for today and prepared for tomorrow.

We have a number of income streams which generate money for the services we provide and here you will find a break-down of where our income came from, along with an overview of how we spent that money to provide our services to tenants & customers, maintain our tenants homes, deliver our social value and continue to develop more homes for our community.

***4.78%**

Current Tenant Rent Arrears



4.1 Our Governance

Warrington Housing Association (the Group) comprises of Warrington Housing Association Limited and its wholly owned subsidiary LifeTime Homes (Warrington) Limited.

Warrington Housing Association (WHA) is a not for profit organisation, a registered society under the Co-operative and Community Benefit Societies Act 2017 with tax-exempt charitable status and as such has charitable objectives.

LifeTime Homes (Warrington) Limited is a general commercial company, with the requirement to covenant any profits to WHA.

WHA is governed by a Board of management composed of between five and twelve non-executive members. They are drawn from a wide background bringing together professional, commercial and local experience and are remunerated for services performed for the Association. Further information on our board members can be found on our website: www.wha.org.uk

WHA's Annual Report 2021-22 is shared with our customers in accordance with The Tenant Involvement and Empowerment Standard and is in-line with our organisational value that our customers are at the heart of everything we do.

Published: October 2022

Unless otherwise stated, figures provided within this report are from WHA's HouseMark and Sector Scorecard results.

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Visit our website and follow us on social media for the latest updates:

www.wha.org.uk

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