



WELCOME TO YOUR SUMMER NEWSLETTER

Newsletter—Summer Edition

Issue 2—2024

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Welcome to our Summer Edition, we have included lots of information for you which we hope you find useful and informative about the work we are doing and how these impact on you

Tenant Satisfaction Measures. Results 2023 — 2024

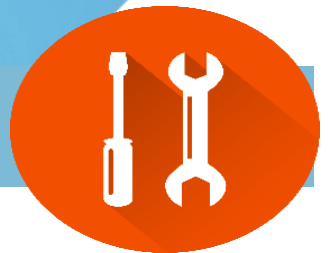
In April 2023, the Regulator of Social Housing (RSH) introduced Tenant Satisfaction Measures (TSM). All social housing landlords must provide the RSH with information on their performance. This helps the regulator to assess how



Satisfaction

OVERALL SATISFACTION = 81.7%

Keeping Properties in Good Repair



Proportion of homes that do meet the Decent Homes Standard = 99.8%

Repairs completed within target timescales = 90%

Satisfied with repairs we carry out = 70%

Satisfied with the time taken to complete your repair = 55.7%

Satisfied that your home is well maintained = 79.4%



Maintaining Building Safety



Checks which have been carried out at the properties:

Gas safety checks = 99.4%

Fire Risk Assessments = 100%

Asbestos Management Surveys = 100%

Legionella Risk Assessments = 100%

Communal Passenger Lift Safety Checks = 100%

Relationships With Auckland Home Solutions



Satisfied that we listen to your views and act upon them = 76.1%

Satisfied that we keep you informed about things that matter to you = 66.2%

Agreement we treat tenants fairly and with respect = 83.8%



Effective Handling of Complaints

Satisfied with our approach to handling complaints = 63.6%

Number of Stage 1 complaints received = 13

Number of Stage 2 complaints received = 2

Stage 1 complaints responded to within the Housing Ombudsman's Complaint

Handling Code timescales = 92.3%

Stage 2 complaints responded to within the Housing Ombudsman's Complaint

Handling Code timescales = 100%

Your Neighbourhood & Community



Anti-social behaviour cases – 34

Anti-social behaviour cases involving hate crime = 0

Satisfied with our handling of anti-social behaviour = 59.3%

Satisfied we keep communal areas clean and well maintained = 79.4%



Complaints

The Complaint Handling Code is a Statutory requirement for landlords from 01 April 2024, aiming to achieve best practice in complaint handling and provide a better service to customers.

There will be a legal duty placed on the Ombudsman to monitor the compliance with the Code, regardless of whether it receives individual complaints from customers about a landlord. For the first time, this means landlords will need to submit their self-assessment annually to the Ombudsman, which we have completed.

We are in the process of updating our website with the Self-Assessment, Service Improvement Plan, Resolving Complaints Policy and the Governance Response.

AHS'S Financial Position

After quite a challenging couple of years, the budget for 2024-25 has been agreed by Board for Auckland Home Solutions is to make a small surplus, and to generate an improved cash balance. This follows a couple of years where a surplus has not been possible due to the very difficult conditions that we are all familiar with, including the energy price increase, and the cost-of-living crisis, both of which have had a significant impact on business as well as personal finances.

The team at Auckland Home Solutions have worked hard to ensure that the worst impacts of the cost-of-living crisis have been minimised for our customers, including searching out the best gas and electric deals, and keeping maintenance costs down as much as possible, whilst keeping our service levels high.

We are in the process of finalising our accounts for the financial year 2023/24, and once we have had these audited and approved by the Board, the Annual Report and Financial Statements will be published on our website for reference. The 2021/22 and 2022/23 reports are already available.





AHS Compliance & Building Safety



The table below shows the results of April, May and June Compliance Checks carried out by AHS contractors and Managed Agents. There is room for improvement in all the areas and the team are working hard to ensure all areas reach and maintain 100% compliance.

We have introduced a new working process with the Managed Agents to try and ensure we receive copies of valid certification ahead of the expiry date of the current certificate or on the day of expiry date.

This is all to help us ensure that all our customers are safe within your homes as this is one of our top priorities and we meet our statutory and legal obligations.

Compliance Area	APRIL '24		MAY '24		JUNE '24	
	AHS	Managed	AHS	Managed	AHS	Managed
Asbestos Re-inspections	100%	37.50%	98.44%	45.45%	100%	72.72%
Electrical EICR Inspection	98.80%	100%	100%	100%	100%	93.94%
Fire Risk Assessment	100%	91.17%	100%	79.83%	100%	63.92%
Emergency Lighting Inspection	100%	90.91%	100%	94.29%	100%	82.85%
Fire Panel and Safety Systems	100%	80.20%	99.29%	92.71%	99.29%	60.42%
Gas Safety Checks	99.40%	83.12%	99.40%	94.40%	99.40%	98.61%
Lifting Operations and Lifting Equipment	100%	NA	100%	NA	100%	NA
Mechanical Servicing	100%	NA	100%	NA	100%	NA
Legionella Risk Assessments	98.93%	70.59%	98.93%	91.30%	98.93%	100%

All areas in red are being targeted by the team for big improvements month by month.

- SAY HELLO TO OUR NEW RECRUIT-

Phil Clark – Maintenance Officer

Phil has significant experience in day to day maintenance and knowledge of repairs and maintenance, having worked in Social Housing and the Care Provision. Phil will be looking to ensure works are carried out to a high standard, whilst maintaining Value For Money. On occasion you may even find he does the job himself!



Garden Competition WINNERS

I am delighted to announce that the garden at Eshwin Hall has been chosen as the winner of our garden competition. This decision was based on several remarkable aspects that truly set their garden apart and made it a deserving winner.

First and foremost, the use of bright, vibrant flowers throughout the garden created a stunning visual impact. The careful selection and arrangement of these flowers not only enhanced the aesthetic appeal of the space but also brought a sense of joy and tranquillity to all who visited.

Additionally, the Eshwin Hall garden project was a shining example of community involvement. The residents actively participated in every step of the transformation, from planning and planting to ongoing maintenance. This collaborative effort fostered a sense of pride and ownership among the residents, strengthening their bond with each other and their environment.

The transformation of the garden was nothing short of extraordinary. What was once a simple outdoor space has been turned into a thriving oasis, providing a sanctuary for relaxation, socialisation, and reflection. The creativity and dedication shown in reimagining and revitalising the garden were truly inspiring.

Furthermore, the inclusion of fruit and vegetable growing areas added a practical and sustainable dimension to the garden. This not only encourages healthy eating and self-sufficiency but also provides an educational opportunity for residents to learn about gardening and the benefits of growing their own food.

Congratulations to everyone involved in this incredible achievement!

THANK YOU TO ILEX Compliance Services LTD for sponsoring this competition.



1st Place – Eshwin Hall

2nd Place – Brackenwood Drive

3rd Place – London Road



Customer Panel

Thank you to everyone who has expressed their interest in becoming a member of the Customer Panel, our first meeting will be held in October. More details will follow in our newsletter.

