

Customer annual report

2015/16

Welcome to A2Dominion's 2015/16 customer annual report



I'd first like to introduce myself as your new Customer Services Committee Chair, Caroline Tiller.

In this report I will outline our key achievements and performance over the last year, and our priorities for 2016/17.

Investing in the future

We continue to concentrate on investing in our homes. In 2015/16, a large proportion of our surplus came from private sales.

Over the next year, we will continue to invest 80% of our surplus into providing new homes, including affordable homes.

Helping our customers get online

We significantly increased our investment in digital services with the relaunch of our customer portal, My Account. This has helped customers to get better and faster access to information and services, such as requesting repairs and viewing statements.

Investment in digital services will remain a top priority in 2016/17 so that you can access our products and services more easily. We will do this by continuing to develop and add even more features.

We will also continue to help customers to get online and use our digital services. In 2015/16 alone we helped 250 customers get online by providing them with training and support.

Rent and service charge

This year, we changed the format of our annual service charge estimates to provide you with clearer information about how your service charge bills are calculated.

For the first time, we included a comparison of costs between last year and this year.

We have also improved our service charge query process and we are now able to resolve your queries quicker than ever before, reducing the number of times you need to contact us.

Over the next year we will continue to improve our estimates to help reduce the likelihood of unexpected costs.

Neighbourhood services

We have successfully reduced running costs and improved the way we work. This has enabled our staff to spend more time with customers in their own homes and to give them additional support. For example, in 2015/16 we helped customers to secure £4.7m of housing benefits and other payments.

Over the next year, we will be increasing the number of routine inspections we make on some of our estates to better monitor our cleaning and gardening services.

We will be focussing our efforts on fulfilling our responsibilities to you, our residents, and reinforcing residents' rights and responsibilities.

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Our annual residents' awards ceremony, May 2016

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We will also be providing more training to our front line staff so that they are empowered to make the right decisions about antisocial behaviour cases.

Our new in-house legal team will help us speed up cases where we believe we can take action.

Taking your views on board

We have used your feedback to make improvements to many of our services, including My Account, complaints and antisocial behaviour. Satisfaction with overall customer service is now 10% higher than last year, with 86% of customers saying that they are either 'satisfied' or 'very satisfied'.

We have improved our complaints procedure and are currently resolving complaints 20% faster than this time last year.

Our new and improved My Account allows you to view the progress of repairs for your home, including communal repairs. On average, we now resolve urgent communal repairs within 19 hours.

We've also been monitoring the performance and satisfaction of our antisocial behaviour service with help from the Housing Services Income Group – a group made up of staff and customers.

We will continue to use your feedback to improve our service to you. For example in a recent survey, customers asked for the option to receive text updates on repairs and appointments. We are now working on plans to introduce this feature.

Looking forward

We strive to put you, our customer, firmly at the heart of everything we do. One of the ways we will do this over the next year is to develop better tools so that our staff can handle and resolve your queries more efficiently.

Thank you to everyone who has volunteered with us over the last year. We hope you will continue to work with us in 2016/17 to help us improve our services.

To find out more about our services and how you can get involved, please visit our website at www.a2dominion.co.uk/customers.

Caroline Tiller

Chair, Customer Services Committee

Our performance over the last year

These tables show you how well we have performed against our targets. We have also compared ourselves to other housing associations whose rent charges are less, the same and more than ours.

Customer service		
Customer satisfaction with our Customer Services Centre	Customer satisfaction with our complaints handling service	Overall satisfaction of new customers with AzDominion
80% This year's target	80% This year's target	89% This year's target
82% This year's result	83% This year's result	82% This year's result
How have we done?	How have we done?	How have we done?

Rent and service charge								
SOCIAL RENTED HOUSING		LEASEHOLD			Average AzDominion weekly rent†		Average weekly rent in the private sector*	
Outstanding rent owed to us	Average number of days taken to re-let a property	Service charge queries resolved within 30 days	Overall satisfaction with leasehold services		London	South East	London	South East
4% This year's target	17 This year's target	- No target this year	- No target this year	One bedroom flat	£108	£100	£413	£173
4% This year's result	19 This year's result	80% This year's result	71% This year's result	Two bedroom flat	£125	£119	£590	£273
How have we done?	How have we done?	How have we done?	How have we done?	Three bedroom house	£137	£137	£636	£345
				Four bedroom house	£155	£152	£889	£481

† Social housing
* www.zoopla.co.uk (April 2016)

Repairs		
Customer satisfaction with our repairs and maintenance service	Homes with a valid gas safety certificate	Urgent repairs attended to within target
85% This year's target	100% This year's target	90% This year's target
78% This year's result	99.9% This year's result	94% This year's result
How have we done?	How have we done?	How have we done?

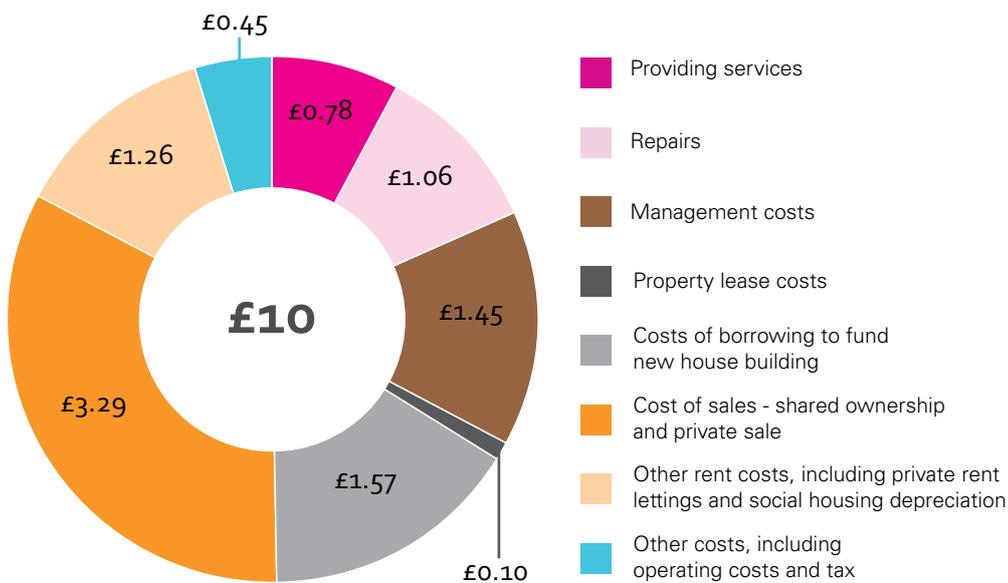
Antisocial behaviour (ASB)			
Customer satisfaction with our ASB service	Customers that feel their case has been resolved	Customers who would report further instances of ASB to us	ASB cases responded to within our set timescale
80% This year's target	75% This year's target	88% This year's target	100% This year's target
76% This year's result	69% This year's result	88% This year's result	86% This year's result
How have we done?	How have we done?	How have we done?	How have we done?

Key	
	On or above target
	Less than 5% (or 5 days) below target
	More than 5% (or 5 days) below target

Value for money

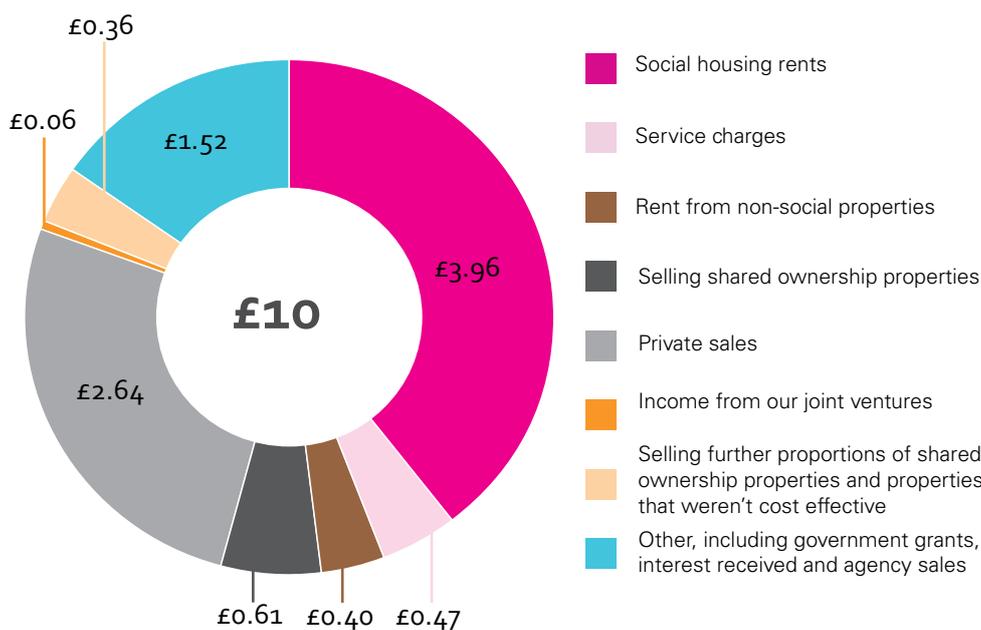
For every £10 we spent on providing social housing...

This chart shows the different costs involved in providing social housing.



For every £10 we received...

We re-invest the money we receive in providing quality housing for our customers. This chart shows where our money comes from.



For more information, view our self assessment showing how we achieve value for money on our website: www.a2dominion.co.uk/vfm.



1,127

The number of new homes we built, including homes for rent and shared ownership



£37.8m

The amount we invested in improving and upgrading existing homes



£4.7m

The amount of extra housing benefits and other payments we helped secure for our customers.