



## Annual Report 2017/18

Our Customer Annual Report shows you how we've performed over the last year and how we've been developing and improving our services.

Last year we said we wanted to:

- Create more new homes
- Respond to anti-social behaviour cases more quickly
- Support you with work, volunteering opportunities, digital training and financial awareness
- Protect your homes from fire, gas and electrical incidents.

As a result, we provided 954 new homes. Of these, around 60% were for rent and shared ownership, with the remaining homes for sale.

We had an 82% satisfaction rate following case reviews of anti-social behaviour complaints, by continuing to invest in mediation programmes and further develop our neighbourhood team's relationships with the local police, councils and you, our customers.

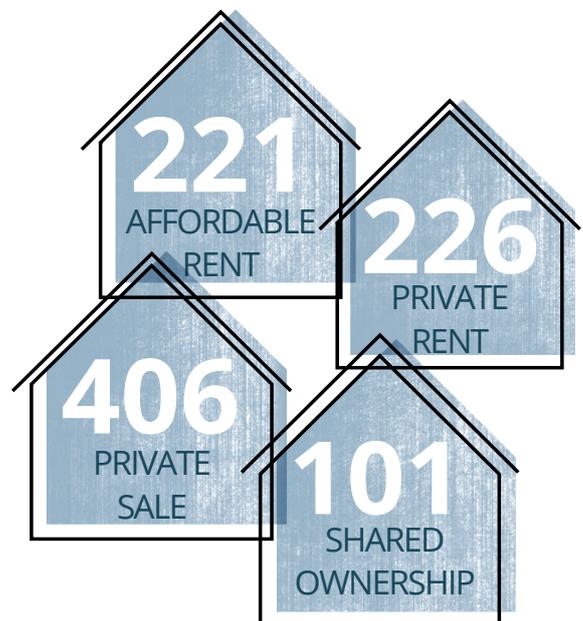
1,033 of our residents took part in employment, enterprise and educational programmes in local communities, and we carried out over 1,000 Fire Risk Assessments across our properties.

### Us at a glance

We are a residential property group with over 65,000 customers in 37,000 homes across London and southern England.

We reinvest 100% of our profits back into our work, helping to deliver new homes, better services and support local communities.

In 2017/18, we built 954 new homes to meet a wide variety of needs.



## Prioritising customer satisfaction

Our Customer Contact Centre achieved a satisfaction rate of 83% and on average we answered calls one minute quicker than we did last year. We made changes to our ways of working to enable our customer service agents to answer your questions consistently and effectively.

As part of our £20m technology investment we'll be removing call options so you speak directly to a member of our team when you call us. We'll also be introducing 'live chat' so you can contact our team online quickly and without having to call.



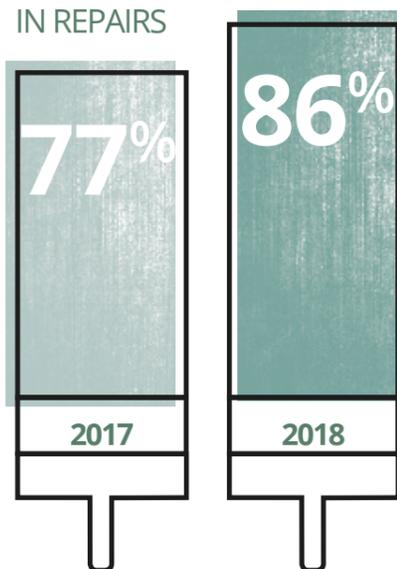
Valerie Doy, 76, lives at Lord Knyvett Court, Stanwell with her sister.

"I really like the community here and I love our home. The staff at the Community Centre are like family."

## Improving our repairs service

We achieved 86% customer satisfaction for our repairs service and completed routine repairs a day-and-a-half quicker than last year, on average.

### CUSTOMER SATISFACTION IN REPAIRS



## Continuing our care and support services

We received over £1m funding for care and support services and accommodation. These included:

- Creating 10 additional beds in our Oxford hostel
- Gaining a new contract in Woking, to deliver personal care and support to residents over the age of 60
- Expanding our domestic abuse services in Oxfordshire and West Berkshire to support the safety and recovery of victims of domestic abuse
- Receiving a new contract to develop our young people and parents' services in Surrey, West Berkshire and Wiltshire to provide support and advice to local young parents for the next four years.



FUNDING SECURED FOR NEW CARE AND SUPPORT CONTRACTS

## Looking after your neighbourhood

Between 2018 and 2019, we will be reviewing our environmental services supplier contracts, including communal cleaning, gardening and decorating services. This is due to be completed in 2019 and we will be contacting customers regularly with updates between now and then.



## Give us your feedback

Your feedback is essential to us providing an outstanding service and we value your input and suggestions.

If you have something you'd like to tell us about the services you've received, please get in touch with us by filling out our form online at [a2dominion.co.uk/customerfeedback](https://a2dominion.co.uk/customerfeedback).



We set up our Customer Advisory Panel (CAP), consisting of customers, industry experts and A2Dominion Board members.

The panel aims to improve our services and communications by taking part in regular meetings, advising on customer projects and testing new services.

## Investing in your home

We invested £24.7m on the refurbishment of the homes we manage. This included the replacement of kitchens, bathrooms, roofs, windows and doors, estate improvements and internal and external decoration.



INVESTED IN UPGRADING OUR EXISTING HOMES, INCLUDING NEW KITCHENS AND BATHROOMS

## Providing support in times of financial difficulty

Our employees provide financial guidance and over the last year they secured £5.8m in extra benefits for customers - £300,000 more than last year.



FINANCIAL SUPPORT AND GUIDANCE



L-R: Andrea Tierney, Linda Chicout, Kylie Crosby, Elizabeth Wanjiru and Claire Tolba

## Supporting our communities

We've been working in local communities to carry out programmes focussing on health and wellbeing, financial and digital inclusion, employment, enterprise and education.

We also had more than 31,000 customers engage in neighbourhood and community centre activities. This has included over 1,033 customers engaged in our employment, enterprise and educational programme, leading to 99% of them saying their incomes had improved since joining the programme.

## Investing in your businesses

We invested £35,000 into our Dragon's Den style business enterprise programme, supporting budding entrepreneurs with mentoring and grant funding to launch or expand their businesses.

Five female entrepreneurs won a combined £15,000 in business funding after presenting their business ideas in a Dragons' Den style event organised by us.

## Looking ahead to next year

Last year, we introduced plans for our £20m business change programme, Fit for the Future, to significantly improve our services and become more responsive to your needs and expectations.

You'll soon start to experience the first of the changes we're making. This will include introduction of live chat on our My Account portal and a brand new customer website launching in 2019, which will enable you to use more of our services online. Look out for more information and further updates as the programme progresses.

Our other priorities over the next year include:

- Delivering 900 new homes for rent, shared ownership and sale, helping to meet demand for high quality new homes
- Sustaining and improving satisfaction with our Customer Contact Centre and repairs services
- Continue to invest in upgrading and maintaining the homes we manage
- Investing in initiatives to support local communities, including help for residents to get online and coaching programmes.

If you would like more information about our performance in 2017/18, please view our Annual Report and Accounts 2017/18 at [a2dominiongroup.co.uk/publications](https://www.a2dominiongroup.co.uk/publications).