



Tenant Annual Review 2022/23

Welcome by our tenant Philip Lloyd



Welcome to your Tenant Annual Review for 2022/23.

Whilst we are getting over the Covid pandemic, we are now dealing with the cost of living crisis. The ever-rising cost of food and fuel hits all tenants, and Progress Housing Group is doing its best to help tenants.

The Group now has more than 7,500 homes in Lancashire, Cumbria and North Yorkshire for rent. It also provides more than 4,270 specialist housing properties for adults with a learning disability and autistic people across the UK.

Parts of the report highlight the overall tenant satisfaction with the role that Progress plays as our landlord.

The report is structured around some of the Tenant Satisfaction Measures and the Group's Customer Promises in anticipation of them being introduced on 1 April 2023.

The Group's response to the present controversy within social housing about mould and damp in properties is discussed.

All the Group's performance information for general needs housing, housing for people over 55, leasehold and shared ownership is in the report from 1 April 2022 to 31 March 2023.

“Tenants are at the heart of all that Progress Housing Group does.”

Your feedback is very important to the Group and helps it do better and improve its services for tenants. The Tenants' Voice - Improving Services group (a group of tenants who regularly review our performance and services) continues to play an important role in challenging the Group to do better. We hope you enjoy reading your annual review, please contact us if you have any comments about it.

Thank you for reading our review.

Promise one

We promise to keep your homes well-maintained and safe.

Investing in your home

Well-maintained and safe homes and neighbourhoods are our highest priority. Last year we spent £9.5 million delivering our routine repairs service and carried out over 25,431 repairs, including 5,201 emergency repairs.

We invested £9.3 million in planned works to improve 1,380 homes, including fitting 128 new kitchens, 275 new bathrooms, 502 new doors and windows, 127 roofs and 348 heating systems.

We take our responsibility as a social housing provider very seriously, and providing high-quality homes that our tenants feel safe in is our highest priority. We are keen to identify the causes of damp and mould issues and to work with tenants through a person-centred approach, providing a responsive and proactive service to tackle any issues.

74.7% of tenants who completed a survey told us that they are satisfied that their home is well maintained. Whilst performance and satisfaction with local area repairs are high, repairs performance for our out-of-area properties remains below target. This has negatively influenced overall satisfaction and repair performance. This contract is being closely monitored going forward to drive improvement.



Trend

Same as last year ↔ Worse than last year ↓ Better than last year ↑



Keeping you safe

We spent £1.4 million on 5,638 gas safety and 1,722 electrical tests, 132 fire risk assessments, 46 asbestos and 37 water hygiene checks to make sure our homes are safe and sound. 79.4% of tenants who completed a survey told us that they are satisfied that their home is safe.

Carbon commitment

We are committed to reducing our overall environmental impact, cutting carbon emissions in homes, improving the long-term viability of our homes and reducing energy bills for our tenants.

This year, we invested £3.7 million in energy improvements such as fitting loft insulation, double glazing, LED lighting and A-rated boilers. We supported tenants with energy information and contacted 400 tenants to make them aware of their eligibility for additional energy discounts.

Our Customer Promise | Homes

How well are we doing?

0.2%



of homes not meeting the Decent Homes Standard

100%



of gas safety checks completed

96.3%



of fire safety checks completed

1.7%



of investment in existing homes

71%



of homes with an Energy Performance Certificate (EPC) rating of C or above

79.4%



satisfaction that the home is safe

74.7%



satisfaction that the home is well maintained

Looking forward – in the coming year, we will invest £9.5 million in repairs and improvements, £1.4 million in safety works, and £4.4 million in environmental works. We will also launch our Healthy Homes project, surveying every property so that we can deal with issues before they become a problem. We will continue to invest in and improve our independent living offer, responding to older people's changing needs and aspirations.

Promise two

We promise to work with you and other agencies to keep your community/neighbourhood safe and well-maintained.

Creating safe places to live

Our Community Safety Team dealt with 1,085 cases, of which 631 were for anti-social behaviour (ASB), and 454 were related to gas and electric safety checks, which we must do by law. This was compared to 697 cases last year, a decrease of 66 cases.

We continued to work closely with partner agencies to help prevent and tackle anti-social behaviour. For example, 15 ASB cases were referred to ADR Mediation Services. Six of these cases were successfully resolved (40%).

In the past year, we completed 86 estate walkabouts and eight community clean-up days, enabling us to identify communal repairs and vandalism and have a presence on our estates.

58.9% of tenants who completed a survey told us that they are satisfied that we make a positive contribution to neighbourhoods, and 66.8% told us that communal areas are kept clean and well maintained.





New homes

This year, we built 127 new homes, including 89 for affordable rent, and 38 for shared ownership.

Work has also begun on our flagship Extra Care scheme in Lancaster, providing 108 low-cost homes and facilities such as a roof terrace, games room, laundry, hairdresser and communal areas designed to be 'sensitive to dementia'.

How well are we doing?

6.4%



of reinvestment in new properties and existing stock

91.1



number of ASB cases per 1,000 homes

58.9%



satisfaction that Progress Housing Group makes a positive contribution to neighbourhoods

66.8%



satisfaction that communal areas are kept clean and well-maintained

55.1%



satisfaction with our approach to handling ASB

Looking forward – we will build 221 new homes to rent to help tackle the housing shortage in the coming year. We will continue to invest in and improve our independent living offer, responding to older people's changing needs and aspirations. Our Community Safety Team will be looking at ways to improve how we deal with ASB, including reviewing our policy, letters and how we monitor performance.

Promise three

We promise to be always respectful and supportive and involve you in improving services.

Learning from feedback

Your feedback helps us to do better and improve our services. This year, we received 579 complaints, which has fallen from 654 last year. The majority of complaints were about the time to complete repairs and long call waiting times. We have been working closely with our contractors around our expectations, to ensure we deliver an improved and efficient service. Our Customer Contact Centre also has a call-back feature to reduce long waiting times during set hours.

The Group received 138 compliments, where customers complimented our operatives on their professionalism, efficiency and friendliness when engaging with tenants.

We have learnt from your feedback and have made changes and improvements to our processes and services. This has included improving our complaints process to make it easier for tenants to give feedback, ensuring LED lightbulbs are fitted into empty properties, and improving parking in the Lower Lane area.

We're committed to meeting the requirements of the Housing Ombudsman's Complaint Handling Code, and we carry out an annual self-assessment to make sure that we comply with the code. You can read our annual self-assessment by clicking here: [How are we performing](#) or using the QR code.



138



compliments
(244 2021/22 ↓)

579



complaints
(654 2021/22 ↑)

90%



complaints responded to within target timescales (10 working days for stage 1)
(86.9% 2021/22 ↑)

Involving tenants



We put tenants at the heart of everything we do. We use the insight gained from our STAR survey to focus on what matters most to people and provide opportunities for tenants to get involved.

Last year, our Tenants' Voice - Improving Services group, which scrutinises our services and monitors tenant experience, reviewed our out-of-hours repairs and community safety services to recommend how we can improve things.

Volunteer tenants carried out 17 'community checks' around neighbourhoods. These help us identify issues such as fly-tipped items, blocked drains, untidy gardens and blocked pathways.

We visited tenants at six community-based chats to create improvement plans for the six neighbourhoods, which we have shared with tenants.

We ran 268 events, which 3,257 people attended. These included 30 community and social events, as well as training, consultation and scrutiny events such as our Talkback Forum.

At our independent living schemes, 2,045 people participated in various social activities. Other events included our annual Progress in Bloom gardening competition, a scarecrow festival, and Progress Community Champion Awards, which recognise our valuable tenant volunteers.

We provide funding for four community centres in Lancashire where tenants and residents run their own activities to benefit everyone in the community.

30



community events

268



events

175



independent living events and activities

28



consultation events

12



scrutiny activities were organised

6



training events



Wellbeing and support

Over the past year, we have stepped up our support to offer help with the rising cost of living. We have created two new initiatives that have helped hundreds of tenants access financial assistance and get help with their wellbeing and resilience.

We launched a £250,000 Tenant Support Fund in October as part of our Progress Tenancy Sustainability Service. The fund has supported 353 people to buy food, fuel, white goods and furniture.

We partnered with Life & Progress, a specialist wellbeing and mental health provider, to provide our tenants with a free support and wellbeing service 24 hours a day, every day of the year.

We also provided critical tenancy support to 103 tenants at risk of losing their homes and introduced counselling services at our homeless schemes.

Our specialist team helped 109 tenants with income and benefits advice, securing over £155,320 of additional income.

Progress Futures

Progress Futures is a free service for people living in our homes and communities to help them improve their prospects through employment and learning.

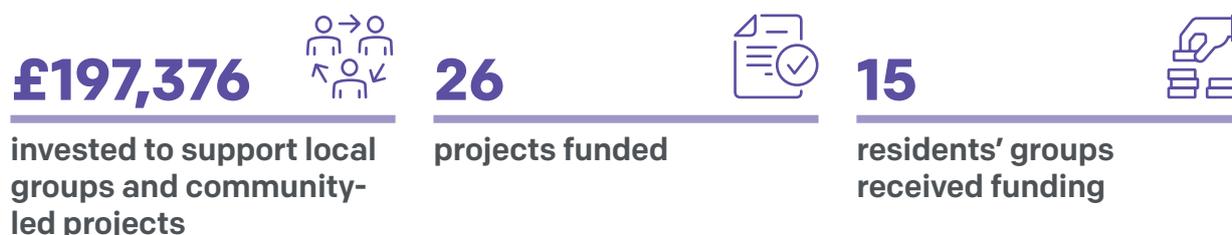
Progress Futures supported 179 tenants, with 146 gaining employment or going on to education, training or apprenticeships.

As well as providing dedicated one-to-one support, we offered support to more than 1,400 people through community-based job clubs.



Funding for communities

We invested £197,376 to support local groups and community-led projects. This included funding for 26 projects, which paid for community gardens, activities for young people, arts and crafts groups, support for food banks, social activities for older people and more. A further 15 residents' groups also received funding after pitching their ideas through our award-winning Soup Dragon's Den initiative, where community groups and individuals pitch for funding for up to £1,000.



Our Customer Promise | Culture

How well are we doing?

314



people supported via Progress Futures, **179** of which are tenants

82.7



complaints per 1,000 homes

75.3%



agree they are treated fairly and with respect

61.2%



satisfaction that your views are listened to and acted upon

70.4%



satisfaction that you are kept informed about things that matter to you

Looking forward

– our Tenants' Voice –
Improving Services group will be reviewing how we keep tenants informed with useful information about their tenancy and appointments. During 2023/24 we will complete our new community facilities in Broadfield. We continue to develop and enhance our Tenant Sustainability Service, to provide more support to our tenants when needed through the ongoing cost of living challenge. We will continue to gather valuable insight from our tenants through our local Community Chat events and develop our area improvements plans based upon your feedback. Finally, we will continue to work with all our key partners and stakeholders to provide support in the community where our tenants live.



Allocations

	2022/23	2021/22
The average number of days it took to re-let an empty home from when a tenancy is terminated to a new tenancy starting	19.5 days	26.3 days
The average number of days it took to re-let an empty home (with major works) from when a tenancy is terminated to a new tenancy starting	25.4 days	36.2 days

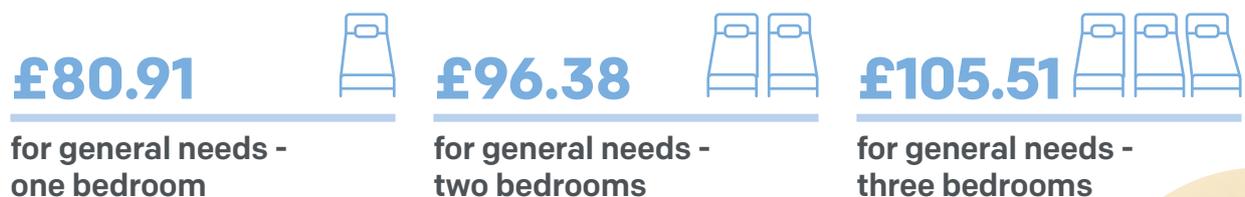
We improved the number of days for a property to be re-let, saving £60,000 in lost rental income compared to the year before. It also enables tenants to move into their new homes sooner.

Rent and service charges

The government regulates how we set our rents, and we follow strict guidelines. In consultation with tenants, we increased our general needs rents by 7%, and our general needs weekly service charges increased on average by 14p. We increased our independent living rent by 9.875%. Our weekly independent living service charge increased by £5.36. The increases help us to make sure our homes are safe and well-maintained and that we can continue to deliver high standards of service and service improvements. We also gave tenants a 15% energy efficiency reduction on their energy service charges.

71.3% of tenants told us they were satisfied that our rents provide value for money. We kept our arrears at 2.5%, below our target of 3.2%.

Average weekly social rent



All the above figures exclude service charges.



Thanks for reading your review

To find out more, please visit our website
www.progressgroup.org.uk

 ProgressStreetTalk

 @progress_hg

Have you activated your online tenant account?

To report and track repairs or check your rent account 24/7 go to my.progressgroup.org.uk or scan here



Opt-in marketing

To sign up for updates on your home, community and other services go to www.progressgroup.org.uk/sign-up