

ANNUAL REVIEW 2015/16

Creating great homes and supporting communities





At your service

Each year seems busier than the last. We've been through a period of great transition in the last 12 months and we're still working through the detail behind many of these issues that are, as yet, unknown.

No sooner had the Housing and Planning Bill completed its journey through Parliament, than we learned the result of the European Referendum. Both have an impact on our business, most particularly in relation to financial matters.

We're still managing the introduction of Universal Credit and many of our tenants will see changes to the way their benefits are paid, and how much they receive. We're also waiting to find out what proposed amendments to the Right to Buy scheme mean to us and those who wish to buy their homes.

Meanwhile, we are still addressing the great demand for our homes, by investing in the repair and maintenance of existing properties, and building new ones to increase the number of homes available in our area.

We're also growing our two social enterprise subsidiaries, both of which will generate funds that will be used to support Two Rivers Housing in the future.

Centigen Facilities Management has continued to win new clients and business in its second year of trading, while our brand new property sales and lettings



agency TwoCan picked up an award for great customer service within its first six months. This is excellent news for our current and prospective tenants.

Steering us through this period, and experiencing its own time of change, is our Board of Trustees. Our sincere thanks for their years of support went to Adrian Birch, Colin Lumsden, Vic O'Brien and Shelley Renwick as they stepped down, and we welcomed Patrick Harkness, Christopher Hillidge, Susan Holmes, Jonathan Richards and Neil Sutherland to take over the reins and guide our future.

Yours

Garry King
Chief Executive

David Powell
Chair of the Board



Our Customer Service team handled over

53,800 CALLS

83.5% were answered within 20 seconds

We received 

146

COMPLAINTS

half were upheld

We received 

195

COMPLIMENTS

more than ever before

Regular surveys showed our tenants...

96% find us friendly & approachable	92% like where they live	90% believe their rent is good value	87% are satisfied with our service
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Your home

Our **PropertyPlus** repairs team carried out



15,564 REPAIRS
WORTH **£1.16 MILLION**



975 EMERGENCY CALL-OUTS **297** OUT-OF-HOURS

98%

of daytime emergencies resolved in **less than 24 hours**

90%

of urgent jobs completed **within five working days**

89%

of routine repairs completed **within the 15 day target**

9 DAYS

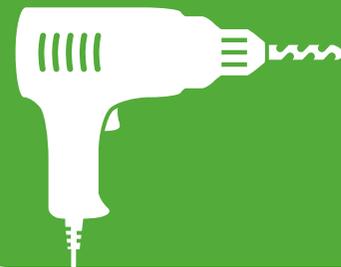
average completion time

WE FITTED: 137 NEW KITCHENS (£541,000)

115 NEW BATHROOMS (£310,000)

66 HOMES WITH NEW WINDOWS & DOORS (£55,000)

114 HEATING UPGRADES (£410,000)



WE CARRIED OUT:

308 external improvements (£1.4 million)

60 electrical rewiring tasks (£290,000)

2,847 gas services (£80,000)

495 solid fuel services (£11,600)

480 electrical reports (£58,000)

717 smoke detector tests (£29,700)



Our Handyperson completed

623 JOBS

FREE OF CHARGE and another **124 HandypersonPlus tasks**

which tenants pay for, eg plumbing, garden work and decorating



Supporting you

We held almost **2,500 EVENTS** at our HomePlus centres enjoyed by **32,000** people!

 **99%** of tenants thought our spring and summer action days really benefited their community

 **91%** of tenants were satisfied with their estate maintenance service

 **94%** were satisfied with the cleaning at our communal areas



 On average it took **14½ DAYS** to prepare an empty home for new tenants

 We dealt with **136** reports of **anti-social behaviour** & **70% WERE SATISFIED** with how their case was handled

We gave **FREE DEBT, WELFARE & BENEFIT ADVICE** to **351 TENANTS**

HELPING THEM TO CLAIM

£52,500 in backdated benefits
£590,000 in new benefits



Tenants owed us £297,000

in unpaid rent during the year – 1.5% of our total rental income

17 tenants were evicted for rent arrears totalling **£44,500**



8 TENANTS

received our financial help to **DOWN-SIZE** following the cut in benefits for spare bedrooms

 **237 TENANTS**

claiming Housing Benefit saw their income reduced by the Government's 'spare room subsidy' or 'bedroom tax'

52 of them were helped with Discretionary Housing Payments awarded by the council



12 TENANTS

were affected by the Government's cap on benefits



5 TENANTS

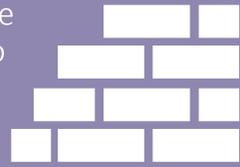
claimed their benefits using the new 'Universal Credit' scheme



Building and selling homes

We spent **£3.2 million**
building **29** new homes for affordable
rent and Shared Ownership

in Coalway and Dymock, part-funded by
the Homes and Communities Agency



Work started on

23

NEW HOMES

at Eastington, Lydney, Ruardean
and Westbury-on-Severn

costing **£2.6 million**



We bought 28 homes

in Hartpury and Staunton
from Oxfordshire-based Cottsway Housing

**WE
SOLD**

**12 HOMES
PRIVATELY**

and invested the money in building new homes

8 people
bought

their home through
'Right to Buy'
or
'Right to Acquire'

6 people
chose

Shared Ownership
and
2 PEOPLE BOUGHT
their Shared Ownership
homes outright

➔ Our future

We have **two business subsidiaries**, set up to **deliver quality services** and **generate profit** to invest in **Two Rivers Housing**.



Centigen
Facilities Management
gained 15 new clients
in 8 service sectors
and has seen
an eight-fold growth
in the number of
services offered.



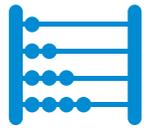
twocan

TwoCan
property sales & lettings agency
launched in June 2015
and marketed

90 homes
worth almost
£17 million
in less than a year.

It earned a **5-star rating**
from satisfied clients in its first six
months, through raterAgent.





Adding value

CASH IN

Rent	£19,327,000
New loans	£401,000
House sales	£2,043,000
Interest received	£6,000
Other income	£755,000
Service charges	£772,000
TOTAL	£23,304,000

CASH OUT

Developing new homes	£4,979,000
Wages and administration	£4,697,000
Buying specialist services	£516,000
Maintaining homes	£9,385,000
Interest paid	£3,464,000
Other fixed assets	£42,000
TOTAL	£23,083,000

Two Rivers Housing is a registered charity run on a not-for-profit basis. This means we don't have any shareholders to receive dividends, nor do we pay bonuses to directors.

Instead, any money left over after we have paid our bills goes straight back into providing homes and services. It is, therefore, important for us to achieve the most we can from the funds available, whilst making sure we deliver high quality services.

Our regulator, the Homes and Communities Agency (HCA), requires us to complete a value-for-money self-assessment.

The full version of this for 2015/16 can be found in the Library on our website.

We are bound by a set of HCA Regulatory Standards, including the Governance and Financial Viability Standard. Further details on the standards can be found on the HCA website at www.gov.uk/topic/housing/regulation.

HOW EACH POUND IS SPENT



41 PENCE	maintaining existing homes
22 PENCE	developing new homes
20 PENCE	managing our services
15 PENCE	servicing our loans
2 PENCE	providing additional services <i>(eg grounds maintenance, HomePlus)</i>



www.tworivershousing.org.uk



for you - for your community - not for profit