

How are we doing?

Customer Annual Report
2019/20

Your home is **where our heart is**

Every year we keep our customers up to date with how we're doing against our targets and what you can expect from us in the future.

68,000 people call an A2Dominion home their home and we're working hard to make sure that we put you at the heart of everything we do. This year we're launching our plan for the next five years – we're committed to improving the experience and services we provide to you and to making it easy to deal with us. We don't want to just build properties, we want to look after homes and the people who live in them.

Over the past few months, the coronavirus pandemic has had a huge effect on all of us. We're proud to have supported many of you in lots of ways during this time and your copy of Home magazine takes a more detailed look at how we've adapted our services for you.

Keeping you **safe**

Your safety is always our top priority and we want you to feel your home and community are safe and secure at all times.

Last year, we committed to establishing a dedicated programme which would invest millions of pounds in fire safety improvements. As a first step, we planned to complete **125** independent inspections of our tall buildings, but actually reviewed a total of **147** and more are planned. Our dedicated programme is now up and running and the team is working hard to understand and plan the upgrades we'd like to make, keeping you as up to date as possible with our progress.

195

customer queries answered, supporting you with concerns about resales, re-mortgaging and shared ownership issues



Investing in your home

Based on your feedback, we prioritised how we maintain our developments in 2019-20, including:



Improving the way we manage repairs requested by you, our customers



An improved approach to how we build homes and choose materials so that fewer repairs are needed at our new properties



Planned refurbishments, upgrades and major repairs:

- **349** kitchens and/or bathrooms
- **626** windows and/or door replacements
- **198** roofs
- **924** boiler installations
- **2,880** external/internal redecorations



We'll keep listening to your feedback to deliver our services as you want them



And develop a carbon reduction plan, to reduce greenhouse gas emissions from our estates



WE DID



So far so good! We met our planned works targets and we've seen an overall reduction in required repairs since we've improved the way we build. Here are some highlights:

100%

planned repairs

delivered and more

(4655 scheduled, 4679 delivered)

75%

repairs completed

on first visit

(target 75%)

87%

satisfaction with

repairs you've requested

(target 85%)

10

days average

repair time*

(5 days faster than 15-day target)

99.96%

gas compliance –

that's 16,876 gas servicing inspections!

£66m

Nearly £66 million

spent on maintenance

5

Moving to a 5-year

programme to make

our works quicker and less disruptive

* time from repair request to completion

** on average

Making it **easy**

We've made some big changes to our systems to make calling us easier, including a new call back feature so that you don't have to queue to speak to us.

Although **79%** of you were satisfied with the service you got from our contact centre this year, that's lower than **81%** the year before, and less than our target of **83%**. Making changes has temporarily slowed us down, but it's all part of our investment in longer-term improvements for you and, as we go to print, performance is recovering well.

Last year, you said you wanted to be able to find information and get in touch with us more easily, so we launched a new website in November 2019 to help. Our new-look website was designed, with your help, to give you improved features like live chat and a better help centre. You've told us that the new online ways of contacting us are **60%** easier and quicker than using email.

When things **don't** go to plan

For three years running **86%** of customers who made a complaint have been satisfied with how we've dealt with it – exceeding our target of **83%**.

We work hard to deliver a great service but recognise that we can't always make things right as quickly or in the way that you'd like. To help us with that, we said we'd aim to resolve at least **96%** of your complaints at the first stage. Last year, **1,819** of you made a complaint and we're really pleased to have resolved **96%*** of them at the first stage, without any further investigation. We're continually reviewing how we can make our service to you better by using your complaints to learn and improve.

*based on 6 months' data.

// *A very friendly, patient person on the other end of the phone*

Christine, A2Dominion resident



Since launching, nearly

150,000

people have visited our new-look customer website

Making it simple

Last year, **99%** of our service charge statements were accurate first time but we thought we could do better. So, we said we'd aim for 100% accuracy, and promised to create a new-look booklet, to make your rent and service charges easier to understand.



We sent out **26,711** copies of our new and improved booklet in February 2020. We're delighted that your queries have nearly halved, showing the new design has been helpful. Fewer queries also means we can get back to those of you who do have questions more quickly.



Our booklet has been helpful but we're always looking to improve, so this year we'll revise it based on your feedback so it's more relevant to your building. We'll also keep:



- Working to make sure your statements are accurate
- Striving for the best balance between quality and price, by putting high cost works and services out to competitive tender as much as possible



Supporting our communities

Last year we invited you to get involved in our community events and initiatives and you certainly took us up on the offer!



We worked with **7,500** customers in health, wellbeing and financial projects such as:



- Job fairs and employment support
- After-school and holiday programmes for young people
- Financial support and training

It's going to be a big year ahead in our communities. We want to help more of our customers get online and increase your access to local health services.



Did you know?

We're always working to keep you, your family, your home and your neighbourhood safe. Over the last year:

We opened Matilda House providing support, specialised services and **shelter for homeless people** in Oxford.

A chance to try and rebuild my life and to have a place to call home

Matilda House resident



16,876

gas compliance checks completed.
That's 99.96% of our target



924

new boilers safely installed



£663,000

spent on **removing fly-tipped rubbish** that can be hazardous and unsightly – £34,000 more than the year before



3,108

estate inspections – ensuring a clean and looked after place to call home. That's 299 more than the year before



£40,000

of **Children in Need funding** won to help children and young people affected by domestic violence



6,017

hours of **personal care delivered** to residents who needed it in our new over 55s development – Beechwood Grove



356

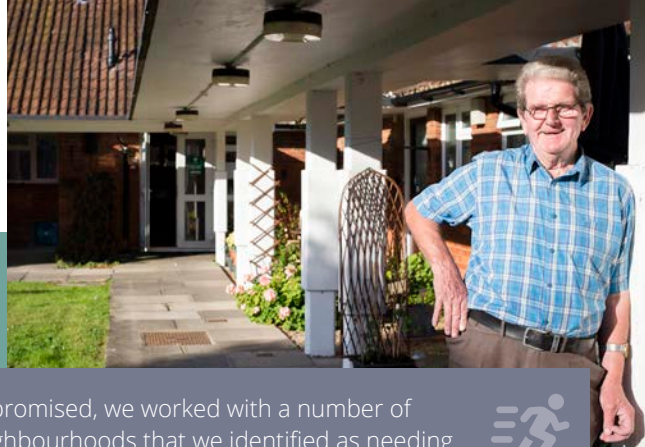
pest control jobs – protecting you from serious health risks and our buildings from damage. Only 9 more jobs than the previous year



600

domestic abuse calls answered each month, supporting people who felt unsafe in their own home. A quarter of them from first time callers

A great place to live



WE SAID “

Remember the Great Places to Live (GPL) programme we told you about last year, that finds creative ways to improve neighbourhoods and communities?

We've got big plans for the year ahead for GPL projects including:



- **Expanding our onsite handy person services** to maintain properties quickly and proactively
- **Funding to improve communal spaces** such as extra seating, wellbeing spaces and play equipment
- **Waste reduction community projects** to raise awareness of free and local removal services
- **A kitchen in our Beethoven Community Centre** to host cooking lessons, lunch and school holiday clubs

NEXT
STEPS

As promised, we worked with a number of neighbourhoods that we identified as needing some extra attention. Here's a snapshot of what we've been up to:



Over £400,000 spent improving our neighbourhoods including more security, better lighting, outdoor gym equipment and sports activities



Redesign of communal outdoor spaces to make them enjoyable places to spend time with family, friends and neighbours



Community transport bus to ensure safe journeys to and from local youth services



Installation of secure bin store doors to prevent vandalism and rough sleeping in bin areas



30 new partnerships with local services focusing on youth engagement, reducing social isolation, health and wellbeing and supporting income and money management

WE DID

KEY ACHIEVEMENTS

£1.6m

invested into community investment activities

1,300+

people helped at our Advice Plus sessions

£125,000

invested to enhance community spaces with playgrounds and outdoor gyms

£600k+

raised to develop our services for customers

1,000

customers per week given access to activities at our community centres

4,000+

people attended our job fairs

Our
Communities

Life-changing support

Angella initially approached us for welfare benefits advice and was referred to our Employment and Training team. The team provided one-to-one support to help:

- Update her CV
- Improve her interview technique
- Polish her job applications
- Access job fairs to meet employers

"The support I've received from A2Dominion has been life changing and came at a time in my life where I was in desperate need of help. My confidence has been restored and I now have a job I enjoy. I can't thank A2Dominion enough for investing so much."

Angella, A2Dominion resident



We were all thrilled when Angella got a job in the health industry. Angella was just one of the 5,000 customers we supported this year with help and advice to make the most of their money.

We'd love to hear from you

Let us know what you think of our annual report and you could **win a £50 shopping voucher**.

Just visit:

a2dominion.co.uk/annualreport

