



A leading not-for-profit Housing Association, providing places where tenants can live safely and well in good homes across Cumbria



Annual Report 2024

Introduction from our Chair and Chief Executive

This Annual Report provides a summary of the work we've completed in the last year and how we're focused on making sure our tenants shape the delivery of our services.

Firstly, can we just say a huge thank you to all our tenants for sharing with us feedback and views this year. We have been increasing the ways we listen to tenants and this has informed the new targets for the next four years. You've told us what your priorities are and we are listening and responding:

- Keep tenants informed
- Improve the repairs service
- Invest more in your homes
- Increase the energy efficiency of your homes, to help combat the cost of living

We'll be focused on improving in these areas over the next four years and you can read more about us looking forward on page 5 of this Annual Report.

In the last year, tenants have been rating Eden Housing Association through a new ratings system called the Tenant Satisfaction Measures. All Housing Associations are now required to commission an external company to ask tenants the same questions in order to understand how well we are delivering from the tenant's perspective. This helps us to compare our performance and whilst we're delighted with the results (shared on page 7), we're not complacent. There is a strong correlation from your satisfaction results and the feedback you give us. This gives us a clear focus on where we need to focus our improvements.

Tenant Voice and Influence

To make sure we engage properly with tenants before decision making, we have Scrutiny Taskforces made up of tenants. These groups have oversight of all the services we provide to make sure our tenants

are always holding us to account. On page 3 of this report you can read more about the fantastic work the Taskforces have helped us with this year and how you can get involved.

Investment in Assets

We've recruited more colleagues so we can work more closely with our contractors and increase the investment in your homes. Page 6 of this report provides the numbers on what we've achieved this year. It's an increase from last year and we're planning a bigger increase again next year! We continue to work closely with our tenants to minimise the disruption when we're changing boilers, installing kitchens and bathrooms. We are also investing to improve energy efficiency to get all homes to achieve an Energy Performance Certificate rating of C or better by 2030.

Outstanding Organisation

In March, we were really pleased when the Regulator for Social Housing confirmed Eden Housing Association retained the G1/V2 rating – the highest rating a housing association can achieve in governance, and the most common financial viability grade of V2 that mirrors most other landlords and is reflective of working in the current economic climate. The Regulator believes we are well managed and have sufficient financial headroom to deliver for tenants.

Thanks to Beth!

Finally, we'd like to say a huge thank you to Beth Furneaux, our Chair, for her fantastic guidance and leadership during her 7 years on EHA's Board. Douglas Ross is stepping up to Chair the Board from September 2024.



Chris Fawcett

Chris Fawcett
Chief Executive



Beth Furneaux

Beth Furneaux
Chair

Tenant Voice and Influence



EHA's Tenant Opinion Panel

Over 190 tenants have now joined our Tenant Opinion Panel (TOP) and are regularly telling us what they think about services they are interested in. We are currently working with TOP to see whether our services are fair and accessible. Any agreed actions for improvement will be included in our Equality, Diversity and Inclusion Action Plan.

If you'd like to join TOP, check out our Facebook group by scanning the QR code or you can send an email to: myviews@edenha.org.uk



Engagement Culture

We want to make sure customers are at the heart of decision making at EHA. TOP are our go-to when we're looking at service changes or improvements, but sometimes we ask all our tenants to tell us what they think of something.

This year, we asked 1500 tenants to let us know their priorities for our strategic plan for 2024-2028, we used tenants' views to shape our plans for the future. We also asked how well you think we communicate – with you, within teams and with our contractors. Feedback was used to focus a more detailed review and respondents were invited to join our Communications Taskforce (see below).

Our interactive newsletter Viewpoint www.edenha.org.uk/viewpoint/ is sent out six times a year. It's a great way to share information our tenants need or might find useful.



Tenant Scrutiny

This year, we introduced a new approach to tenant scrutiny, aimed to remove the need for long term commitment, and meetings for tenants who want to review a service in more depth. We've worked with 2 Scrutiny 'Taskforces' – one to review how we manage damp and mould, and the other to review how we communicate. Each Taskforce was made up of 6 previously uninvolved tenants, who had had direct experience with both service areas. They gave their views over the phone, online and in person. All 6 recommendations made by the Damp and Mould Taskforce are complete, and work is underway to action the 12 recommendations from the Communication Taskforce.

Our Scrutiny Audit Panel (SAP) review all reports to make sure that the investigation meets their agreed standard – to make sure we've provided relevant information, and we offer a range of ways that the Taskforce can share their views. SAP meet bi-annually to review performance and satisfaction data to select areas for review – this makes sure that all of our scrutiny work is led by tenants.

Complaints' Panel

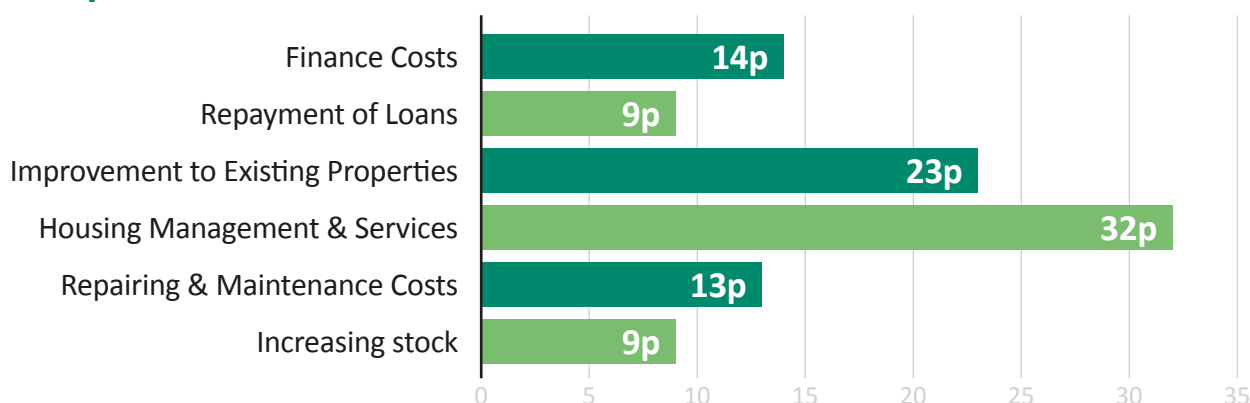
We have a Complaints Panel made up of elected tenants, scrutiny panel representatives and two Board Members. Our Complaints Panel meet quarterly (aligned with Board meetings). The role of our Panel is to:

- Understand the impact of complaint handling on our customers
- Review issues and trends arising from complaint handling
- Use the data to assess performance and risks
- Ensure that learning is being used to drive service improvements

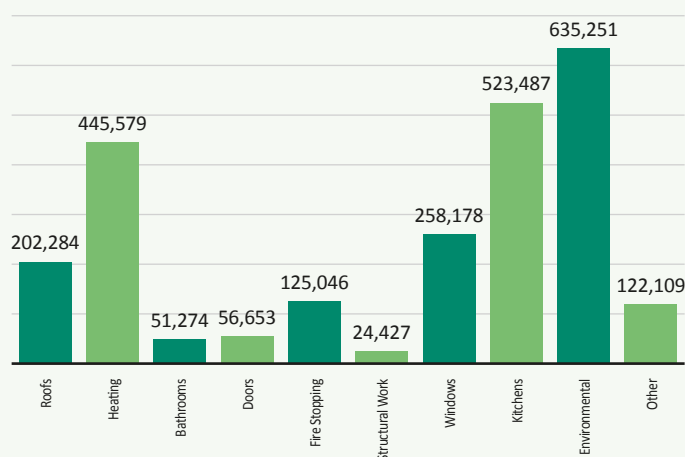
This year they have been pleased to see a big improvement in the time taken to investigate and respond to our customers' complaints, this has been attributed to the introduction of a dedicated Complaints Officer.

Our Numbers

How Every £1 of the Rent Is Used



Property Improvement Spend £



Key Indicators

Other indicators on which we measure our performance closely are:

Number of owned and rented properties at 4 April 2023	1834
Number of homes let during the year	85
Current Tenant Rent Arrears - % of annual rent debit	1.67%
Void Rent Loss - % of potential rental income that is lost due to a property standing empty	1.17%
The number of homes not meeting the Decent Homes Standard	4

Throughout 2022/2023 we received **17,197** calls to our frontline dedicated call handlers, of which:

14,756 were general enquiries

9,149 were Repairs and Maintenance related

1336 of our customers have signed up to our new web portal "My Account" allowing them to diagnose and report repairs, check account balances, make payments and message our team

During 2022/2023 we spent **£4,910,556** maintaining and improving our homes

1496 of our customers have provided us with a unique password which allows us to verify identity and protect personal data

New Strategy for 2024 – 2028

We've worked with tenants, stakeholders and our Board and colleagues to set an ambitious new Strategy for Eden Housing Association.

Our Vision

To be a leading not-for-profit Housing Association, providing places where tenants can live safely and well in good homes across rural Cumbria.

Measured by Tenants

EHA's tenants have given us a clear message on the areas of service to improve and we will use their satisfaction scores and feedback to assess how well we are performing.

KEY OBJECTIVES FOR THE COMING YEAR:



Improving and increasing the energy efficiency of homes



Providing well maintained homes with an improving repairs service



Working closely within our local communities to offer safe and attractive homes in places where tenants want to live



Continually strive to improve insight from how we listen to and understand all our tenants' views



Communicate clearly and build trust to improve tenant satisfaction



Embrace complaints and service failures as opportunities to shape improvement in services



Embrace inclusivity and recognise difference to offer a more personalised service based on each tenants' needs



Creating a culture where colleagues are empowered to make decisions and deliver excellent outcomes for tenants



Investing in technology and adapting to change to drive smarter ways of working



Strengthening our contractor relationships and delivering with a one team ethos

Investment in Assets

Maintaining our Homes in 2023-24

We spent over **£4.8million** last year in maintaining and improving homes, completing:

7417

routine
repairs

1201

emergency
repairs

1560

gas
services

364

solid fuel
services

77

oil heating
services

61

air source
heating services

31

solar thermal
services

518

electrical
safety tests

692

fire door
checks

188

repairs & safety
checks before
re-letting

218

inspections and
follow up works
for damp and
mould

14

new roofs
(large roofs/
listed buildings)

46

new
kitchens

101

new heating
systems

8

new
bathrooms

33

new
fire doors

55

new
external doors

57

homes with
new windows

85

homes externally
decorated

New Homes

It's great that we provided more affordable homes last year to help meet the demand on the waiting list. These were our first new homes for three years and we have 18 more homes expected to arrive in 2024/25 as a result of our close working with the local community.

Our priority is to invest in existing homes, and having a modest programme for delivering new homes will help strengthen our Business Plan and sustain continued investment in the long term.

Outstanding organisation

What you think of us!

Between May 2023 and March 2024, 610 of our tenants took part in an important Tenant Satisfaction Measures survey focusing on how happy they were with the way we maintain their homes and deliver our key services. The surveys were carried out by Acuity Research and Practice, an independent market research company via online and telephone questionnaires.

We were really pleased with the results, 85% of tenants were satisfied with our overall service. Thanks to all of our tenants who took part, your feedback is invaluable and demonstrates where we are getting it right and where we need to concentrate our efforts to do better.

Please scan the QR code for our detailed results.

<https://www.edenha.org.uk/wp-content/uploads/2024/05/2024-Resident-Satisfaction-Survey.pdf>



Complaints

Providing excellent customer service is one of our main objectives and we see the effective handling of complaints as a means of monitoring, maintaining and improving the quality of the services we deliver.

In November 2023 we recruited to the role of a dedicated Complaints Officer. This new role allows us to prioritise complaint handling, ensure consistency, compliance, recording and monitoring of relevant processes. In addition, it allows us to work collaboratively with our Managers identifying, learning and implementing relevant changes to our service delivery.

In line with the requirements of the Housing Ombudsman's Complaint Handling Code, we have introduced a Member Responsible for Complaints (MRC) who sits on both our Board and Complaints Panel, providing assurance on the effectiveness of our complaints process.

Between April 2023 and March 2024, we logged 56 Formal Complaints and identified the following common themes for improvement:

- Communicating with and updating our customer
- Completing repairs first time
- Accurate recording of information relating to repairs
- Communication between internal departments
- Communicating with contractors and managing contractor performance

<https://www.edenha.org.uk/wp-content/uploads/2024/06/Housing-Ombudsmans-Complaint-Handling-Code-Self-Assessment-2024.pdf>



In response to our Formal Complaints we have:

- ✓ Held "Communication" training with our front-line Customer Service Team
- ✓ Ran 5 "Housing 24" (Housing/Complaints refresher) sessions for all staff
- ✓ Our Scrutiny Audit Panel instructed us to complete an organisation-wide communications audit which was led by our tenant's "Communication Taskforce" group
- ✓ Carried out a full review of our Repairs and Maintenance team structure
- ✓ Recruited a dedicated "Damp and Mould" Co-ordinator
- ✓ Commenced a full review of our "Leasehold Repairs" process
- ✓ Worked closely with our contractors to address the issues raised via our formal complaints

We are pleased to report that none of our complaints this year have been referred to the Housing Ombudsman.

Please scan the QR codes for our latest self-assessment against the Housing Ombudsman's Complaint Handling Code and our Annual Complaints Performance and Service Improvement Plan 2023/24

<https://www.edenha.org.uk/wp-content/uploads/2024/06/Annual-Complaints-Performance-Service-Improvement-Plan-2023-2024.pdf>



Our Staff



IT Team



Executive Team



Neighbourhood Team



Planned Maintenance Team



Repairs & Maintenance Team



Compliance Team



Chair, Beth Furneaux, being presented by Board Members with her leaving gift of a Carlisle United football shirt after 9 years on the Board

If you would like to see the full results from our Tenant Satisfaction Survey or see our self-assessment against the Housing Ombudsman Complaints Handling Code, please scan the following QR codes:



Or get in touch and ask for a copy which we'll be happy to provide – either email enquiry@edenha.org.uk or call 01768 861400.

If you would like to join our Tenant Opinion Panel or find out how to get more involved with reviewing our services, please email myviews@edenha.org.uk or call 01768 861400.

We will do what is reasonable to provide information in alternative formats on request. If we encounter difficulties meeting your request, we will discuss the best solution with you.

 **Lǎngüage Liñe**



যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

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Jeżeli chciałby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

Registered Society under the Co-operative and Community Benefit Societies Act 2014 and an exempt charity Number: 28435R
Regulator for Social Housing Registration No. L4140



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