

Annual Report 2023 - 2024



Designed by
customers
for customers

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 @northdevonhomes

 @north.devon.homes

Welcome from the Chief Executive

Dear Customers,

Welcome to our 2023/24 annual report which sets out how we are performing and what we have achieved over the past year.

We have designed this report with customers to help us get the right balance and focus on the information we hope you find useful.

During the year we developed our new Corporate Plan and one of our 5 key objectives is to improve accountability by ensuring that we are open, transparent and provide a professional service that reflects the needs of the customer. This report provides an honest assessment of things we got right and where we need to improve.

I am very conscious that everything we do as a community landlord is driven by the rent we receive from our customers. The team always try to maximise the impact we have across the community and try to ensure we get the balance right in terms of investment in homes and estates, building new homes and improving services to you.

This report sets out our progress against these priorities in a challenging operating environment.





Best wishes,

Martyn Gimber
Chief Executive



What do these icons mean?

We have tried to keep this report simple and showcase the most important information throughout. Keep an eye out for these icons which will help guide you:

			
This icon will highlight costs and value for money	This icon will explain where customers have helped to influence services	This will let you know where to find more information	This will give you more information on terminology which might not be clear

If you have any questions about the report, or would like it in a different format, please email marketing@ndh-ltd.co.uk. If you don't have access to the internet and would like to get printed copies of the information that can be accessed by the QR codes on each page, please call us on **01271 312500**.

Working together with customers and staff



“As Chair of the Customer Board Partnership (CBP) I work with a team of Involved Customers to make sure that the wellbeing of customers is at the heart of

every decision made. We have the opportunity to bring the voice of the customer to the decision-making process at North Devon Homes (NDH) and get to see, first-hand, the changes that NDH make, based on our customer involvement. Who better to tell NDH where they need to improve than the people who live in their homes and use their services every day? I believe that this collaboration means that everyone at NDH works hard to improve our homes and our lives as much as possible and we can hold them accountable when things go wrong and help them put things in place to make sure it doesn't happen again.”

Jane
CBP Chair

A note from the Chair of our Board



“This Annual Report is our way of showing you, our customer, what we have achieved throughout the past financial year. Our aim is to be as open and honest as

possible in this document, showing you what we are doing well and how we've been learning important lessons from our mistakes and putting things right. The past couple of years have been extremely challenging for our business and for our customers and we know that things are still very difficult to navigate. However, we are still doing our best to provide the best value for our customers that we can.”

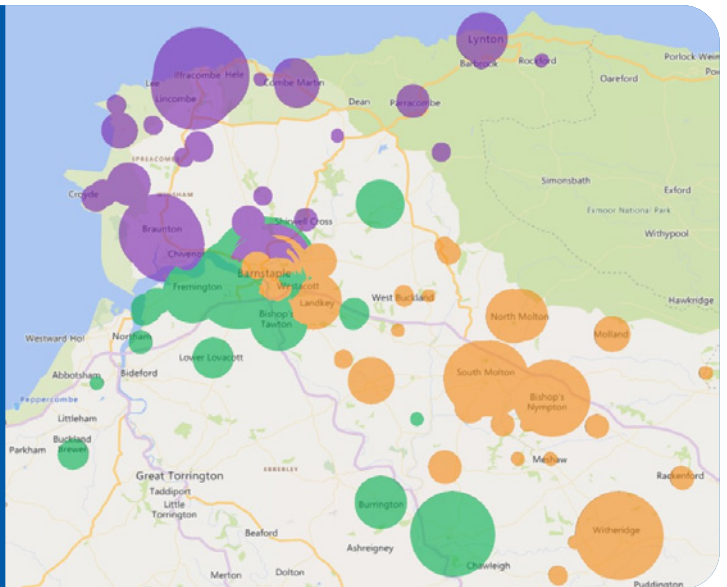
Colin Dennis,
Chair of the Board

Patches

Our teams work on a patch basis, which means that they each focus on an area within North Devon:

The three patches are Green, Purple and Orange. Please refer to the map opposite:

This patch system is applied across the business, including the income team and surveyors so that each of our customers has a team they can call on who know their area and their home, no matter what they are calling about.



We want everything to be as accessible as possible for our customers, so we have also published this Annual Report on our website. On each page of the report you will find a link and QR code where you can access the online version. For further information and stories for each section, please visit our website:

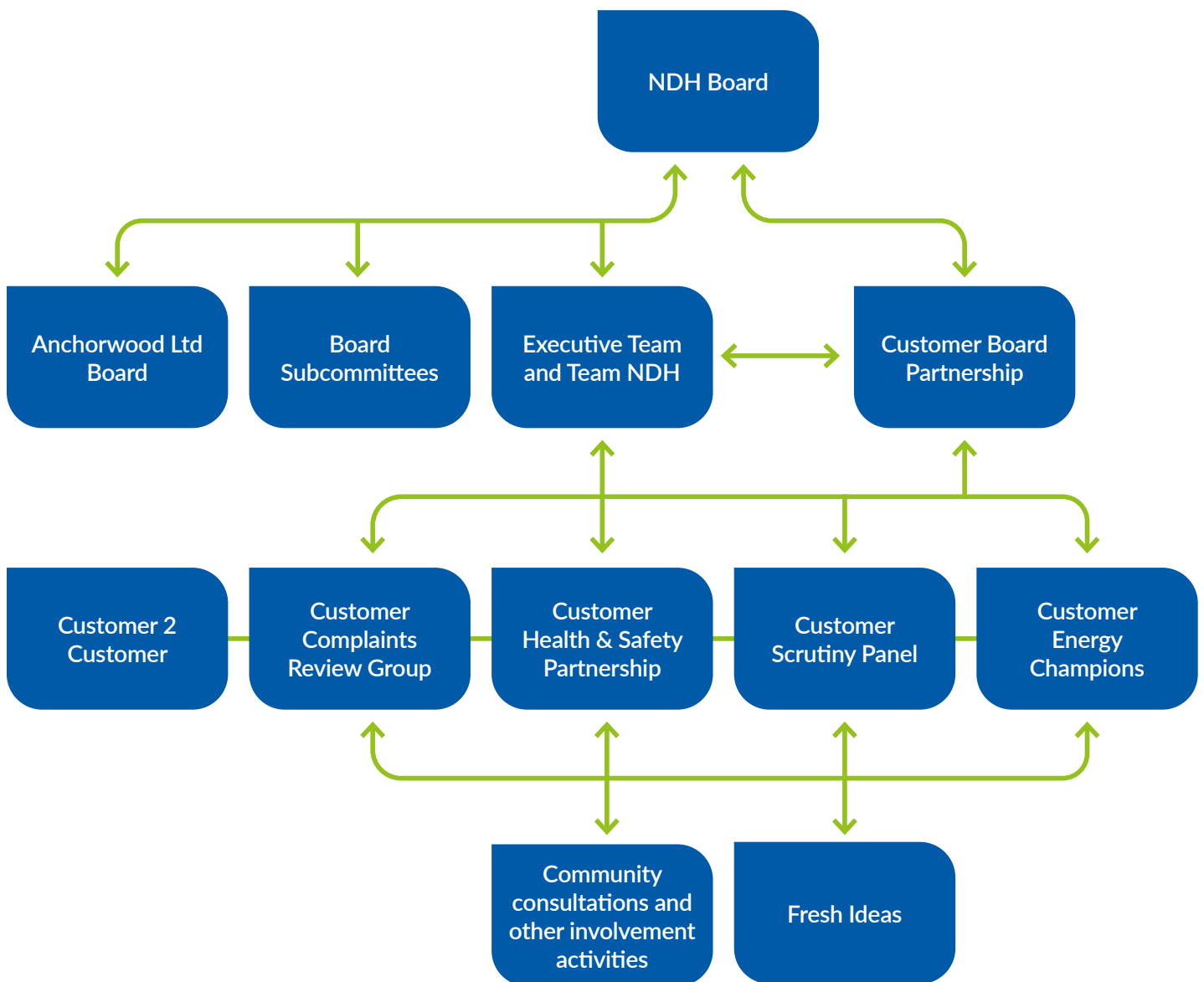


Customer Involvement and Governance

Our offer and your responsibilities

It is extremely important to us that we work with our customers and listen to their views on our services.

Below is a flow chart showing how each group feeds into our business, from front room to Boardroom. Any customer who interacts with us – whether at one of our events or one of our groups – influences what happens at Board level.



Here is a summary of customer involvement activity for the year 2023/24



Fresh Ideas

Total number of meetings **27**

Customer volunteer hours **189.5**

Outcomes –
4 letters,
20 leaflets/documents
2 policies/strategies reviewed



NDH
Scrutiny Panel

Scrutiny

Total number of meetings **14**

Customer volunteer hours **108**

Outcomes – areas of the business inspected are empty homes with 20 recommendations, damp, mould & condensation with 7 recommendations and recharges with 8 recommendations



Health & Safety
Customer Partnership

Health & Safety Customer Partnership meetings/events

Total number of meetings **23**

Customer volunteer hours **44**

Outcomes - action trackers created for each area



CBP

Total number of meetings (8 weekly) **6**

Customer volunteer hours **71**

Outcomes – recommendations from customer involvement activities discussed and approved at CBP meetings shared with Board



Complaints Review
Group

New Customer Complaints Group

Total number of meetings **4**

Customer volunteer hours **37.5**

Outcomes – the group meet quarterly to review all customer compliments and complaints. They identify common complaint themes and areas for improvement or where we can learn from our mistakes



Community consultation events

Total number of meetings **76**

Outcomes – engaging with customers at coffee mornings, doorknocking, customers phoning customers directly and other community events

2,170

Number of Customer points of view
(all customer involvement activities/
meetings/events)



You can find out the different ways in which you can influence our services and read further updates from each customer group on our website:



Customer Experience and Tenant Satisfaction Measures

The Regulator of Social Housing has introduced new Tenant Satisfaction Measures (TSMs) to help assess how well social housing landlords are performing. These measures came into effect on 1 April, 2023.

Purpose:

They aim to provide customers with a clear understanding of the landlord's performance and help the Regulator identify areas needing improvement.

Data Collection:

Social housing providers are required to collect data on these measures to ensure transparency and accountability.

Consultation Feedback:

The measures were refined based on feedback from customers and landlords to ensure they are effective and clear.

These measures are part of a broader effort to improve the quality of social housing and ensure that tenants' voices are heard.

During the past year, we used letters, calls, texts and emails to ask 12 questions covering our repairs service, building safety, customer engagement, neighbourhood management and complaints.

Here is the data we collected.

We have compared our results to national averages:



67.4%

National average 69.4%

Proportion of respondents who report that they are satisfied with the overall service from NDH



68.9%

National average 70.4%

Proportion of respondents who report that they are satisfied with the overall repairs service from NDH over the last 12 months



69.7%

National average 66.4%

Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it



63.5%

National average 69.4%

Proportion of respondents who report that they are satisfied that NDH provides a home that is well maintained



73.3%

National average 76.1%

Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that NDH provides a home that is safe



62.8%

National average 58.9%

Proportion of respondents who report that they are satisfied with NDH listening to their views and acting upon them



66.3%

National average 69.5%

Proportion of respondents who report that they are satisfied with NDH keeping them informed about things that matter to them



75.1%

National average 76.3%

Proportion of respondents who report that they agree with the statement: NDH treats me fairly and with respect



35.4%

National average 33.8%

Proportion of respondents who report that they are satisfied with NDH's approach to complaints handling



61.6%

National average 65.5%

Proportion of respondents who report that they are satisfied NDH keeps communal areas clean and well maintained



54.7%

National average 62.5%

Proportion of respondents who report that they are satisfied NDH makes a positive contribution to their neighbourhood



56.0%

National average 57.0%

Proportion of respondents who report that they are satisfied with NDH's approach to handling anti-social behaviour



We have analysed our results and worked with our involved customers to understand better what our customers are telling us, and we'd like to thank everyone who has helped us put together an action plan based on what we have heard. The customer version of our 'TSM Response Plan' is available on our website if you would like to see more about the priorities we have identified:



Customer Care Team

Our Customer Care Team (CCT) is always available to help you from 8.30am to 5pm Monday to Friday, either over the phone by calling 01271 312500 or by emailing customercare@ndh-ltd.co.uk or you can visit us in person at our Head Office at Westacott Road, Whiddon Valley in Barnstaple.

Outside office hours, you will find an array of services available on our website, including reporting repairs, logging anti-social behaviour (ASB), making a general enquiry or requesting a rent statement, to name just a few.



89%

of customers were very satisfied by how easily they could get through to CCT on the phone



90%

of our customers were happy with the explanation provided in response to their enquiry



92%

of customers said our advisers were friendly and helpful



36,128

calls taken in the last year (increase of 2.43% from last year)



55%

An average of 55% of our enquiries were handled at a First Point of Contact by our advisers



1m 28sec

Average waiting time to get through to a Customer Service Adviser is 1 minute 28 seconds



" Many thanks, the adviser was so helpful and patient and made sure that the request which was urgent was understood by the contractor".



Our involved customers have been a great help with our customer communications. They review all our letters, leaflets and other communications to make sure everything we send out is clear for everyone. Our Fresh Ideas group has recently reviewed our Voicescape data and made recommendations to change the script and time of day the calls are made.



Read more success stories about our customer service and find out what else you can do by visiting our website:



Complaints and Compliments

Compliments

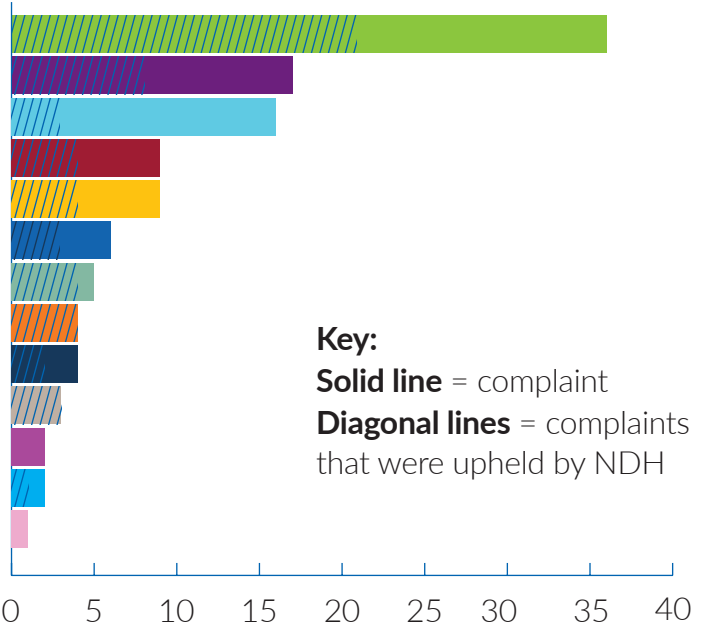
Responsive Repairs	55
Customer Care Team	46
NDH	21
Planned Maintenance	14
Income	10
Cyclical and Compliance	3
Community Involvement	3
Independent Living Service	2
Out of Hours	1
Regeneration and Development	1
Estate Management	1
Tenancy Management	1
NDH Customer Events	1
Neighbourhoods	1
Total	160



Complaints

Stage 1 **114 Complaints** **57 Upheld**

	Upheld	Not Upheld	Total
Response Repairs	21	15	36
NDH General	8	9	17
Neighbourhood Services	3	13	16
Planned Maintenance	4	5	9
Surveyors	4	5	9
Customer Care Team	3	3	6
Other	4	1	5
Cyclical and Compliance	4	0	4
Estates	2	2	4
Development and Regeneration	3	0	3
Income Team	0	2	2
Tenancy Management	1	1	2
Independent Living Services	0	1	1
Total	57	57	114

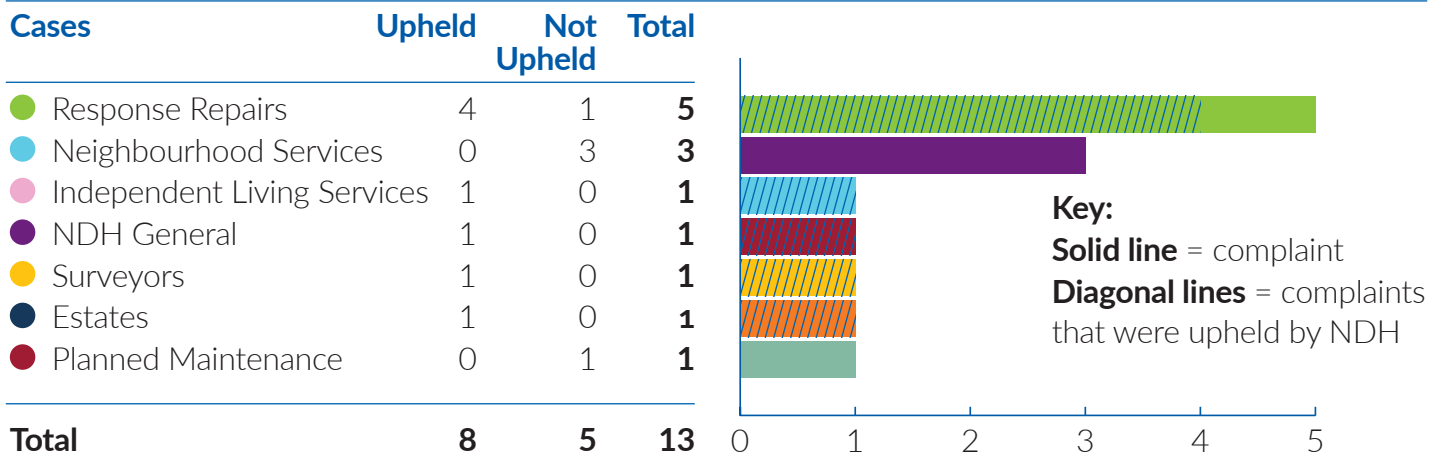


Our Customer Complaints Review Group meet regularly to review all our compliments and complaints.

Complaints and Compliments

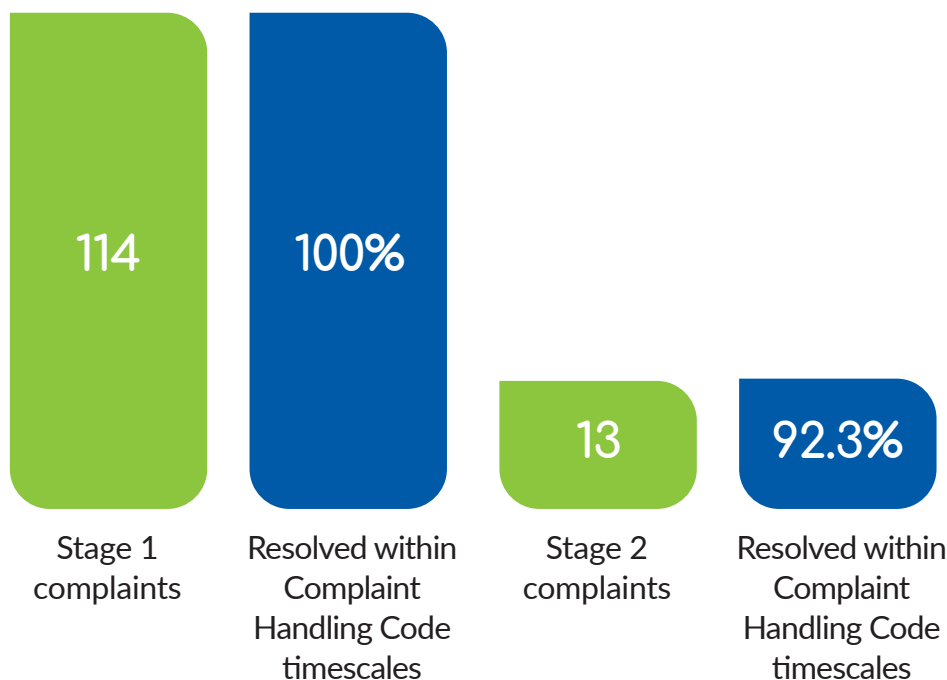
Complaints

Stage 2 13 Complaints 8 Upheld



Our Performance

The figures below show our ability to resolve customer complaints within the Complaint Handling Code timescales set by the Housing Ombudsman. We are pleased to see that we have not been included in the Complaints Report by the Housing Ombudsman this year, as we have no unresolved customer complaints.



Compensation

In some cases where complaints have been made and, for example, possessions have been damaged, part of the resolution may include some form of compensation.



£3,179

awarded in compensation

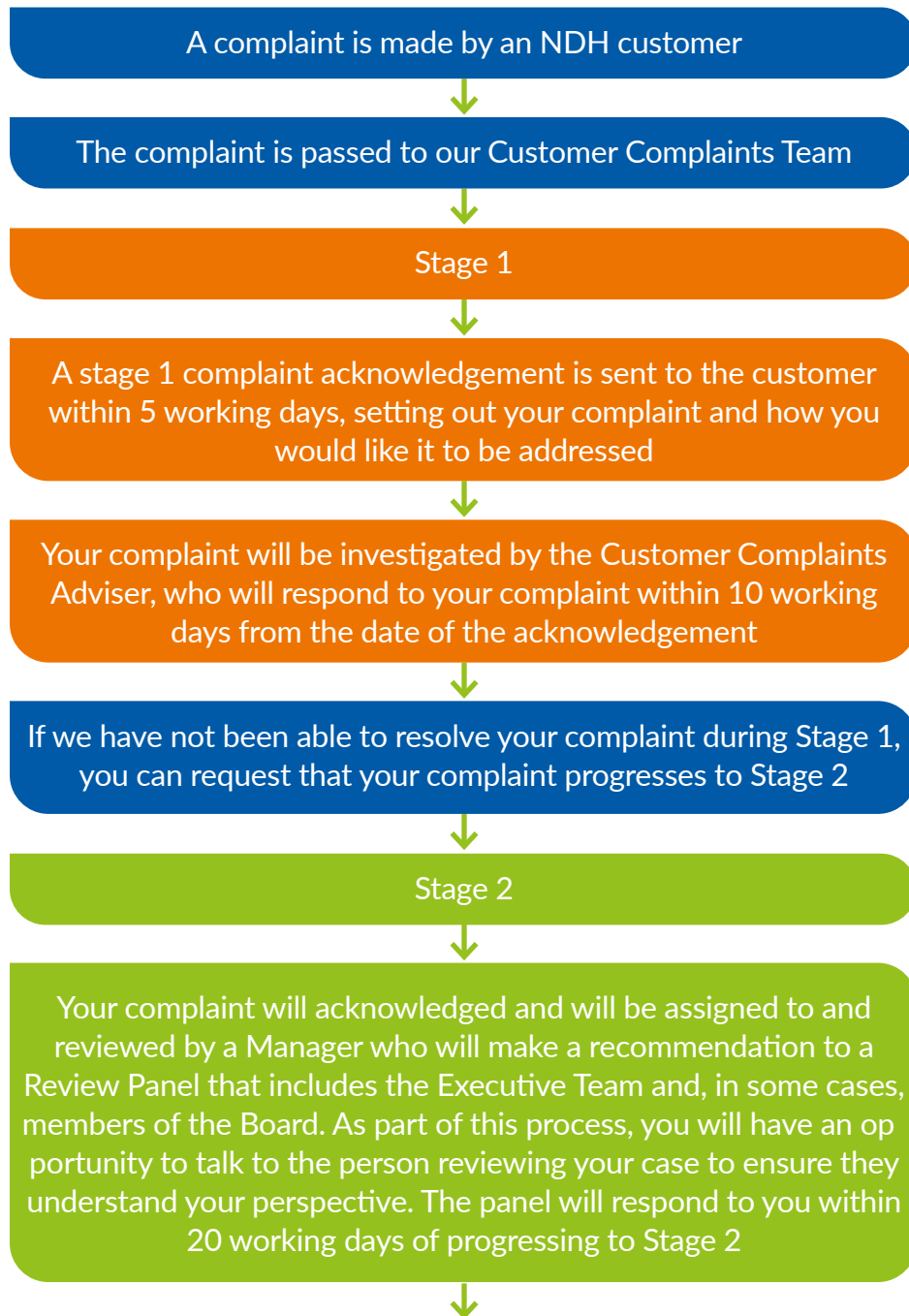


24

customers received compensation

How do I make a complaint?

If you need to make a complaint to NDH, you can follow our complaints procedure as shown below.



Next Step

If we have still not been able to resolve your complaint at Stage 2, the next step is for you to contact the Housing Ombudsman.
By post - Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

By telephone - 0300 111 3000

By email - info@housing-ombudsman.org.uk

Website - www.housing-ombudsman.org.uk

You can also read our Complaints Code Self Assessment on our website for more information:



Value for Money

As a community landlord, achieving Value for Money (VfM) is one of the most important elements that drives how we deliver our services, work with our partners and make sure that every penny of your rent is spent as wisely as possible.

We aim to deliver high quality services as efficiently and effectively as we possibly can. Ensuring we achieve VfM is of increasing importance during a time when costs are rising, both for us as a business and for our customers.



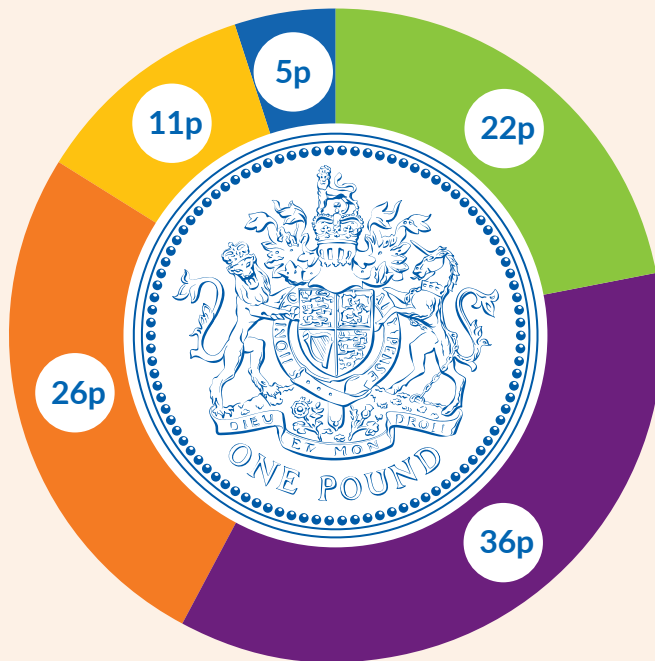
We operate as a not-for-profit charity, which means that at the end of each financial year any remaining money is invested back into homes and services for the coming year.

How we spend your rent money:



As a not-for-profit charity, income collected from rents is invested into the homes and services we provide for our customers.

The chart below shows a breakdown of how we have spent every £1 over the year.



- Routine maintenance and repairs 22p
- Investment in homes (such as new kitchens and bathrooms) including energy efficiency improvements 36p
- Finance and other costs 26p
- Neighbourhood, tenancy and customer services 11p
- Servicing costs (health and safety) 5p



As part of our governance structure, each year customers play a role in helping us to prioritise our spending where it is needed most. This includes the rent setting consultation. Our Involved Customers understand how hard everyone at NDH works behind the scenes and they work with us to understand our costs and the income we need. The customer group meets with our Finance Director to have an understanding of our budgets and finances. They helped produce a customer leaflet to explain why the rent increase occurred and were keen to promote that financial support is available to all customers.



How we perform against the VfM measures can be found on our website:



Here are some ways we have been saving money this year:



- Using our own kitchen fitters has meant that we have reduced the cost of installing a kitchen.
- Reviewing our external decoration programme to tackling properties where a fabric repair is necessary rather than just an aesthetic reasons.
- Working with our suppliers to reduce costs and reviewing our product range, substituting more expensive products with ones that have similar performance, but cost less.
- Where possible, putting agreements in place with suppliers to freeze costs for the duration of our contract.
- We have agreed stock levels in our local branch, ensuring that the most in demand products are always available for us to repair customers' homes.
- Doing more of our legal work in-house, which saves money on fees.
- Switching to a new print and design agency who offers better value for money.

Equality, Diversity and Inclusion

At NDH, we believe in the importance of understanding our customers' circumstances to provide a better service. Beyond characteristics such as disability, ethnicity, or age, we also consider socio-economic factors, which help us tailor our support to those in need.

We strive to consider the equality impact on our customers in all that we do. We are committed to collecting this information and identifying any gaps in our service.

Look out for more details on how we will gather this information in future issues of Home News, on our website, and through social media.

If you need our communications in a different format, please contact us at customer@ndh-ltd.co.uk or call **01271 312500**.



Fuel and food poverty



Drug and alcohol dependency



Vulnerable people



Carers



Homelessness



Single parents



Rural isolation



Neurodiversity

Repairs and Planned Maintenance

Our offer and your responsibilities

The Planned Improvements service is responsible for the planning and installation of replacement components in your home, such as central heating, roof replacement, bathrooms and kitchens.

We use a range of contractors for this work and they are appointed following rigorous procurement procedures to ensure value for money is achieved.

We have developed our own in-house Home 2 Home (H2H) workforce who are responsible

for installing bathrooms, kitchens, reroofing and Disabled Facility Grant installations (e.g level access showers etc.)

As a customer living in one of our homes, you are responsible for keeping your home in good condition. This includes looking after and replacing soft furnishings like carpets and curtains and general maintenance of the property such as internal decorating and garden fencing. For more information on responsibilities, please visit our website.

Satisfaction

What do customers say about our Repairs and Planned Maintenance services?



- **89%**
Very or fairly satisfied
- **5%**
Neither satisfied nor dissatisfied
- **6%**
Very or fairly dissatisfied



- **96.5%**
Satisfied
- **3.5%**
Dissatisfied

“We had some workmen out today to do some work and they were the best ever; I would invite them back any day and they are a credit to your team. Thank you for your help.”

.....

“The kitchen looks and works fantastically. I’m super impressed.”

.....

“The workmanship was superb.”



Our Scrutiny Panel carried out a review of our empty homes procedure and provided helpful advice on how we can improve the way we work. They have worked with us to produce some new leaflets about moving into your new home and what to do when you move out. You can view more in the review on our website:



How did we invest in customers' homes?



£3.7 million

pounds spent on customers' homes

Over the past year, customer satisfaction feedback for our Planned Maintenance has remained very strong, reflecting our commitment to carrying out high quality improvements.

We have followed up with the very small percentage of dissatisfied customers to fully understand how we could improve their experience next time.



Last year, we delivered a substantial programme of improvements with the total numbers of installations:



202

Doors



27

Bathrooms



35

Economy 7



84

Fire Doors



179

Boilers



202

Kitchens



17

Rewires



13

Reroofing

The internal decoration programme continues to work its way through the communal areas of our schemes.

Work has been completed at:

- Bowling Green Flats
- Forches Avenue Flats

- Westaway Heights (including replacement floor coverings.)
- Wilder Park

This work is being undertaken by the H2H decorating team and will continue on a priority basis.



Want to learn more about our Planned Improvement works or learn how we deal with repairs? Read more on our website:



Energy Efficiency



The EPC (Energy Performance Certificate) gives an energy efficiency rating from A (most efficient) to G (least efficient). This rating is based on how much energy the property uses per square metre (for example, for heating and lighting) and how much energy it loses (for example, through poor insulation). We have a legal requirement to ensure all our homes must be rated at an EPC rating of Band C or above by 2030.

Following on from the success of some energy improvement schemes last year, we embarked on an Energy Improvement Project to install PV panels, energy efficient hot water cylinders and infra-red heating to some of our least energy efficient homes. We received grant funding from the Energy Savings Trust to deliver the initiative with National Energy Action who helped project manage the scheme. They will be monitoring the energy consumption over the coming year to understand how well all these components work and help inform decisions on heating strategies in the future.

We also undertook a grant funded project to install controls to 40 properties with mid-life Economy 7 heating which enhance efficiencies and reduces costs for the customer. This work has been completed and the results will be monitored.

We have also installed air source heating to 10 properties which continues our commitment to renewable energy heating and energy efficient technology for our customers.



The SAP (Standard Assessment Procedure) rating is used by the UK Government to estimate the energy performance of homes. The higher the SAP rating, the lower the fuel costs and associated emissions of CO2. Our SAP score is based on our average rating across all our properties.

Photovoltaic (PV) Panels
= 18 homes

Mixergy smart hot water tanks
= 11 homes

Batteries
= 2 homes

Air Source Heat Pumps
= 10 homes

£2.3m

raised from funding bids awarded

£2m

additional matched funding from NDH

81%

properties with an EPC rating of Band C or above

72

Average SAP score



Throughout the energy improvement programme, our Involved Customer Energy Champion, Kate, has visited properties to check in with customers and support any queries. We also held an event for each site when works are complete to gather feedback from customers as to how we can improve.



You can read more about our customer experiences of their energy upgrades on our website:



Safety, Servicing and Compliance



£1 million overall spending on routine maintenance. This includes things like regular gas servicing and electrical checks.

Electrical Safety First Funding

In February 2024, we held a series of 12 electrical safety events in partnership with Devon and Somerset Fire and Rescue, thanks to funding from Electrical Safety First.

161 appliances tested

42 appliances replaced

Our Customer Safety Partnership promoted hazard reporting by customers

- 80 hazards were reported between April 2023 and March 2024. All hazards reported help drive safety improvements.
- A big **'Thank You'** to all customers who have reported hazards, near misses and incidents.
- This has really helped us to improve our safety arrangements to prevent them happening again. Please keep reporting them to us.

Periodic Electrical Testing

We are committed to testing 20% of our homes each year to ensure all our homes have a current Electrical Inspection Certificate.

Last year we successfully completed tests to the annual target of 672.



Fire Risk Assessment Programme

155

assessments carried out by external consultants

The programme aims to control and reduce fire risk by identifying and removing fire hazards and suggesting improvements to enhance safety.

Fire and Electrical Safety

84

new fire doors fitted

17

electrical upgrades

672

electrical inspections carried out

Gas Servicing

100%

of homes with a valid gas safety certificate at year end

Radon Surveys

208 homes

were checked for radon gas at year end and no homes were over the action limit where remedial work was required



Our Customer Health & Safety Partnership has a programme of events. Contact us to see if there is one coming up in your local area. Or check our website:



Damp, Mould and Condensation

We have increased the number of surveyors to ensure we can visit every home that raises a request.



If you have any prolonged instances of condensation in your home, or you start to see damp or mould forming, please contact us as soon as possible so we can work together to sort any issues. Details of how to reach us can be found at the front of this report.



448

Damp, mould and condensation surveys completed



92

Ventilation improvements made to homes



Our Customer Scrutiny Panel has carried out a review of how we deal with damp, mould and condensation.

One recommendation was to provide a handy leaflet. Our Fresh Ideas group has helped to design a customer-friendly leaflet to support customers in understanding the causes of damp, mould and condensation, how to prevent damp and mould forming and what to do when you have a case of damp and mould.

You can read the full review on our website:



You can read our full Damp, Mould and Condensation policy and guidance on our website:



Income

A big 'Thank You' to the 88% of customers who pay their rent on time.

Paying your rent on time makes a huge difference to the service we can provide to our customers. If you would like help to bring your account up to date, please speak to a member of the team who will be happy to help you.

Helping customers in hardship

We continued to support customers struggling with the cost of living by way of our Hardship Fund.



£7,194

Fuel Vouchers



15

White goods and essential household items



10

Carpets



111

Foodbank vouchers issued



£15,389

Home Movers Fund payments



£12,571

Crisis payments

Evictions

We're really pleased that we have been able to work closely with households in rent arrears to agree repayment plans and avoid evictions. Wherever possible, we support households to sustain their tenancies. In a few cases, where a household doesn't engage with the support on offer, we will take possession action.



Evictions

We have been working to help and encourage more customers to pay their rent on time. This means not going into arrears between payments. This really helps those who experience a change in circumstances (such as moving house, spending some time in hospital, changing jobs or claiming a new benefit) to avoid potential pitfalls with maintaining both their tenancy and rent payments.



For more information our Hardship Fund and how we could support you, please visit our website:



Money Matters Support

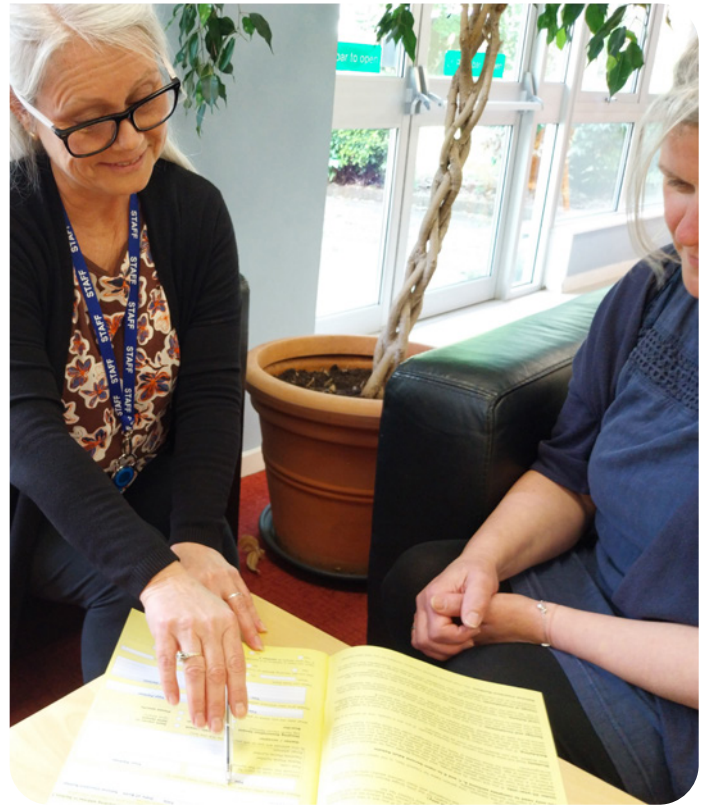
Did you know?

It is estimated that

£22.7 billion

in benefits goes unclaimed each year.

Are you receiving everything you are eligible for? There are free benefit checkers available at www.gov.uk/benefits-calculators – check whether you could be one of the people missing out.



Coping with financial worries

We know that feeling anxious is a normal response if you're struggling with debt. For some, this can be a barrier to getting in touch with us and agreeing an affordable repayment plan. We have a friendly and approachable team who work together with customers to find a solution to rent arrears issues. We can also help you to access a whole host of support from within NDH and the wider community.



Our Customer Scrutiny Panel carried out a review of our recharge process. Their recommendations included improving our internal processes. Read the full review on our website:



Helping customers facing hardship

In response to the rise in the cost of living crisis:

- We've increased our Hardship Fund to help those in the greatest need
- Supported customers with the cost of moving house through our Home Movers Fund
- Helped older customers to access almost **£400,000** of additional income through our Independent Age funded project
- Invested in Energy & Wellbeing services supporting around 150 households a year to keep warm and well in their homes
- 65 Christmas Hampers distributed, bringing a little festive cheer to some households who would otherwise miss out

Energy Support

Another way we are tackling hardship is to support households who are struggling with their fuel costs and may be worried about heating their homes. We have a specialist Energy and Wellbeing Officer who supports customers to get the most out of the electrical and gas installations in their home, giving energy saving advice as well as practical support for those experiencing energy poverty.



172
Customers supported



£7,194
Spent on fuel vouchers

Over 65s additional support

Our outreach project contacted 246 households to offer a benefits check. Of those, 120 went on to have more in-depth support to improve income.

£379,190
successfully secured for our customers

Community Services

Affordable Housing Awards

We were thrilled to be Highly Commended in the Best Supported Housing Landlord category at last year's Affordable Housing Awards. This recognition highlights our commitment to excellence in UK social housing and community work.

Being acknowledged among hundreds of landlords is a testament to our team's dedication to supporting North Devon



communities. As a community landlord, we aim to create vibrant communities and support our customers beyond tenancy matters.

Our Community Services Team is made up of three groups who work together to support our communities with a range of issues from mental health to support for older people.

They are: • Neighbourhoods • Specialist Support • Independent Living Services

Our Neighbourhood Management and Support Teams' recent restructure introduced a 'team around the home' support system, providing personalised, practical assistance. This includes

help with addiction, family issues, mental health, and independent living.

By merging the Independent Living Services Team, Neighbourhood Services Team, and Specialist Support Workers, we've improved our response to rising support needs and partner agency cutbacks. This integration allows us to offer bespoke, person-centred support through phone support, home visits, referrals and multi-agency collaboration, helping customers maintain healthy tenancies.

Neighbourhoods

Safeguarding:

As a community landlord, we have an obligation to ensure the welfare and safeguarding of our customers. The types of safeguarding we have are:

- Domestic abuse
- Early help
- Safeguarding adult
- Safeguarding child
- Team around the family
- Team around the child

We keep a record of referrals made where there is a vulnerable child/adult and link to referrals to bring other agencies in when needed.

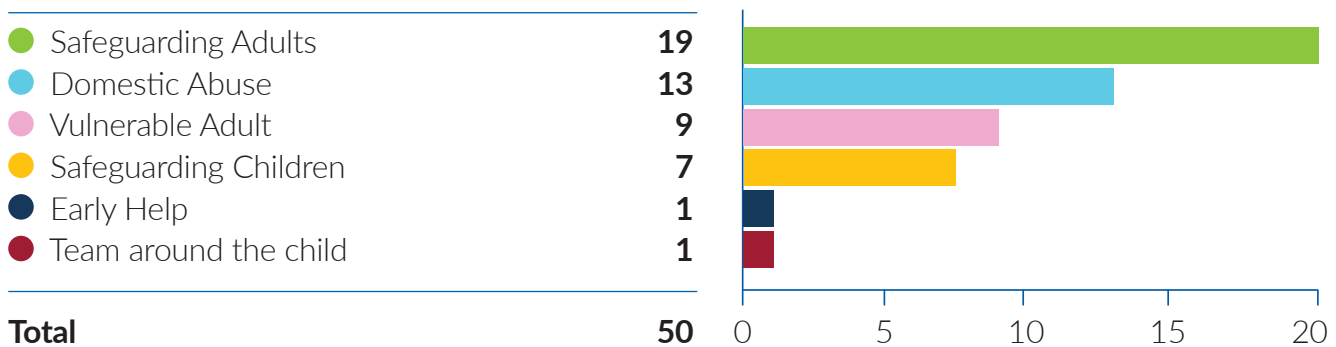


50

This year we have supported 50 people with safeguarding concerns

Safeguarding cases

Total



Types of anti-social behaviour (ASB):



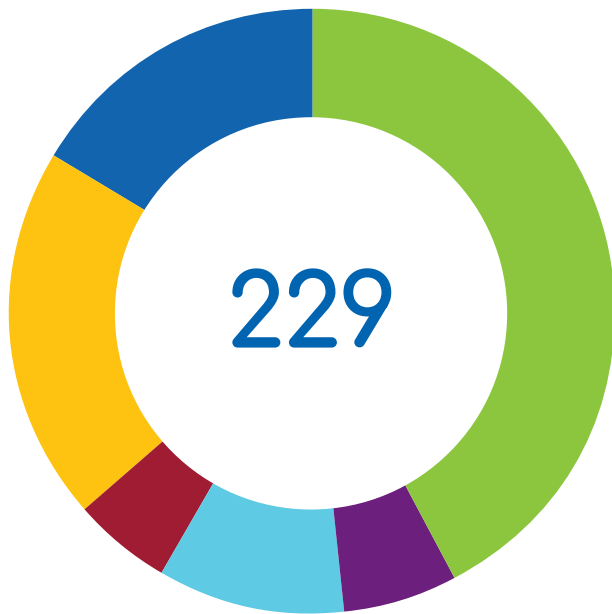
101		Verbal Abuse/ Harassment	11		Criminal Behaviour
98		Noise Nuisance	8		Vandalism/ Property Damage
97		Garden Nuisance	6		Nuisance Vehicle
60		Pets/Animal Nuisance	6		Alcohol Related
54		Drug Misuse/ Dealing	3		Domestic Violence
49		Misuse of Communal Areas	1		Hate Crime
14		Physical Violence			



The Customer Scrutiny Panel is currently looking at the ASB process. Early findings include offering support for all parties involved, reviewing all ASB letters and creating a complainants guide:

Specialist Support

Our Specialist Support Team was created to help support customers who may need long term support on specialist issues such as mental health, money and drug issues.



Specialist Support

Mental Health	98 (42%)
Addiction	15 (6%)
Rent Arrears	22 (10%)
Hoarding	12 (5%)
Tenancy	46 (20%)
Other	36 (16%)

Total **229**

(Others includes H2H Support for planned works, ASB tenancy support, domestic violence, bereavement, family support, learning difficulties and autism amongst others)



The chart above shows the different themes each support case had. Mental health issues played a role in almost every household support case over the year. Here are the definitions for other type of issues:

Addiction This could be substance related or an addiction to gambling or gaming, for example.

Hoarding is a mental health condition where the person is unable to let go of physical items and begins to hoard them in their home, potentially posing a health and safety risk to themselves and their neighbours.

Arrears is where the customer is struggling to keep up with rent or other debts, we work closely with our Money Matters Team on these cases.

Physical Health could be linked to an illness or something like a weight issue.

Where **access** to properties is an issue, we support our colleagues to gain access to carry out routine servicing checks such as for gas and fire safety.

Care leavers are young people who leave the care system, sometimes as young as sixteen, and who need support to get housing and wider support to adjust to living independently and become an adult.



Our Customer Involvement Team has continued to attend the Independent Living Communities regularly for events and consultation meetings and the Independent Living Team has been providing more activities for customers in the communal rooms.



To read some case study examples for yourself, please visit our website:



Independent Living Services



177
Customers supported at the end of March 2024

"I appreciate you and everything you have done and the support you have shown me. I just wanted to say thank you."

New Personal Emergency Alarms **178**

 Amount raised from new alarms **£180,799**

All of the hardwired alarm systems in our independent living communities have been successfully upgraded to support the switch from analogue to digital phone lines

Positive agency involvement
from referrals made by Independent Living Services

"We really appreciate your help and going above and beyond. What a wonderful team you are! Thank you."

As well as supporting customer tenancies, we also support customers moving in, moving out and moving to and from our homes:



280
people and families have been given a home to live in




204
households have been supported with moving out



37
households have been supported in mutual exchanges

We were awarded £17,123 from S106 grant funding to improve the playground at Hart Manor in Wrafton.

 Section 106 (S106) funding is a financial resource managed by North Devon Council. This funding is sourced from contributions made by local developers, who are required to allocate a specific amount per development to benefit the local area.



Improving our Green Spaces

Our dedicated team of Estate Rangers take pride in our neighbourhoods and work all year round to keep the green spaces in our communities clean and tidy. Just take a look at some of these before and after photos:



Before



After



Before



After



Before



After



Before



After

Development and Regeneration

Over the last year the continued increase in the cost of labour, materials and borrowing costs has, as expected, impacted on our ability to deliver the new homes hoped for in the previous report.

The depressed housing market and increased mortgage rates have also reduced the gift-aid contributions made by our commercial development subsidiary, Anchorwood Ltd. However, over the last year we have worked with local partners to bring forward new homes in Barnstaple, Buckland Brewer and the first new affordable homes in Ilfracombe for over 20 years. We have also worked hard to secure new planning permissions (including a five bedroom

house) which will, in part, be funded from a modest number of disposals. We are asked why we don't build more larger homes – this is mainly due to the cost of building bigger properties. Sadly, these costs aren't covered by the slightly higher rents, so we'd deliver a lot fewer homes for customers if we focused on larger properties. In difficult markets difficult decisions need to be made. We will continue to proudly serve the local community.



Step 1 Acquisition

Acquiring new affordable homes from existing house builders, buying them at discounted rate from the open market to join our portfolio.



Step 2 Development

Building our own new developments with a mixture of market sales to increase income and affordable homes to rent or buy.



Step 3 Regeneration

Focus on regenerating some of our older, less energy efficient homes.



Step 4 Disposal

When absolutely necessary (due to condition or age of a property) it can be better to sell a property rather than regenerate it. Usually, depending on value, by the sale of one older property with lots of issues, we can fund a further two or three energy efficient and accessible properties, which are more in demand.



£6.5 million

of contracted developments on site

£175,000

made by Anchorwood Ltd to gift aid back to NDH

New Homes completed in 2023-24:



12

Market sale homes



13

Social rent homes



5

Shared ownership homes

Over the next 3 years, we are working to deliver:



62

Social rent/ shared ownership



34

Market sale

Customer Satisfaction

Customers surveyed on new developments in 2023-24:



24%

Response rate



85%

Overall satisfaction with quality



100%

Satisfaction with size, door locks, windows, bath/shower, heating and appearance



85%

Satisfied with space outside their home



100%

Said they felt safe where they lived



Areas customers felt could be improved – storage, kitchen units, communal landscaping, front gardens



To see what customers think of their new homes on our developments this year, please read the stories on our website:





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Accessible version of this content
available on our website.

