

annual performance review

April 2021 - March 2022

repairs

100% emergency repairs on time.

We aim to complete 95% of emergency repairs within 24 hours.

95.2% urgent repairs on time.

We aim to complete 95% of urgent repairs within one week.

96.8% routine repairs on time.

We aim to complete 95% of routine repairs within 28 days.

98.9% properties with an up-to-date gas safety certificate.

Each property must have a gas safety check every twelve months. Access problems caused a delay to the checks being completed by our gas service contractor in 3 properties.

94.0% satisfaction with our repairs service.

We aim for 100% satisfaction with our repairs service. This represents a further improvement on the figure we reported for the previous 2 years.

rent arrears

6.9% current tenant rent arrears.

The amount of rent owed by tenants divided by the amount of rent we charge each year.

98.4% rent collection.

The percentage of rent collected this year. We aim to collect 100%.

12.8% heavy debtors.

Tenants who owe more than eight week's rent. The impact of the cost-of-living increase is evident across all of performance indicators for rent arrears.

53.1% tenants with arrears.

Tenants who owe us rent (including rent owed by housing benefit and universal credit).

lettings

40% of new tenants had a local connection to Hulme.

We aim for at least 50% of new tenants to have a local connection to Hulme. This target was not met because of our contribution to meeting emergency and urgent housing needs within Manchester during the pandemic.

53 days to re-let empty properties.

We aim to let all vacancies within 21 days. Some of our properties needed extensive refurbishment before they could be re-let. We re-let 10 properties during the year.

0.9% rent lost due to empty homes.

This is the amount of rental income we have lost whilst properties lie empty. We aim to keep this below 1%.

4.7% turnover.

The percentage of tenants moving out of our properties during the year.

Complaints Policy

People First aims to provide a high level of service. To help us do this we welcome both positive and negative feedback. Complaints are viewed positively as a means of being able to improve services. Our primary focus is on putting problems right where the service has failed.

What is covered by this policy?

You can use this policy to complain about anything we do. You can complain about our services, our staff, our contractors, or anyone else who works on our behalf. The policy can be used by anybody who comes into contact with People First, including clients, tenants and applicants.

The policy is not designed to handle complaints about third parties, e.g., if you wish to complain about your neighbours, you should refer to our Antisocial Behaviour and Hate Incident Policy.

If you have a complaint

The first thing you should do is to contact a member of staff. You can express your complaint in any way you choose: in writing, by phone, in person or even by e-mail. Our feedback form – which you should find with this leaflet – might help you organise your thoughts.

We aim to deal with most complaints within one week. If that is not possible (due to complex investigations), we will give you an estimate of how long the complaint will take to handle.

If you remain dissatisfied

If you are unhappy with the response, you are given or the complaint is taking too long to handle, you can ask for the complaint to be taken to the next stage. There are 4 stages altogether, culminating in an appeal to the Housing Ombudsman Service or Supporting People Team.

- Stage 1: Initial complaint (to frontline staff)
- Stage 2: Formal complaint (to Service Manager)
- Stage 3: Internal appeal (to Director or Chief Executive)
- Stage 4: External appeal (to the Housing Ombudsman Service or the Local Authority)

We recognise that for customers the time taken to resolve a complaint is seen as a whole. If a complaint cannot be resolved at the initial stage, we aim for Stage 2 complaints to be resolved within 28 days of the complaint first being made; Stage 3 complaints within 35 days. These timescales may be adjusted where delays are due to waiting for the complainant to respond or in other situations if the complainant agrees.

Serious complaints

Serious complaints include allegations of abuse by staff, complaints that would have a serious adverse effect on the reputation of People First, refusal of support or housing and complaints about personal risk assessments. These types of complaints may be accelerated to Stage 2 or Stage 3 as appropriate.