



Welcome

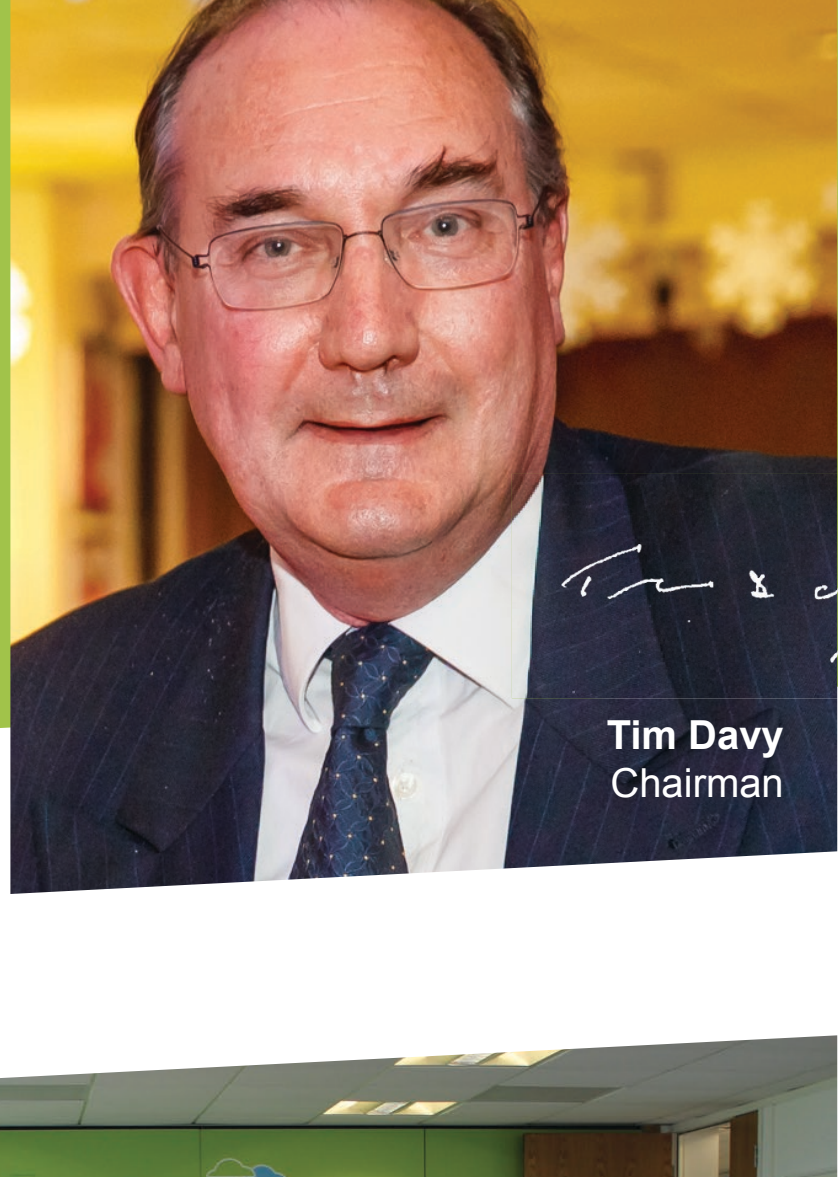
Annual Report 2017/18

THE CHAIRMAN'S STATEMENT

Looking back over 2017/18, we have had a year of many achievements; turning 10 years old, donating over 17,000 tins to a local food bank and working closer with our customers to improve our services such as repairs, estates services and how we support and encourage positive neighbour relationships. In this year, we have also achieved our highest shared ownership sales to date, increasing the opportunities for customers into affordable home ownership.

As this is my final year as Chair, I am delighted to have seen the strides that have been made and the progression into a well-managed, financially stable and ambitious organisation.

Wellingborough Homes starts 2018-19 in a strong position and with a clear plan for tomorrow to provide the best services to our customers and communities, and I look forward to watching the organisation develop.



Tim Davy
Chairman

WORKING WITH OUR CUSTOMERS



Our customers have made a difference!

Customer Assembly Panel

The Customer Assembly panel have worked hard this year to strengthen the links between customers and the Board in order to make sure customers' voices are being heard.

So far, the Customer Assembly panel have:

- Been involved in the recruitment of the new Chair of the Board
- Monitored our performance against repairs, customer service and complaints
- Made recommendations to introduce an Involved Customer Forum
- Received training around how to effectively challenge and question what we do.

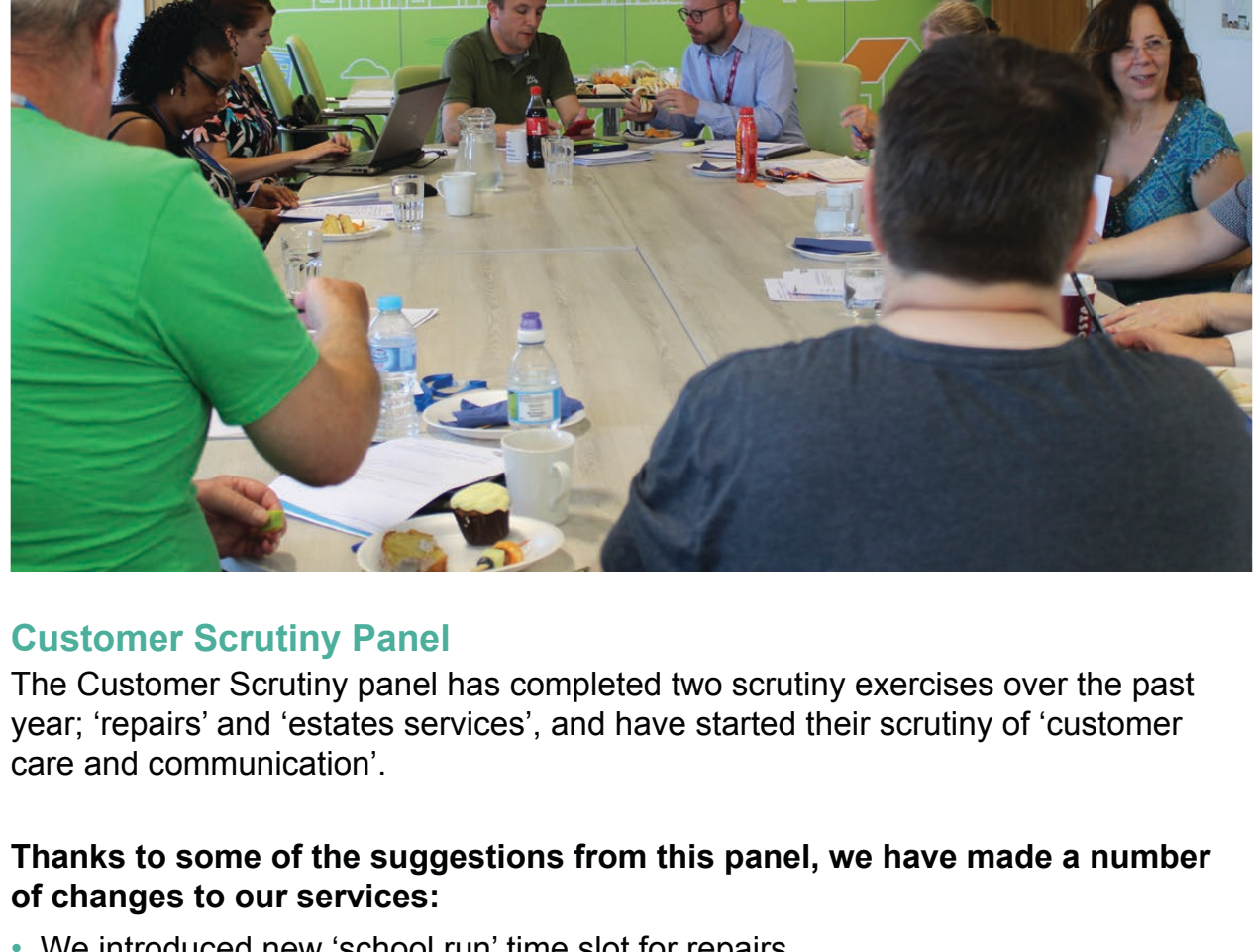
Online customer portal

We worked closely with a group of customers to assist with the design of our new customer portal which is due to launch on the web site in summer 2018. The customers attended a number of workshops to help shape the look and feel of the portal.

The Training Academy

The Training Academy has continued to provide training and skills to increase employability of our customers and support through our drop in sessions.

[Read our success stories](#)



Customer Scrutiny Panel

The Customer Scrutiny panel has completed two scrutiny exercises over the past year; 'repairs' and 'estates services', and have started their scrutiny of customer care and communication.

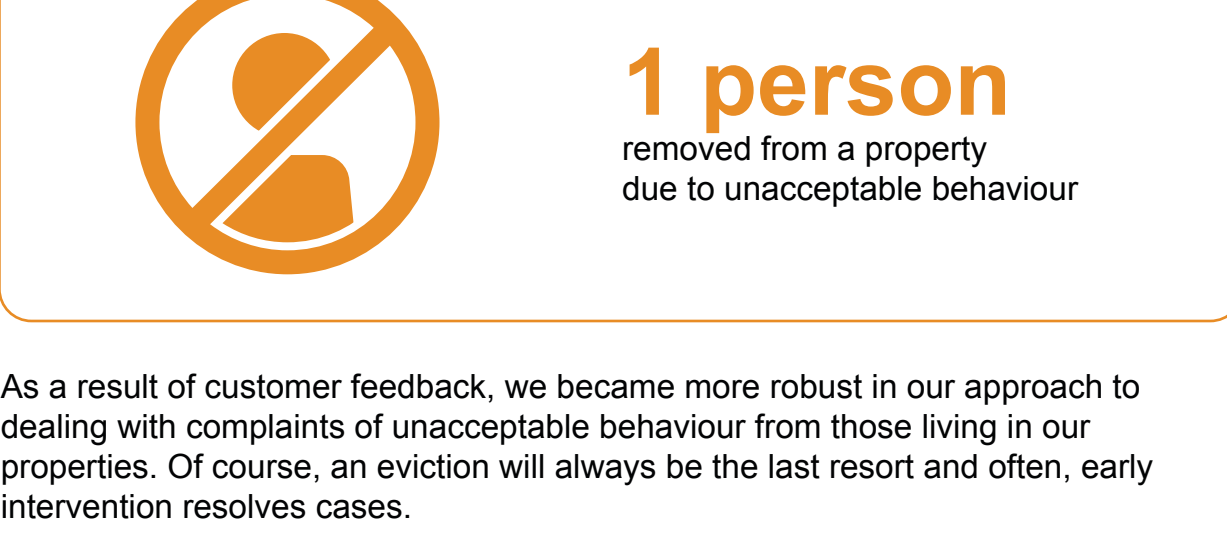
Thanks to some of the suggestions from this panel, we have made a number of changes to our services:

- We introduced new 'school run' time slot for repairs
- Changed the gardening tools we use to electrical battery powered tools which are quieter and more energy efficient
- We have updated our website to include what is classed as an emergency repair, how to contact us if you have an emergency out of working hours and what maintenance tasks are the responsibility of WH and what is the responsibility of the customer.

LAST YEAR...



In the neighbourhood...



As a result of customer feedback, we became more robust in our approach to dealing with complaints of unacceptable behaviour from those living in our properties. Of course, an eviction will always be the last resort and often, early intervention resolves cases.

INVESTING IN OUR COMMUNITIES



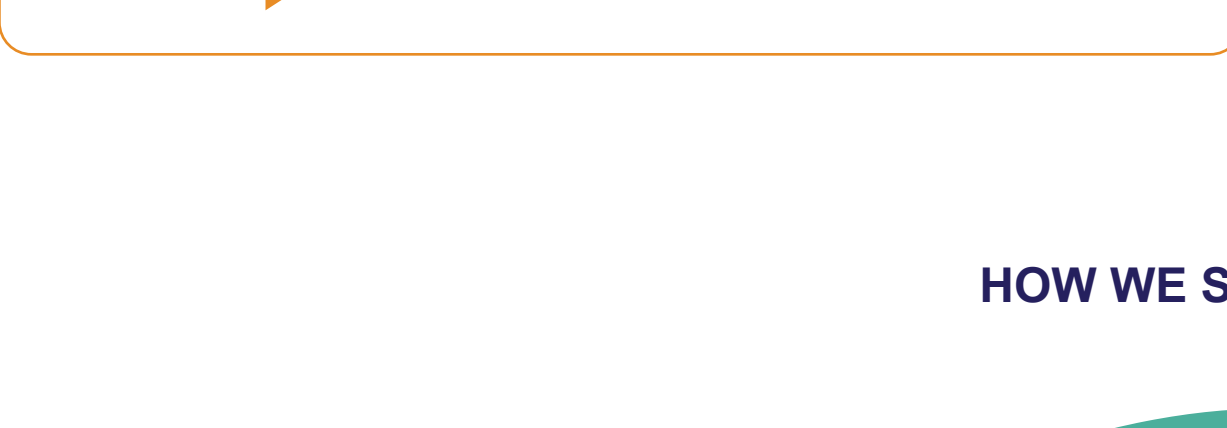
Wellingborough Homes Repairs

In September 2017, we announced that we will be bringing our repairs services in house from 1st April 2018 in order to provide our customers with a more flexible, stable and personal repairs service.

The changes to this service include:

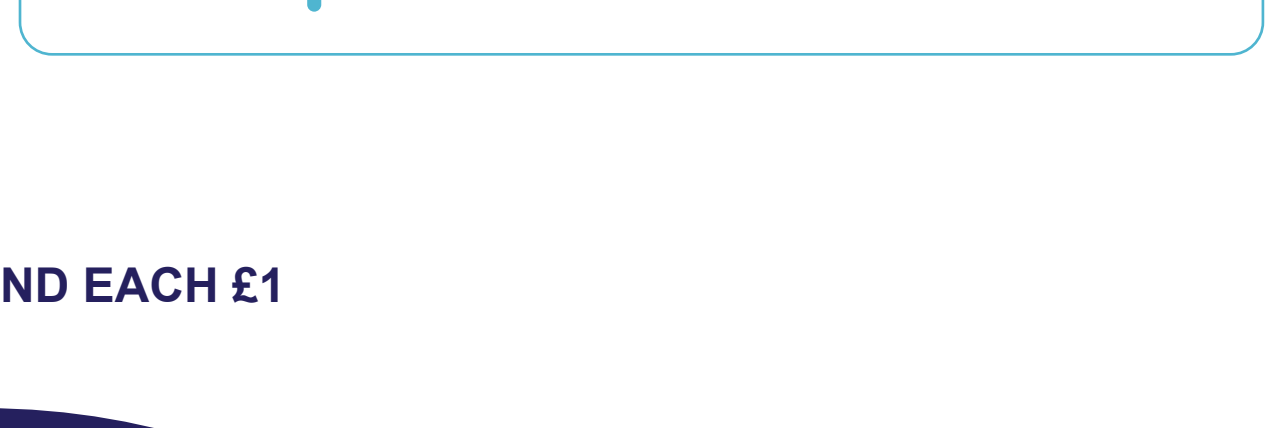
- New time slots to include a 'school run' time slot between 9.30am – 2.30pm
- An easier way to give feedback about your repair via text
- More jobs completed 'first time'

Your estates

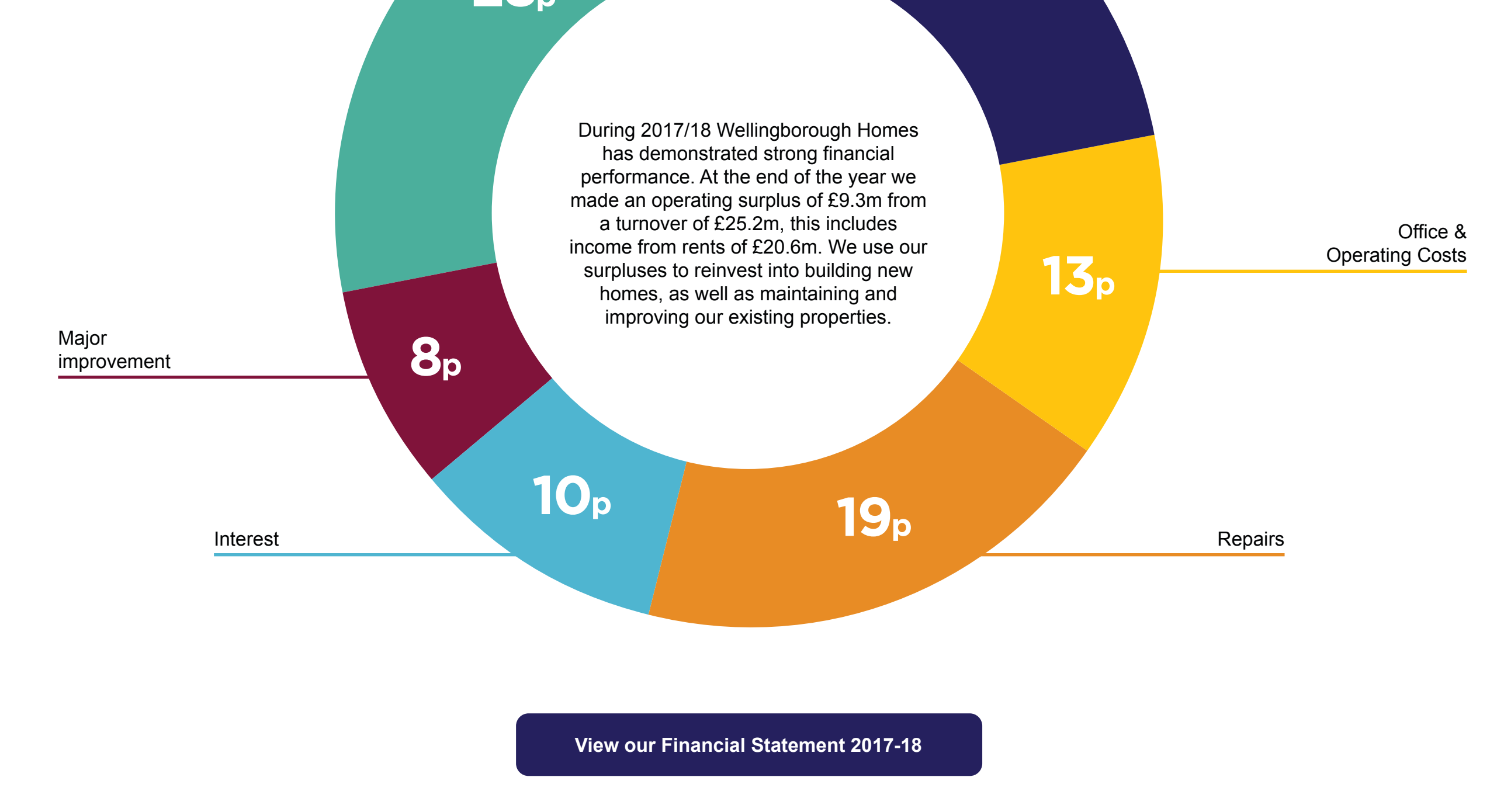


10,000 tin target

17,524 tins of food were donated to the Wellingborough Food Bank (led by the Daylight Centre) in celebration of our 10th birthday. The tins were collected by customers, staff and various organisations. We exceeded our original target of 10,000 tins in only three months! A big thank you to anyone who contributed towards this cause.



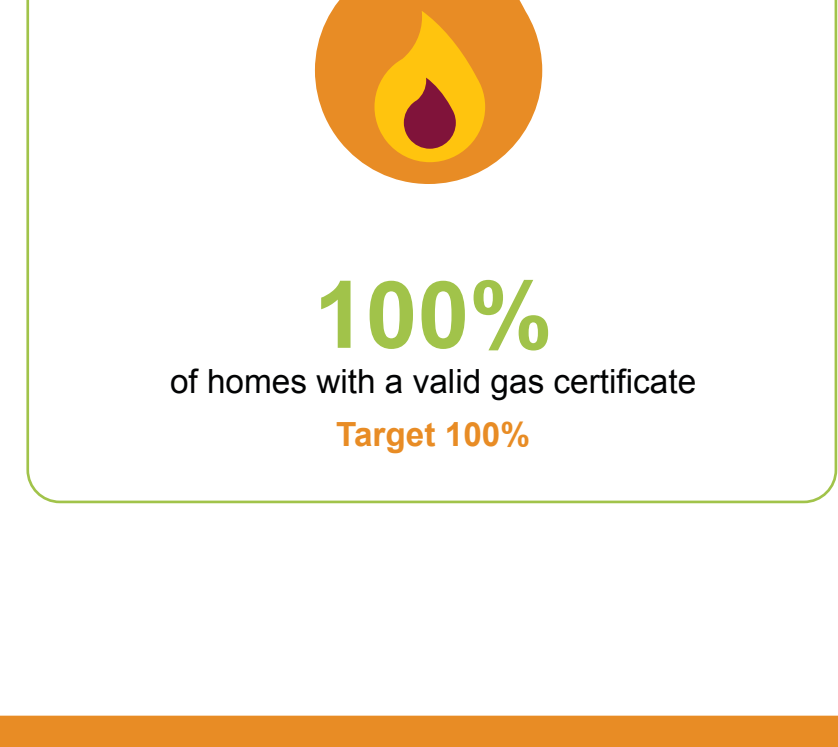
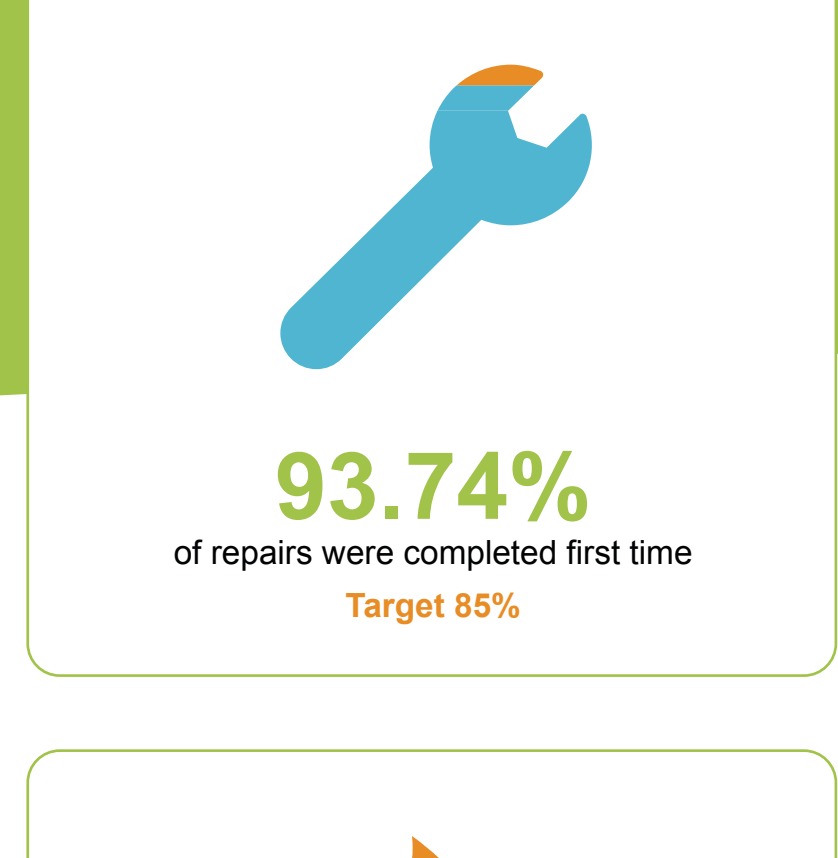
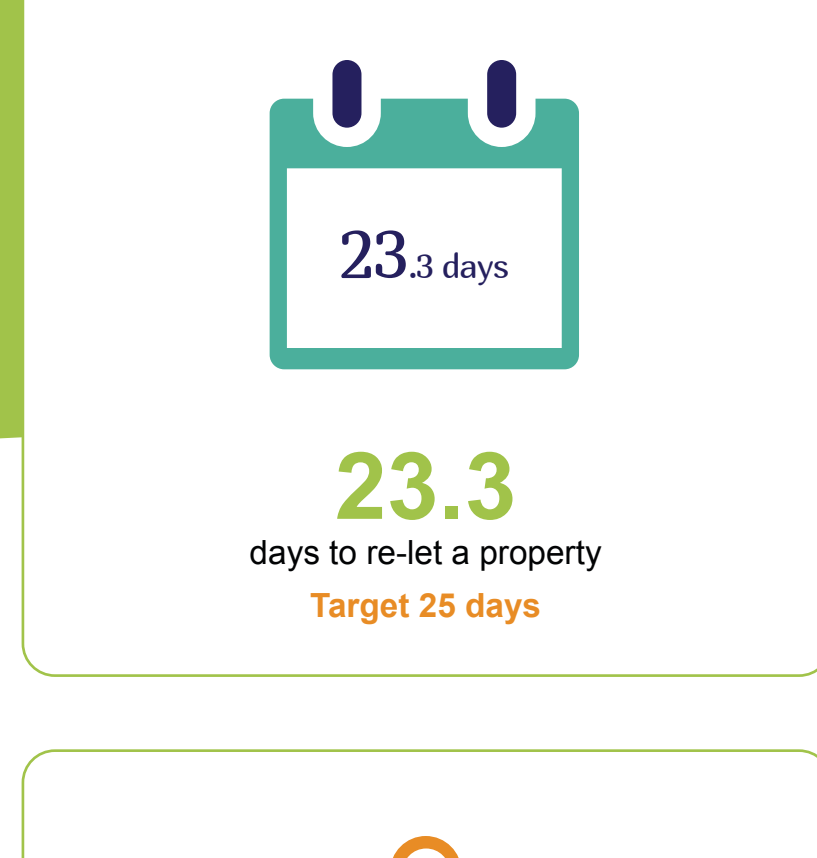
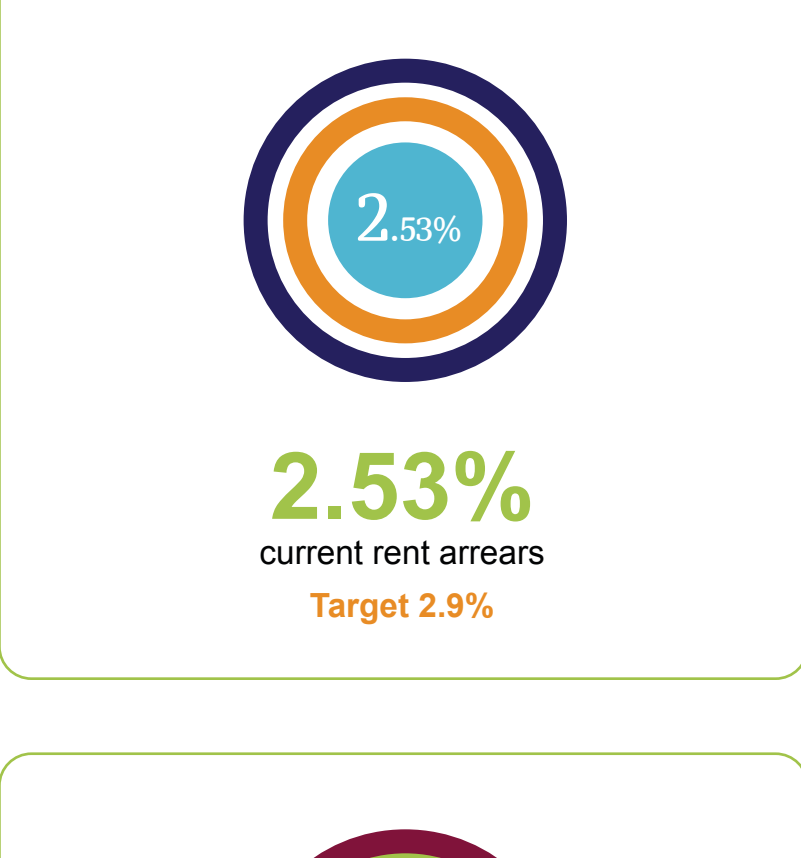
HOW WE SPEND EACH £1



OUR 2017/18 PERFORMANCE

We're dedicated to providing great homes and investing in our communities to support our customers. We monitor how we perform to ensure we are meeting our objectives.

[See all of our 2017/18 performance stats](#)



DEVELOPING A DIVERSE RANGE OF HOMES

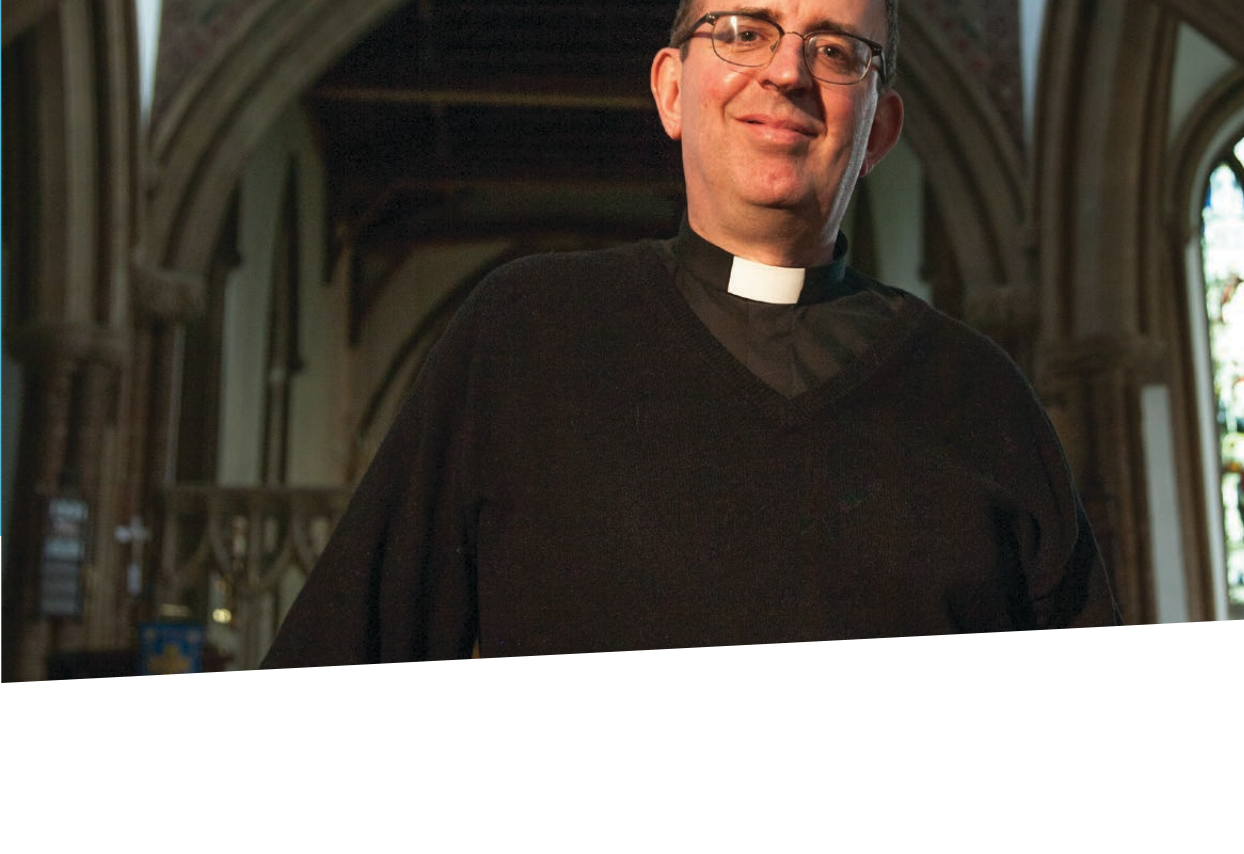
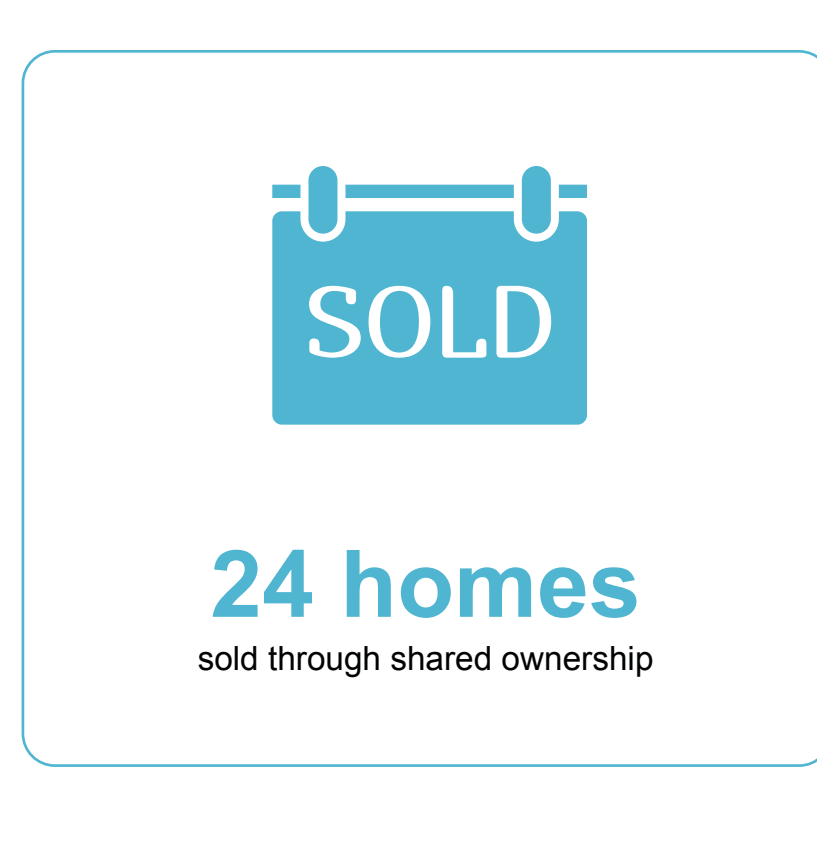


In April 2017, we partnered with Rentplus in order to provide rent-to-buy homes in Northampton and Earls Barton. The new homes will offer an affordable pathway to homeownership for working families in the area.

Interested? You can find more information about this [here](#).



IN THE LAST YEAR WE HAVE...



OUR PATRON

In September 2017, after six years of being on our Board, broadcaster, Vicar of Finedon and Strictly Come Dancing star Revd Richard Coles moved into the role of Patron and public ambassador for Wellingborough Homes.

He will continue to provide his expertise and special knowledge and enthusiasm for social needs to Wellingborough Homes and our customers.

LOOKING FORWARD, WE WILL WORK TO...



SUPPORT CUSTOMERS WITH THE TRANSITION TO UNIVERSAL CREDIT



LAUNCH OUR CUSTOMER OFFER

INCREASE DIGITAL COMMUNICATION AND TRANSACTIONS, INCLUDING THE LAUNCH OF OUR NEW CUSTOMER PORTAL



IMPROVE THE ENVIRONMENTS WITHIN OUR ESTATES



CONTINUE TO DEVELOP A DIVERSE RANGE OF HOMES AND TENURES TO MEET LOCAL NEEDS



WELLINGBOROUGH HOMES

Wellingborough Homes, Customer Service Centre, Thompson Court, 9f Silver Street, Wellingborough, NN8 1BQ
 01933 234450
customer.services@whomes.org

[Accessibility](#) [Terms of Use](#) [Cookies](#) [Sitemap](#) [Careers](#)

QUICK CONTACT:

If you want to send us a quick message, use the contact form below, and we will get back to you as soon as possible.

Email Address:
 Short Message:

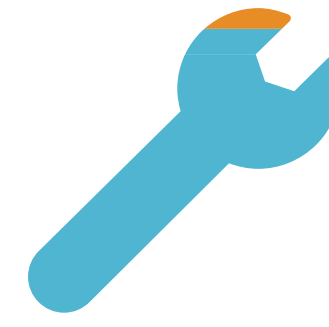
Our 2017/18 performance



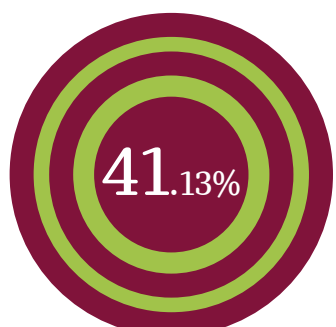
2.53%
current rent arrears
Target 2.9%



23.3
days to re-let a property
Target 25 days



93.74%
of repairs were completed first time
Target 85%



41.13%
operating margin
Target >37%



7.45
average amount of sick days per employee
Target 8 days



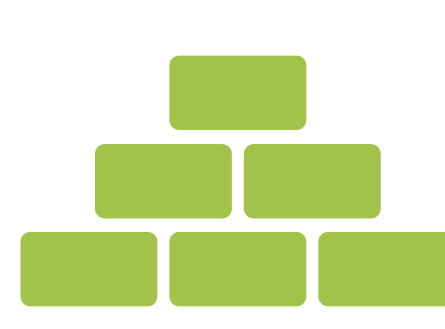
100%
of homes with a valid gas certificate
Target 100%



46
development units completed
Target 49



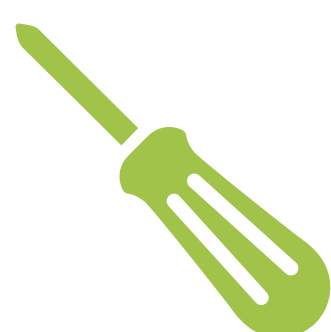
24
sale completion
Target 14



178
new units started on site
Target 150



59%
of customers are satisfied with how their complaint was handled
Target 73.70%



0%
of homes are non-decent
Target 0%



96.63%
of customers satisfied with repairs service
Target 90%



95.93%
of emergency repairs completed on target as % repairs complete
Target 98%



94.58%
of repairs completed in target as % repairs complete
Target 96%



£6,526
debt per unit
Target £8,229



506.22
interest cover EBITDA
Target 286.92



3.47%
loan to asset cover ratio
Target 1.10%



£10,656,902
operating expenses
Target £10,984,658



£2,631
unit cost
Target £2,869

WELLINGBOROUGH HOMES

Wellingborough Homes, Customer Service Centre, Thompson Court, 9f Silver Street, Wellingborough, NN8 1BQ

01933 234450

customer.services@whomes.org

[Accessibility](#) [Terms of Use](#) [Cookies](#) [Sitemap](#) [Careers](#)

QUICK CONTACT:

If you want to send us a quick message, use the contact form below, and we will get back to you as soon as possible:

Email Address

Short Message...

SEND