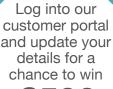
Dur annual report for Customers





£500

See page 14 for full details.

This newsletter has been uploaded to our website www.irwellvalley.co.uk where you can use our accessibility tool to read.

The tool will allow you to translate into your preferred language; increase / decrease the font; change the font type and spacing; change the colour contrast or have the content read aloud.

Click on the icon to open the tool and select what you need.

If you need us to communicate or provide services in a particular way, please let us know. Email contact@irwellvalley.co.uk, call us on 0300 561 1111 or discuss with your Neighbourhood Officer.

To jest Twoje ostatnie zestawienie czynszu i biuletyn z Irwell Valley Homes. Zeskanuj kod QR, aby przeczytać go w języku polskim, korzystając z narzędzia ułatwień dostępu na naszej stronie internetowej.

Irwell Valley هذا هو أحدث بيان إيجار ورسالة إخبارية من امسح رمز الاستجابة السريعة ضوئيًا لقراءته باللغة العربية . باستخدام أداة الوصول الموجودة على موقعنا

Irwell Valley Homes ين آخرين بيانيه اجاره و خبرنامه شما از را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است . کد .سایت ما، آن را به فارسی بخوانید

ઇરવેલ વેલી હોમ્સ તરફથી આ તમારું નવીનતમ ભાડું નિવેદન અને ન્યૂઝલેટર છે. અમારી વેબસાઇટ પર સુલભતા સાધનનો ઉપયોગ કરીને તેને ગુજરાતીમાં વાંચવા માટે QR કોડ સ્કેન કરો.

کا نیوز Irwell Valley Homes ہ آپ کا تازہ تربن کرایہ کا بیان اور لیٹر سے۔ ہماری ویب سائٹ پر ایکسیسبیلٹی ٹول کا استعمال کرتے کوڈ کو اسکین کریں۔ QR ہوئے اردو میں پڑھنے کے لیے

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welcome

to your annual report for 2023-24



As your landlord we remain committed to delivering quality homes and services and making a difference in the communities we serve. In your annual report, you'll see how we're performing - being honest about what's gone well this year and where we need to improve.

This year there have been some significant changes to how we are regulated and held to account – with the introduction of the new Consumer Standards and the Tenant Satisfaction Measures, a national set of standards which all social housing providers are measured against.

In this report you'll read how our customers have scored us against the new measures. We were pleased to see the attitude and behaviours of our colleagues scoring well but we know there is work to do to improve satisfaction in other areas. We are committed to listening to customers and using their experiences to help make improvements moving forward.

We are always keen to hear from you and welcome your feedback in whatever way works best for you – whether that's joining one of our customer groups, filling out a survey, attending a drop-in or reviewing documents from the comfort of your home. Visit our website www.irwellvalley.co.uk/for-tenants/get-involved to find out more about the opportunities available.

We'd love to hear from you!

Kind regards, Sasha Deepwell Chief Executive



The **new**Consumer Standards

As a Registered Provider of Social Housing, our performance is monitored and regulated by our industry watchdog, The Regulator of Social Housing.

In April 2024, a new set of Consumer Standards came into force, governed by the regulator and designed to improve services for customers.

Under the new guidelines, we must:

- Ensure tenants are safe in their homes and can access good quality services – the Safety and Quality Standard.
- Listen and involve tenants whilst treating them with fairness and respect – the Transparency, Influence and Accountability Standard.
- Work with partners to ensure neighbourhoods are safe and well-maintained – the Neighbourhood and Community Standard.
- Ensure homes are let fairly and consistency *the Tenancy Standard*.

We manage our performance against these standards in different ways – from the policies and procedures which manage our work, to the customer groups who monitor and scrutinise our processes and performance, and our compliance with other relevant laws.

You can read more about this on our website: www.irwellvalley.co.uk/for-customers/for-tenants/service-standards-and-policies.

In this report you can find out how we did last year.



Monitoring our performance against the standards.

Our Customer Standards Group is a group of customers who monitor how we're doing against these new measures.

Working with senior leaders from across Irwell Valley Homes, they drill down into different areas of the organisation to hold us to account and help us understand where and how we can improve.

If you're interested in joining the group and using your insight to help shape the future, email involveme@irwellvalley.co.uk or call 0300 561 1111.



The Customer Standards Group is an important platform, affording customers the opportunity to become involved, make an impact and challenge Irwell Valley Homes to think differently in order to improve and develop their services for the benefit of all its customers. The panel members, who are a diverse group of customers, monitor progress and performance to identify any potential issues and provide Irwell Valley Homes with ongoing constructive feedback. We'd love to hear from anyone else who is interested in joining us!

Chris, Customer Standards Group member

The Tenant Satisfaction Measures (TSMs)

The Tenant Satisfaction Measures are a regulatory requirement which combine annual performance information and the results of our annual perception survey. They measure how satisfied customers are with our services.

To collect this information, we worked with an independent research company to contact more than 1,200 customers via email and telephone.

Overall satisfaction amongst those surveyed last year was 64% - a figure we are working hard to improve through projects designed to increase our customer and community impact, and transform our repairs service.

Throughout this annual report you will find our TSM results for last year and can read more about how we're working to improve.

The results are also available to view on our website, along with other performance information which we update every three months.





We also include the results of our 'customer experience surveys' from the previous three months. These surveys are sent to customers each time they receive a service from us – with the average score across all services for last year coming in at 4.2 out of 5.





Listening & involving tenants whilst treating them with fairness and respect.

We welcomed increased numbers of customers to all our customer groups. This includes our Building Safety Group, which now has representation from each of our high-rise blocks.

The group provided valuable insight into our first Building Safety Resident Engagement Strategies, which we produced this year for each of our tower blocks. They provide key information about how we keep customers safe and gathered important details about customers' preferences and circumstances to ensure we provide the best services for them.

We also launched a new Customer Communications Group, who helped us with the new customer Welcome Pack, our customer newsletters and our rent and service charge letters.

Our Resident Scrutiny Panel completed reviews into our approach to damp, mould and condensation and antisocial behaviour.

The impact of our RSP damp and mould review.

Improvements we've made this year include:

- Better diagnosis and understanding of issues reported leading to quicker response times and more efficient prioritisation. This includes an online reporting form which you can access on our website www.irwellvalley.co.uk.
- Further training for colleagues to ensure customers' personal circumstances and medical conditions (and those of their household) are taken into account when prioritising and planning works.
- Introducing follow-on checks after a damp or mould job to check on the situation at different stages in the future.
- Empowering customers with further information and guidance about how to manage condensation and moisture in the home and reviewing the damp and mould policy to ensure it is accessible for all.



It has been another productive year on RSP, with reviews carried out into two important areas which can have such a big impact on Irwell Valley Homes customers.

"The partnership working between RSP and colleagues across Irwell Valley Homes has been meaningful and worthwhile, and it is heartening to see our feedback being heard at the highest level and taken on board across the business to drive real change. We're looking forward to sharing the results of our latest review into accessing and prioritising services in the coming weeks. You can keep up to date on this via the Irwell Valley Homes website www.irwellvalley.co.uk.

Christie, chair of the Resident Scrutiny Panel

In 2023/24 we:

 Received feedback from 1,899 customers about a service they received from us, scoring an average of 4.2 out of 5 across all services.



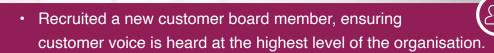
 Gathered feedback from more than 800 customers through our customer groups and customer consultations.



 Hosted monthly meetings of the Resident Scrutiny Panel and quarterly meetings of the Customer Standards Group and Building Safety Group.



 Incorporated customer feedback into seven policies including the damp and mould policy, anti-social behaviour policy, digital recordings policy, pet policy and fire safety management policy.





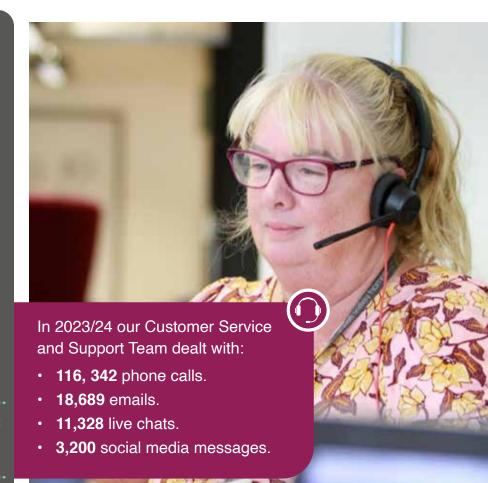
We know there have been times this year when you have had to wait much longer on the phone lines than you should.

The demand on this service has been unprecedented – with a **32**% increase in the number of calls coming through, compared to the previous year.

We have continued to provide a quicker Live Chat option on our website as an alternative way to reach us and promoted the quieter times to call – between 10am and 12pm and between 2pm and 4pm.

This year we also launched a new customer portal – a new service offering a way to manage your home and tenancy online, at a time to suit you. This replaced our former Irwell Valley Homes app.

If you've not got an account yet, visit www.irwellvalley.co.uk/contact-us/customer-portal to request one.



Listening and learning when things go wrong.

This year we have focused on learning from complaints and embedding changes to improve things going forward.

We continue to work hard on this process, with all colleagues committed to addressing where things have not gone as they should, and making the changes needed to reduce the chances of it happening again.

How we're working to improve

- Continuing to improve and embed our complaints process with a renewed focus on investigating themes and trends and embedding learning to improve services.
- Holding focus groups with customers to learn more about their priorities to inform our new customer and communities strategies.
- Promoting our new customer portal to encourage people to contact us digitally, freeing up the phone lines for emergencies and those not online.

Don't delay - sign up today

Sign up to our customer portal and update your details before **25th October** and we'll enter you into a prize draw to **win £500** in shopping vouchers! Scan the QR code to find out more.











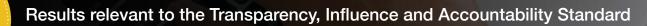


 In 2023/24 our Complaints Team dealt with 720 stage 1 complaints and 91 stage 2 complaints.





Satisfaction Measures



Measure	2023/24 result
Customers feel we listen to their views and act upon them	56%
Customers feel we keep them informed about things that matter to them	68%
Customers feel we treat them fairly and with respect	73%
Customers' satisfaction with complaints handling	30%
Number of stage 1 complaints per 1,000 homes	73
Number of stage 2 complaints per 1,000 homes	12
Proportion of stage 1 complaints responded to within Housing Ombudsman Complaint Handling Code Time (10 days).	93%
Proportion of stage 2 complaints responded to within Housing Ombudsman Complaint Handling Code Time (20 days).	71%



Ensuring tenants are safe in their homes and can access good quality services.

Providing safe, affordable homes is our top priority.

We know how important our repairs service is to you and we're pleased that 87% of the jobs we did over the year were fixed on the first visit. The attitude and conduct of our trades team also continued to receive praise through our customer feedback surveys.

But we know customers are waiting longer than usual for work to be completed and we understand it is frustrating when you are not kept up to date with the progress of a job.

How we're working to improve

- Increasing investment in the repairs service to improve waiting times and communication.
- Developing automated communications to customers about their repairs to keep you informed.
- Gathering more data about our homes to help us plan and prioritise improvements to our homes.



Thinking about making improvements to your home? Please get in touch to discuss any major improvements or alterations you're considering. Scan the **QR code** to fill out a form online or call **0300 561 1111**.



How we maintained and invested in our homes

• We spent £15.3m maintaining our homes, completing 24,319 repairs.



We completed 87% of repairs right first time.



• Customers rated our repairs service on average 4 out of 5.

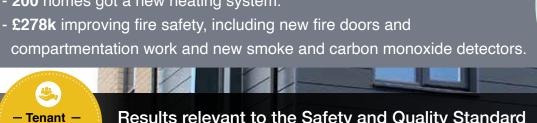


We carried out surveys to 1,163 homes to help us prioritise future work.



- We spent £7.2m improving our homes. This included:
- 1,846 homes had fixed wire electrical tests.
- 330 homes got a new kitchen.
- 200 homes got a new bathroom.
- 100 homes got new windows.
- 320 homes got new doors.
- 55 homes got new roofs.
- 35 homes underwent major adaptations, working in conjunction with our local authority partners, to ensure customers can live independently.
- 200 homes got a new heating system.
- compartmentation work and new smoke and carbon monoxide detectors.

We're tackling and treating damp, mould and condensation. Nearly 1,000 homes underwent improvements during the year, including upgraded ventilation systems; insulation and new heating systems. We also secured funding for energy efficiency works to around 150 homes which were most in need.



- Tenant -Satisfaction **Measures**

Results relevant to the Safety and Quality Standard

Measure	2023/24 result
Satisfaction with overall repairs service over the last 12 months	68%
Satisfaction with time taken to complete most recent repair	62%
Customers feel their home is well maintained	66%
Homes that do not meet the Decent Homes Standard	0.6%
Non-emergency repairs completed within target timescales (40 days)	74%
Emergency repairs completed within target timescales (24 hours)	88.7%
Customers feel we provide a home that is safe	73%
Gas safety checks completed	98.5%
Fire safety checks completed	100%
Asbestos safety checks completed	100%
Water safety checks completed	100%
Lift safety checks completed	99.6%



Working with partners to ensure our neighbourhoods are safe and well-maintained.

Last year we improved our visibility in neighbourhoods through neighbourhood inspections, local events and community newsletters. You can find out when we're in your neighbourhood here www.irwellvalley.co.uk/your-neighbourhood.

We appointed a new grounds maintenance contractor who completed a successful winter of programme of works, but we know there have been issues with grass cutting, hedges and gardening over the spring and summer and we're sorry about this. We have implemented an improvement plan and continue to monitor this contract – holding them to account on the standards they deliver.



- Implementing the recommendations of the Resident Scrutiny Panel's anti-social behaviour review and embedding a new ASB policy and procedure.
- Joining a new ASB best-practice service which provides regular updates, resources and training.
- Improving our approach to tackling fly tipping, rubbish, and bin areas, working in partnership with local authorities.
- Introducing new door entry systems and CCTV into communal areas to improve security and reduce incidents of anti-social behaviour.
- Meeting regularly with our grounds maintenance contractor to monitor progress against an improvement plan, and exploring alternative providers for some of our smaller sites in the short term to free up capacity and improve results.
- Continuing to monitor and scrutinise the results of Neighbourhood and Building Champion surveys to help us hold grounds maintenance and cleaning contractors to account more effectively.



Have you heard of our Neighbourhood Champions initiative?

It's a quick online survey where you can raise any concerns you have about the grounds maintenance service. These issues are shared with our contractor for action. We also have a Building Champions survey, which collects feedback on the quality of communal cleaning services.

If you're interested in getting involved please email **involveme@irwellvalley. co.uk**. Everyone who completes a survey is entered into a prize draw, with a winner drawn every three months.

Making a difference in the communities we serve

This year we continued to support customers with the high cost of living. We also helped people towards work through a range of initiatives - from volunteering and work experience placements to jobs and recruitment fairs.

Our charitable investment fund, The Irwell Valley Foundation, provided funding for customers, as well as a variety of community groups and charities working across the neighbourhoods we serve.

During 2023/24 we:

Supported **5,346** residents towards work.



· Hosted events to support people financially.



 Facilitated 585 hours' volunteering in our Oasis Community Resource Centre and Sunshine Community Café.



· Provided free school meals for 1,910 children and young people over the holidays.



Served up **906** meals to older members of the community at our Strictly Lunch club, subsidised by Our Sale West.



Supported 43 voluntary and community groups, including 10 food poverty projects and 3 furniture projects



FIND OUT MORE.

To find out more about our Irwell Valley Foundation, and to check the criteria, please visit www.irwellvallev.co.uk/ our-foundation. We'd love to hear from you if you think we can help you or a community group working in your area.



Awarded £59,680 in Foundation grants to charities and community groups



Awarded £6,967 in Foundation grants to customers.

Tenant -

Satisfaction **Measures**



Results relevant to the Neighbourhood and Community Standard

Measure	2023/24 result
Number of anti-social behaviour cases opened per 1,000 homes.	39
Number of anti-social behaviour cases opened that involved hate incidents per 1,000 homes.	7
Customers' satisfaction with approach to handling anti-social behaviour.	59%
Customers feel we make a positive contribution to their neighbourhood.	58%
Customers' satisfaction with cleaning and maintenance of communal areas.	52%





Ensuring homes are let fairly and consistently.

We welcomed new customers into our homes, working with our local authority partners to ensure properties were let to those in greatest housing need. Of all the new homes we let, 44% are now home to someone who was previously homeless.

Our Tenancy Sustainment Team supported customers to succeed in their tenancies with practical help and support for both new and existing customers.













In 2023/24 we:

• Welcomed 297 new customers into one of our homes.



• Supported **261** customers through our Tenancy Sustainment Team *(TST)*.



- Over the year our Tenancy Sustainment Team:
- Unlocked £502,656 in extra income for our customers.
- Secured £52,283 for customers through the Housing Association Charitable Trust (HACT).
- Supported **515** customers with energy and food costs through our Cost of Living Support Fund.
- Supported 122 customers before they moved in helping with benefits entitlements, furniture and other support packages.

How we're working to improve



- Supporting customers looking to move to access the House Exchange service, which matches social housing customers across the country who are looking for a swap. This included our first House Exchange roadshow in Haughton Green earlier this year, with further events now planned in our other communities visit www.irwellvalley.co.uk for more information.
- Introducing new local lettings policies for certain buildings, to ensure homes are appropriately and consistently let to meet both local housing need and the needs of existing residents.

Delivering the new homes people need

This year we built 52 new affordable homes in Trafford, including our first 'adaptable-ready' homes as part of phase 2 of the Sale West regeneration. We also started on site with 156 more across Greater Manchester - helping to meet the growing demand.

This includes Botanical Avenue in Trafford Gardens, Old Trafford, where we're building 33 new homes for rent-to-buy. Due for completion next spring, these new homes will be let at 80% of the market rate for the area, helping residents to save up for a deposit to be able to buy the home in the future.

In 2023/24 we:

• Invested £9.6m in building new homes to meet local and regional need.



Attracted grant funding of £1.96m from Homes England and £550k from Greater Manchester Combined Authority to

support us in our efforts.

Started on site at other developments in Salford and Manchester.





It seemed too good to be true!

One of the customers to move into the new adaptable homes is Toby, who suffered life-changing injuries in an accident at work seven years ago and now lives with osteoarthritis which affects his mobility. After years of sofa surfing, he's delighted to have a place of his own.

Toby said: "When I saw the apartments listed, I couldn't quite believe it – it seemed too good to be true!

"The fact it was already set up for my needs with the level access, wet room and wider doorways was amazing. I can fit my perching stools in and there's space to store my mobility scooter. These things make such a difference.

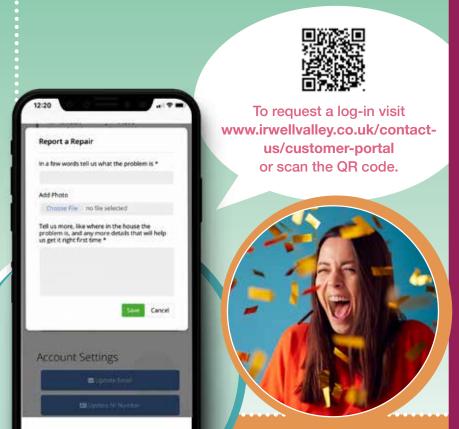
"I'm finally starting to thrive, not just survive, thanks to the support I'm getting."



Join thousands of customers enjoying the benefits of our new online service!



The customer portal offers a way to manage your home and tenancy online, at a time to suit you.



Log in for your chance to win!

Check and update your personal details in the Irwell Valley Homes portal this autumn and you could win £500 in shopping vouchers!

Having up to date and accurate information about your circumstances helps us to deliver better services for you and your household.

Once you're signed up to the portal, you can log in and check/update the details in the 'About me' section and confirm they're correct. Everyone who does this by Friday 25th October will be entered into our prize draw to win £500 in shopping vouchers.

*the winner will drawn at random and notified by email.