

Annual Report to Tenants January 2020





Welcome to Trinity Housing Association

Trinity Housing Association LTD is a not-for-profit Registered Provider of Social Housing registered with the Regulator of Social Housing. We provide bespoke accommodation that is designed to meet the needs of vulnerable adults in the community.

This is our second annual report to tenants and is based on our financial accounts to December 2019.

During 2019, Trinity experienced a number of changes to its workforce, a strengthened management structure and welcomed in a new Chief Executive, Denise Shuker.



Bespoke properties
to meet your needs

Introduction from the Chair of Trinity Housing Association

"I'm delighted as the Chair of Trinity Housing Association to have this opportunity to tell you about the important work that we have carried out over the past year. There have been many political changes that have impacted the housing sector over the last 12 months, and the Board and I have put together our many years' experience in various fields to make sure our tenants are safe.

Additionally, we have a new resident involvement policy to help us make sure our tenants' voices are heard and enable us to tailor our services to meet their individual needs. The Board composition has changed significantly over the last 12 months and we now have a strong, diverse, multi-skilled board. We are in the process of recruiting an additional board member from the care sector to further increase the knowledge base of the board.

Over the last year, we have maintained 100% health and safety compliance in our supported living properties and carried out 97% of routine repairs on time. The appointment of a permanent Chief Executive, Denise Shuker has stabilised the workforce, who have worked really hard to deliver high quality services to our tenants. As a result of their commitment and dedication, we have reduced our void levels by 21 units and resolved 100% of complaints received on time.

I would like to extend my gratitude to all staff for their hard work during the year.

Our progress and achievements in the last year has given me faith in Trinity Housing's success in achieving its mission "For every individual who wants to live more independently, to regard Trinity HA as their first choice provider of housing, care or support services."

Anthony Arcari,

Chair



About us

Trinity came into existence in 2014 to develop and manage supported living schemes and currently provides in excess of 1,000 tenancies nationally across many different Local Authority areas. Since then it has grown rapidly to become one of the largest providers of support and temporary accommodation in the country.

Trinity does not own any properties but is a lease-based provider of specialist supported housing. We are registered with the Regulator of Social Housing and work in partnership with other organisations to meet the specific care and support needs of client groups with specialist requirements.

Number of properties being managed by Trinity in December 2019			
	December 2018		December 2019
Supported Housing	551		550
Temporary Accommodation	1038		517*

*2019 saw us reduce some of our Temporary Accommodation units



Our Corporate Strategy

Trinity is facing numerous complex challenges within the sector, but this does not stop us having ambitions;

Stabilise – over the next year we plan to have greater understanding of our properties. Stock Condition Surveys have been carried out recently at every property in order for us to plan cyclical maintenance and repairs and we are looking at our leases with our major Landlords in order for us build our Business Plan.

Consolidate – Our ambition is to become a model provider of good quality supported housing, enabling our tenants to live independently in the longer term. To do this we will need to provide good quality and well-maintained properties and bespoke housing management services to you all. We will need to continue to be well governed by complying with all regulatory standards. There will also be the need to review our temporary accommodation portfolio to ensure that properties are of high quality and are well managed and maintained. To achieve all this, we need to ensure our staff team are well motivated, trained and supported to do so.

Grow – Next year, using our expertise in supported and temporary housing we plan to grow the business further and provide accommodation for those most in need. We will aim to be a partner of choice but also aim to purchase or develop properties of our own that help support our ambition.

Our Properties – Your Homes

Over the last year, we had 1,067 lettings across Trinity Housing Association. We had a reduction in our temporary accommodation lettings.

In December 2019, we had 122 voids/empty rooms across the supported living homes that we let. That's 21 fewer than the previous year.



Homes for you





Beamish Court

We work in partnership with many Care Providers. One of these providers, Eden Futures who provide care and support at one of our properties in Ollerton, Nottinghamshire won the 'Best Service' accolade at their Excellence Awards in 2019.

We supported 1,067 people to have a tenancy with us!



Supported Living	Temporary Accommodation
550	517

Our Tenants

We support individuals with a wide range of needs such as learning disabilities, autism, mental health needs and acquired brain injuries

Resident Involvement Strategy – We now have our Policy in place



Trinity is committed to involving residents in designing, influencing and shaping the services offered to them by Trinity with the aim of improving those services.



We recognise the rights of residents to be heard on decisions affecting them, their home, their community or their services.



Residents have the right to know how Trinity is run and how they can be involved in decision making processes. To do this they need access to good quality information so that they can make informed decisions.



Residents will be supported to be involved and given a range of opportunities to do so, through informal and formal structures. The aim is to have a collective residents' forum that engages with Trinity's board by 2021.

Resident Involvement – How Will We Achieve This?



We will engage with residents and their representatives as individuals. We will get to know them, their issues and their communication preferences. We will listen to their concerns and compliments about Trinity's services. We will keep them informed of services and consult on any changes to services provided.



We will provide formal and informal opportunities for residents and their representatives to give feedback, including the complaints and compliments procedure and resident surveys, which will be considered by managers and the board regularly



We will hold quarterly planned site based meetings in each scheme, jointly with care providers, to talk to groups of residents, listen to their issues and make any changes possible to improve services.



We will develop a residents forum where representatives from across different sites can collectively become involved in influencing and designing Trinity's services.

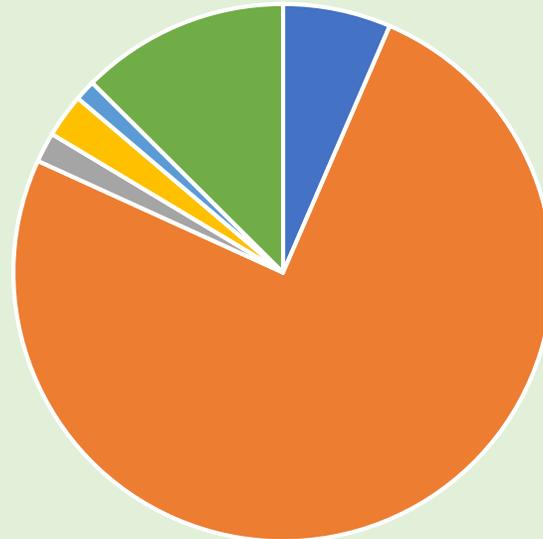


We will develop an online forum for representatives of residents to give their views on Trinity's services and potential improvements.

Value for Money

How was your £1 spent by Trinity
in 2019?

Your £1.00

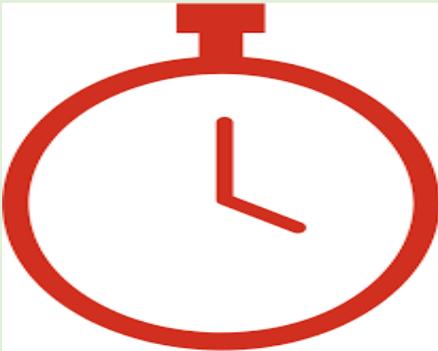


- Management
- Rent To Landlords
- Property Costs
- Repairs
- Other Costs
- Repayment

Repairs & Maintenance



Between January 2019 and December 2019, we had **1,488** repairs reported to our Repairs & Maintenance Team



93% of all routine repairs were completed with timescales



7% were outside our target repair timescales

Average Times Taken To Repair



We had **509** emergency repairs completed within 0-3 days (87%)



We had **348** repairs completed within 4-7 days that were urgent (93%)



We had **631** routine repairs completed within 8-10 days (97%)

Our Repairs Spend

January 2019 to December 2019

£498,963

This includes regulatory compliance and associated remedial works



Complaints

Sometimes things don't always go to plan 😞

We aim to resolve complaints in 14 days or less, but sometimes more time is needed to investigate some complaints.



Between January 2019 and December 2019, we received 4 complaints



100% were resolved on target



0% were resolved late



No complaints were reported to the Ombudsman

Compliments

Between January 2019 and December 2019, Trinity Housing Association received **12 compliments!** These compliments were from our tenants, family members, Care Providers and support services!

Thank you!





Gas Safety

In December 2019, we had 109 properties with GAS

100% were issued with Gas Safety Certificates



Regulatory Compliance

Discipline	August 2018	December 2018	December 2019
GAS SAFETY	80%	100%	100%
EMERGENCY LIGHTING	71%	100%	100%
FIRE RISK ASSESSMENTS	62%	100%	100%
FIRE ALARM	63%	100%	100%
ELECTRICAL	91%	100%	100%
ASBESTOS	79%	100%	100%
LEGIONELLA	71%	100%	100%
EPC	97%	100%	100%

We have worked hard to improve our performance.
Clearly this is working and importantly keeping you safe.

Rent



Rent Due January 2019 –
December 2019: £2.985M



Bad debts January 2019
– December 2019:
£1.779M

Supported Living Rent Collected January 2019 – December 2019:

	£	%
Housing Benefit	12,171,000	81.01
Tenant	218,000	1.45
Care Providers	2,246,000	14.96
Other	388,000	2.58
Rent Arrears at end December 2019	£2.985M	

Trinity Employees

We have 19 employees at Trinity Housing Association



Between January and December 2019, our employees had 5 training days



Between January 2019 and December 2019, there were 26 sickness days



Between January 2019 and December 2019, 7 employees left Trinity Housing Association

Communicating

With Trinity Housing Association

Telephone: 0333 344 3244



If you want to call us for anything we are open from 9.00am to 5.00pm Monday to Friday Outside of these hours we are open for emergency calls:
0333 344 3244



Email is a popular, quick and efficient way of communicating. If you are happy to receive information by email, please update us with your email address by emailing the details to info@trinityhousing.org.uk

Face to face communication with you provides us with the opportunity to give a personal service. By visiting you in your home, office visits, holding resident events, meetings, we can continue to improve services.



Written communication including letters, leaflets and booklets in a format important to you still form an important part of the way in which we communicate.



Our website www.trinityhousing.org.uk was redesigned in 2018. Information and signposts have all been updated. We are constantly working on our website to improve content and welcome your ideas and feedback in order to do so.



info@trinityhousing.org.uk