

Annual Report to Tenants

2020



TRINITY
HOUSING ASSOCIATION

Welcome to Trinity Housing Association

Trinity Housing Association is a not-for-profit Registered Provider of Social Housing. We provide homes that are specifically designed to meet the needs of vulnerable adults in the community. We do not own any properties but we are 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 people with specialist requirements.

This is our third annual report to tenants and is based on our financial accounts to June 2020 and our performance to December 2020.

Introduction from the Chair of Trinity Housing Association

I am proud 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. This year the Covid -19 pandemic has been the greatest challenge facing us but the Board and I continued to utilise our many years' experience in various fields to make sure our tenants have remained safe.

It is with sadness I note that in the last 12 months, 4 of our residents have sadly passed away due to covid-19 and I send my heartfelt condolences, and those of my fellow board members, to all of you who were their family, friends and carers.

Our workforce have worked really hard to deliver high quality services to our tenants.

In order to keep you safe and well, in spite of severe weather and Covid -19 we carried out 1453 repairs, with 98% completed in the promised timescale. We will endeavour to reach 100% in the next year.

We received 33 compliments, and 10 complaints, 9 of which were resolved in the appropriate timescale. Again we will strive to improve.

We have continued to maintain 100% health and safety compliance in our supported living properties

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 Association's success in achieving its mission "For every individual who wants to live more independently, to regard Trinity Housing Association as their first choice provider of housing, care or support services."

Anthony Arcari,

Chair

June 2021



Introducing Gaynor Darby

Our new Head of Housing

Hello, I'm Gaynor and I joined Trinity HA in February 2021 as Head of Housing. I am responsible for the housing management team which is everything from signing up new tenants for their new homes to dealing with anti-social behaviour and making sure our properties are well managed and kept clean, safe and tidy. I have a team of housing officers who each manage a group of properties and tenancies.

It has been a difficult year for everyone and the impact of Coronavirus and lockdowns has been a challenge for all of us. We haven't been able to visit schemes or talk to tenants as much as we would like to. So that is a high priority for me this year, for myself and the team to meet as many of our supported living tenants and those who support them as possible and to start regularly visiting you. We want to get to know you better, to understand what matters to you and to make sure we are delivering good services to you.

I am really pleased with the quality of the homes we offer and the support provided by our partner care providers. We are grateful that they have gone above and beyond this year to make sure everyone is well cared for. We are pleased to be working in close partnership with our care providers and I want to build on those partnerships this year to provide an even better service for our tenants.

One of the areas I want to improve on is the number of empty properties we have. All of our properties have been specifically designed to meet the needs of people with learning disabilities, mental health difficulties or other disabilities and it would be good to see them all full with happy tenants receiving great support that meets their needs. Most of our tenants stay with us for a very long time and we are pleased that we can offer a home for life for those who need that extra bit of support.

I am looking forward to meeting lots of you this year and to finding out what matters to you and what we can do better. If you have any ideas, you can contact me by email gaynor@trinityhousing.org.uk or use any of the communication methods on the back page of this report.



Gaynor Darby
Head of Housing

Managing Your Home



This is the housing team who manage your tenancy and your home. They are (from left to right) Balwinder Phagura, Colleen Wheeler, Gaynor Darby, Lorraine Beesley, Daynia Archer and Gladson Morrison

Homes to meet your needs



Number of homes managed by Trinity

	2020	2019
Specialist supported housing	552	550
Exempt supported accommodation	328	517
Total	880	1,067

Our Properties

Your Homes

In 2020, we had
880 homes across
Trinity Housing
Association.

This compares to
1,067 in 2019.



We have taken a
deliberate decision
to reduce the
number of short
term lettings that
we manage.

**These are some
examples of the
95 schemes
that are home
to our tenants**



Our Tenants

We let 58 supported living homes in 2020



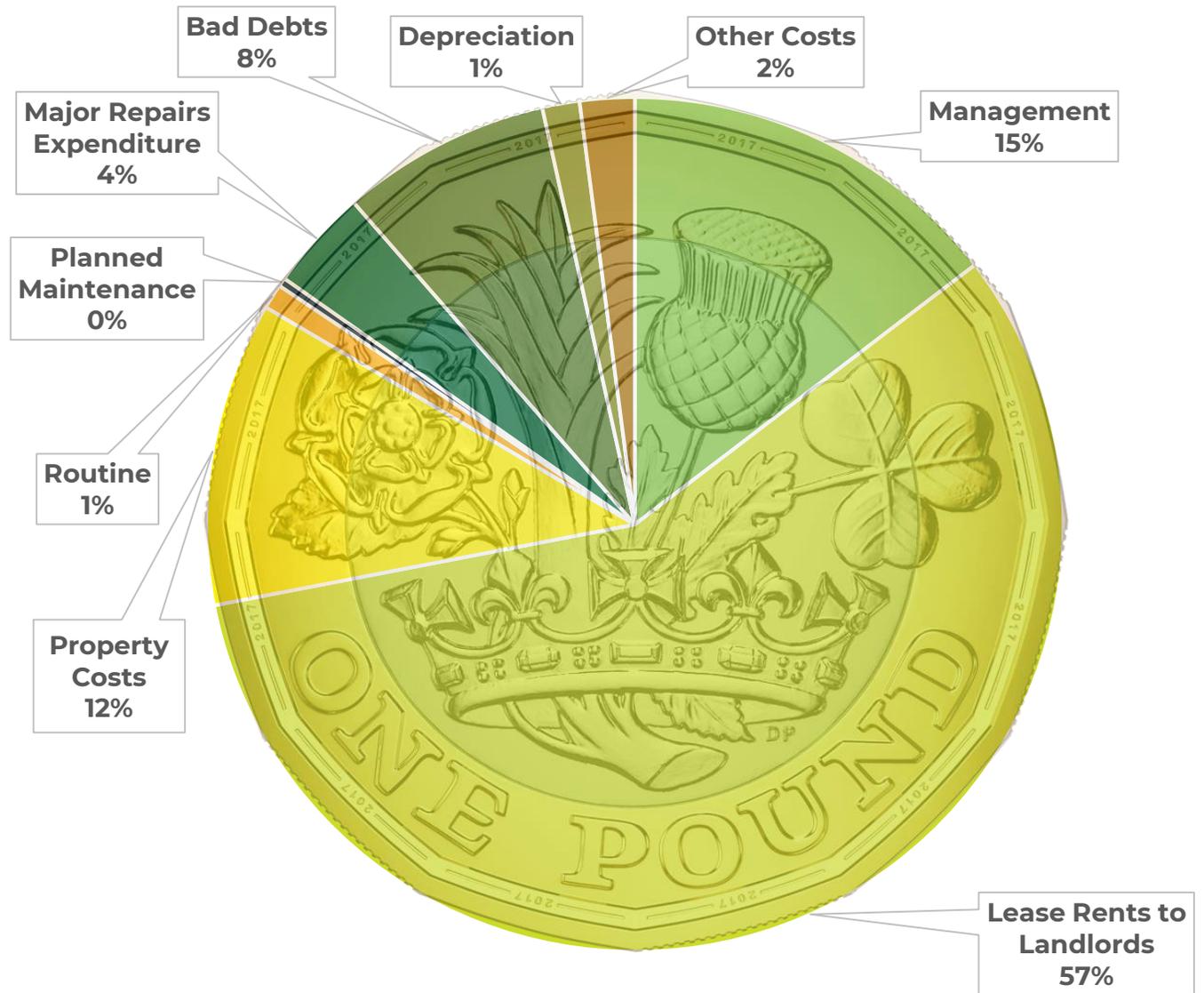
In December 2020, we had 104 voids/empty rooms across the supported living homes that we let. That's 18 fewer than the previous year.

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

Where your money goes

Your £1

This is how every £1 of your rent was spent in the financial year June 2019 to June 2020



Maintaining Your Home



We work in partnership with contractors known and vetted by Trinity Housing Association, who understand our tenants needs and are considerate to individuals whilst works are taking place.

Repairs and Maintenance



Between January 2020 and December 2020, we had **1,453** repairs reported to our Repairs & Maintenance Team. This compares to 1,448 repairs in 2019.



98% of all routine repairs were completed with timescales which is better than 93% last year.



2% were outside our target repair timescales

Average Times Taken to Repair

We had **537** emergency repairs completed within 0-3 days (87%).



We had **387** repairs completed within 4-7 days that were urgent (93%).



We had **529** routine repairs completed within 8-10 days (97%).



Our Repair Spend

January 2020 to December 2020

£410,151

This includes regulatory compliance and associated remedial works

Average repair spend per property	2020	2019
Routine	£23	£45
Major	£274	£591
Planned	£112	£168

Planned Maintenance



In 2020, 4 of our properties were refurbished including our Devon schemes and one in Kent.

As most of our properties have been recently refurbished, we don't need to do much planned maintenance, but in 2020 we

- decorated 8 of our properties, including the butterfly wallpaper (above left) requested by a tenant in Accrington
- replaced the flooring in 4,
- installed 2 new bathrooms (such as the one on the right above in Aspects Court Coventry)
- and installed 1 new kitchen

A Reflection on 2020 from our Repairs Team

“In 2020, we managed to get a 97% rate on our routine repairs response times compared to 92% the previous year.

The reason for this was that even though Covid-19 restrictions made it very hard for us to get works done; we worked harder, communicated more and found alternatives. Most of the supply stores were closed or not having enough stock and most of our contractors were either hesitant to attend properties or in isolation themselves. So we had to find other reputable contractors to cover these repairs in order not to lose time or service.

We worked closely with Care Providers and tenants at times to run through simple checks with them – such as identifying low pressure on boilers and identifying if a fuse had blown.

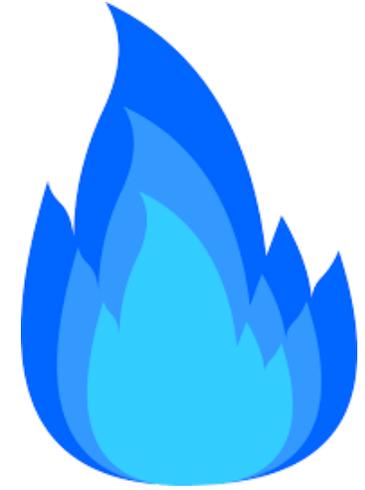
Our work is based on good communication with properties as well as reliable contractors which this year has been difficult with Covid-19, but we managed to get all the right information in order to get the works done”.

- Harris, Trinity Repairs Team



Gas Safety

In December 2020,
we had **109** properties
with gas.



100% were issued
with Gas Safety
Certificates.

Health and Safety Compliance

Discipline	August 2018	December 2018	December 2019	December 2020
GAS SAFETY	80%	100%	100%	100%
EMERGENCY LIGHTING	71%	100%	100%	100%
FIRE RISK ASSESSMENTS	62%	100%	100%	100%
FIRE ALARM	63%	100%	100%	100%
ELECTRICAL	91%	100%	100%	100%
ASBESTOS	79%	100%	100%	100%
LEGIONELLA	71%	100%	100%	100%
EPC	97%	100%	100%	100%

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

Rent



Rent Due July 2019 – June 2020: £17.9M



Bad Debts July 2019 – June 2020: £510,000

Rent arrears at end of December 2020	£2,438,350
Rent arrears at end of December 2019	£2,985,000

Most of our rent is paid through housing benefit and most rent arrears occur where there is a delay in the payment of housing benefit by local authorities.

This is something we are working very hard to improve on.

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 2020 and December 2020, we received 10 complaints. In 2019 we had 4.

Most of the complaints were because we didn't complete repairs in time.

RESOLVED

89% of complaints were resolved within 14 days



11% were resolved late



No complaints were reported to the Ombudsman

Compliments

Between January 2020 and December 2020, Trinity Housing Association received **33 compliments!**

These compliments were from our tenants, family members, Care Providers and support services!

THANK YOU!



Good News!

Tesco – Bags of help!

An application was made to Tesco for the funding for project works that we wanted to complete on one of our properties in the Woking area. Trinity received a grant of £1,166, with which to conduct a project that would be of benefit to the community within that property i.e. garden works.

This grant was provided as a result of a bid for funding from the Tesco – Bags of Help fund.



Carbon Footprint!

In 2020, Trinity replaced 9 boilers and 3 water tanks across our portfolio with more efficient heating systems, helping to reduce our carbon footprint, saving on repairs costs and reducing the utility bills in properties.

Trinity Employees



We have 20 employees at Trinity Housing Association



Between January and December 2020, our employees had 37 training days (up from 5 in 2019)



Between January 2020 and December 2020, there were 29.5 sickness days (up from 26 in 2019)



Between January 2020 and December 2020, 0 employees left Trinity Housing Association

Communicating with Trinity Housing Association



TRINITY
HOUSING ASSOCIATION

info@trinityhousing.org.uk

If you want to call us for anything we are available from 9.00am to 5.00pm Monday to Friday

Outside of these hours we are open for emergency calls:

0333 344 3244



0333 344 3244

During the pandemic, it has been difficult to meet face to face. We appreciate this can make things difficult, but we do need to be conscious of everyone's health and wellbeing. Once everyone is safely vaccinated, this should improve and we can physically meet once again and provide us with the opportunity to give you a personal service.

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 address is Jensen House, Shaftesbury St, West Bromwich B70 9QD



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



Our website www.trinityhousing.org.uk is a useful source of information. We are constantly working on our website to improve content and welcome your ideas and feedback in order to do so.