



TRINITY
HOUSING ASSOCIATION

Annual Report to
Tenants

2022

Welcome

Trinity Housing Association (THA) is a lease based housing provider, housing and supporting the most vulnerable tenants to live independently.

Working alongside Care Providers and other partnerships, our supported housing properties are not just houses but homes to those requiring specialist support.

This is our fifth annual report to tenants highlights achievements throughout the year and shows how we are doing in delivering our housing services.

All financial information covered in this report relates to the period 1st January 2022 to 31st December 2022.

Introduction from the Chairman

I would like to thank all our Tenants and carers for choosing us as their housing provider, and I would also like to thank all the staff of THA and our partner care providers who have worked tirelessly to support our tenants throughout the year.

Despite the economic challenges that have faced the country, we have seen some real progress and successes this year at THA. Trinity's journey towards becoming fully compliant with the standards of the Regulator of Social Housing (RSH) remains ongoing. We continue to collaborate with trusted partners to achieve this objective. Our journey towards regulatory compliance has seen significant progress. Trinity has strengthened its board, with an additional accountant co-opted onto the board and appointed a new board member specifically to look after safeguarding.

Trinity has maintained health and safety compliance, enhanced its risk management framework, and engaged in conversations with funders about risk-sharing. We have also successfully exited most of our Supported Exempt Accommodation properties and joined the Specialist Supported Housing Network to foster collaboration with other lease-based providers.

To ensure Trinity's ability to fully utilize future profits for the benefit of our tenants, we have undertaken a strategic step to convert into a Community Benefit Society (CBS). This transformation will enable us to claim charitable relief on profits that would otherwise be subject to corporation tax. By taking this step, we are enhancing our financial capacity to fulfil our mission of providing high-quality housing and support services to those in need.

Continued....



Introduction from the Chairman

We have made some important energy efficiency changes to some of our homes this year by installing solar panels on some buildings and installing loft, wall and roof insulation to some of our more expensive to heat homes, this will be a real benefit to our tenants this winter as the fuel bill crisis continues to affect us all. Trinity has remained steadfast in delivering safe, warm, and secure homes to our tenants in the face of record levels of inflation.

We have retained our previous years 100% record of safety compliance for our properties. Importantly we have reached a higher face to face contact between our tenants and our housing officers, where they have been visiting people in their own homes more regularly this year. I hope you will enjoy reading some of the stories of our engagement with tenants.

Our progress and achievements in this, my last year of being Chair, has given me faith in Trinity Housing Association's continued 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 Trinity Housing Association



Our Homes

Trinity continues to meet the needs of vulnerable people within the community through its management of specialist supported housing and although the number of units (rooms) managed has slightly reduced, our service level remains our priority. Our short term supported housing in Birmingham (supported exempt accommodation) has drastically reduced as we continue to gradually exit from this sector.

Number of Units Managed by THA	2021	2022
Specialist Supported Housing	531	528
Supported Exempt Housing	182	27
Total	713	555*

*as of 30th June 2022

Lettings

In 2022 we let 80 homes to new tenants, compared to 31 in 2021.

We support individuals with a wide range of needs such as learning disabilities, autism, mental health needs and acquired brain injuries, so this means that more people now have a home with the support they need.

At the end of 2022 we had 72 empty rooms in our specialist supported housing schemes. This is an improvement on the 77 empty rooms we had in 2021.



Rents

Year	Rent Arrears
2021*	£1,364,037
2022*	£1,424,945

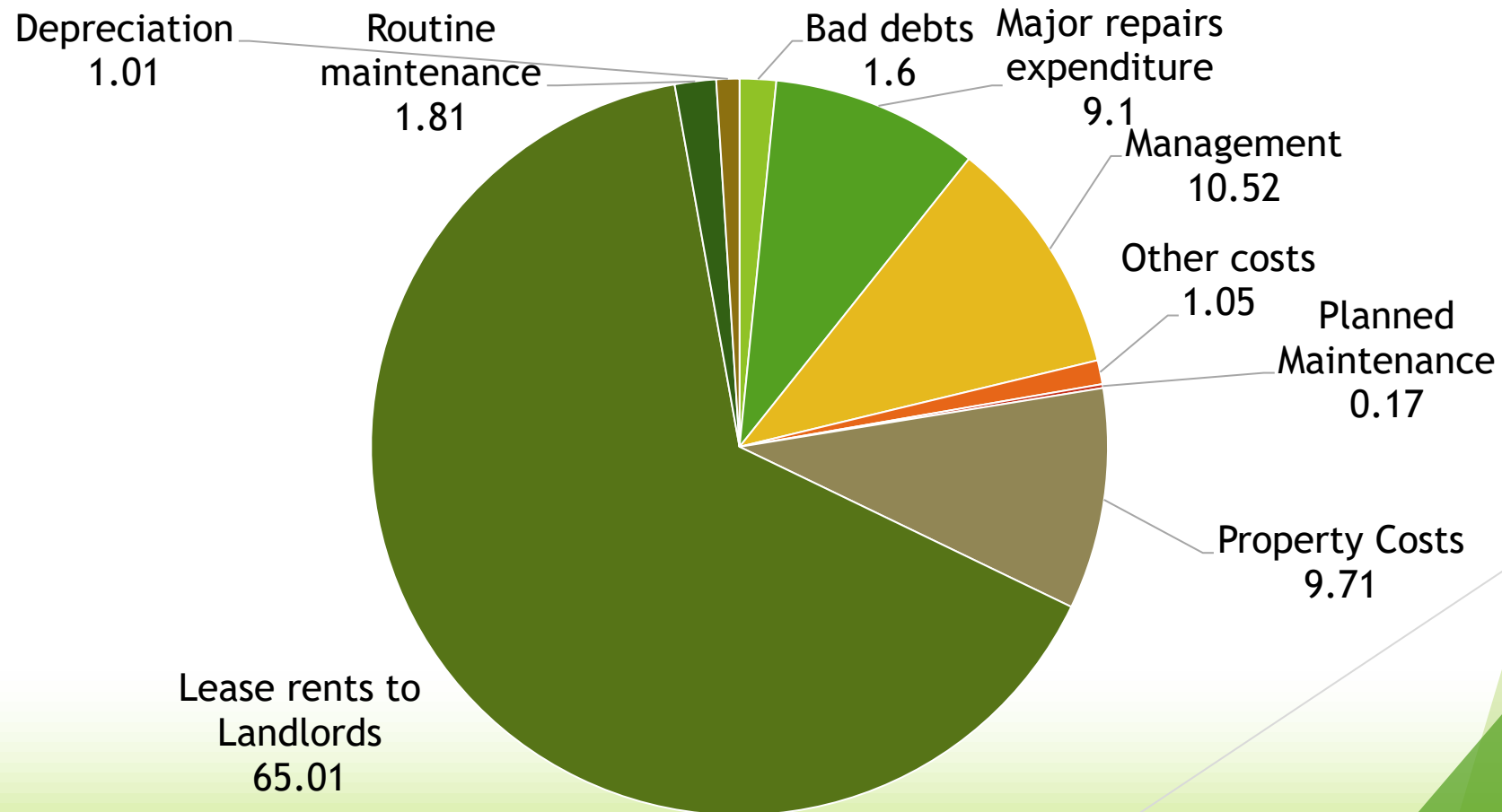
*Year ended December 2021 and
December 2022

The amount of rent owed to us has slightly increased from the previous year due to the amount owed by Care Providers. Most of the tenant debt was owed to us by local authority housing benefit departments and we have worked hard this year to ensure they have all the information they need to pay us on behalf of our tenants. We now have a dedicated Income Officer, Ruth Adams who is looking to recover monies owed.



Where Your Money Goes

With the cost of living rising, we have worked hard to ensure that every £ gets the best value for money*



*Reflects the £ spend to the year ended December 2021 and December 2022

Planned Maintenance

In 2022, we carried out refurbishment work in some of our properties with 4 properties getting brand new boilers installed.

2 properties at Wingate Walk were treated to new kitchens, bathrooms, flooring throughout the properties and decoration.

Solar panels were installed at a property in Antsy, Gloucester and new fire doors throughout Grange Road.

A flat at Pedmore Walk had a bathroom upgrade, complete with a new shower, shower tray panels and doors.

The heating system at Main Road was improved by the installation of 2 new boilers and new radiators throughout the property whilst Greenways had a new tarmac drive and Altro drainage system installed.

Maintaining Your Home

We work with national and local contractors who understand our needs and the needs of our tenants, to maintain and repair the homes we manage.

In 2022 we spent £622,872 on repairs compared to £603,996 in 2021

We carried out a total of 2691 repairs compared to 2,063 in 2021

The average cost of repairs per property is £1,179 compared to £1,137 in 2021

Trinity carried out almost 3 times the amount of urgent repair jobs than in 2021, whilst still ensuring that these were carried out within timescales for attending!

Trinity have been able to bring down the average cost of repairs and maintenance by 13% on last year's costs, c£134 per unit, without impacting quality and standards

Breakdown of Repairs Jobs

Repairs	2021	2022
Total Number of Repairs	2,063	2691
Completed On Time	96%	93.5%
Number of Emergency Jobs (0-3 Days)	436	555
Completed On Time	95%	85%
Number of Urgent Jobs (4-7 Days)	458	1177
Completed On Time	95%	95%
Number of Routine Jobs (10 - 30 Days)	972	830
Completed On Time	97%	94%
Jobs That Require Quotes From Contractors (14 Days)	197	129
Completed On Time	90%	78%

Performance was down a little during 2022, due in the main to an increase in repairs jobs, contractor availability and supply of materials difficulties.

Investing in Your Home

During 2022, Trinity continued to invest significantly in our properties to ensure that our tenants have a safe and secure living environment. Trinity properties remain 100% compliant in all disciplines of health and safety across our entire portfolio, ensuring that our tenants' homes are safe and comfortable to live in. This covers the SSH and SEA portfolios.

Through a robust procurement process, Trinity has engaged the services of a sector leader in property and compliance management. By appointing the services of an agent, Trinity has also been able to plan better and budget with more certainty while ensuring that acceptable standards are maintained.

Trinity has been able to plan and tender for work more effectively for our major projects because of our stock condition survey. This stock condition survey provides a better understanding of the portfolio and component lifecycles and means a more effective and efficient work plan for future programme repairs can be developed. It has also helped secure a contribution to the funding from our stakeholders that covers a significant element of the work program.

Health and Safety

The safety of our residents remained our top priority by carrying out a range of servicing, testing, inspections and assessments to ensure we are meeting the required safety standards.

We are incredibly proud that for another year, we have maintained health and safety compliance in our properties at 100%.

Discipline	2021	2022
Gas Safety Certificates	100%	100%
Emergency Lighting	100%	100%
Fire Risk Assessments	100%	100%
Fire Alarm	100%	100%
Electrical Certificates	100%	100%
Asbestos	100%	100%
Legionella	100%	100%
EPC	100%	100%

Complaints and Compliments

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.

Complaints and Compliments	2021	2022
Number of Complaints	2	3
Number Resolved On Time	100%	100%
Number of Compliments	26	17

No complaints were escalated to the Ombudsman.

Thank you to all tenants, family members, care providers and contractors who took the time to compliment our services.



Trinity Employees

We have 21 staff members at THA, providing services for our tenants and back office support.

Trinity	2021	2022
Number of Employees	21	21
Number of Staff Training Days	21	11
Number of Staff Sick Days	38	24
Leavers	2	6



Charitable Community Benefit Society (CBS)

Trinity are considering converting from a Limited Company registered with Companies House to a Community Benefit Society with charitable rules.

This conversion will benefit THA, tenants and the community by way of tax savings that could be reinvested into the services we provide to our vulnerable tenants.

Alongside legal advisors, THA will conduct an analysis of services provided to determine whether we are indeed charitable before the conversion takes place. Additionally, tenant and legal consultations have now taken place, so views are taken into consideration.



Value for Money!

During 2022, Trinity were able to:

- ▶ Bring down the average cost of repairs and maintenance by 13% on last year's costs, c£134 per unit, without impacting quality and standards.
- ▶ Continue to switch our properties to smart meters, to avoid overcharging.
- ▶ Lock some of our tenants into utility contracts until June 2023.
- ▶ Work with carbon neutral businesses to reduce our carbon footprint and improve our EPC efficiency. c£300k of free funding was obtained to improve our properties.
- ▶ Streamline our work flows between Committee and Board to stop duplication of work.
- ▶ Improve occupancy levels across our portfolio.
- ▶ Improve processes that have significantly enhanced our HB collection levels.
- ▶ Redeploy some of our resources to focus on voids management to help tackle longer standing property issues.
- ▶ Sponsor care provider awards to reward best practice delivered to vulnerable people.
- ▶ Enter into preferred contract deals with specific suppliers to obtain discounts on products and services our tenants benefit from

Good News: British Sign Language Training

After a successful sign language training session in Evesham last year, former Housing Officer Lorraine Beesley who is BSL qualified arranged for the tenants at the Veyran and Wyrehurst properties in Worcester to have a taste of the training.

Both sessions were successful and the tenants really enjoyed themselves. Their Care Provider advised that such sessions were a first and staff found it very useful and informative as staff learnt a lot too!



Good News: Solar Panels

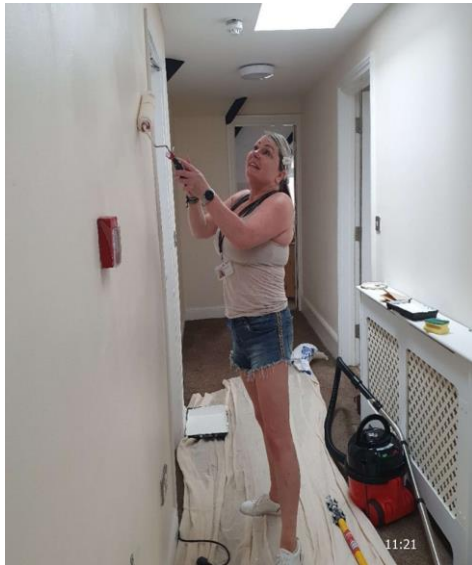
Similar to many other housing associations, we are doing our part to save the environment. We have installed solar panels at Well House and Lutterworth House in Leicester, which will help tenants save money on their energy bills as well as making use of sustainable energy long term.



Good News: Tenant Engagement

Staff from the Housing team and the Repairs team joined tenants at Oxford Road, Moseley to do some decorating work.

As part of tenant engagement, Bal Phagura and Jeanette McNeill involved tenants in the painting and decorating of their property with Trinity providing the paint and brushes.



Good News: Refurbishment Works

The Repairs Team have been hard at work organising refurbishing 2 properties at Wingate Walk.

The properties were treated to the full works – new flooring, new kitchens with additional kitchen units and bathrooms complete with handrails, decorating throughout the properties, including a TV and cube unit gifted by Trinity. The finished work looked absolutely wonderful and the tenants are delighted!



Equality, Diversity and Inclusion

Trinity Housing Association is committed to promoting equal opportunities. We value diversity and recognise the benefits of employing a diverse workforce in relation to our customer service and growth as an organisation. Through our work in providing housing services, and as an employer, we will help ensure fair treatment for all tenants and those who support them, regardless of race, ethnic origin or nationality; gender; disability, whether mental or physical; religion; marital or family status; sexuality or sexual orientation; HIV status; age or physical appearance. We recognise that because some groups or people experience prejudice and discrimination, to make opportunities really available, we have to make an extra effort. We will strive to ensure that no-one receives less favourable treatment or is disadvantaged.



Contacting Us



TRINITY
HOUSING ASSOCIATION

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

info@trinityhousing.org.uk

0333 344 3244

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



Your housing officer visits each of our housing schemes regularly. So please say hello when you see them and let us know anything you need to tell us. You will also see a regular newsletter from your housing officer, keeping you up to date with everything that is happening. The newsletter will tell you the name and direct contact number of your housing officer, so please use that to get in touch.



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.