

Warwickshire
Rural
Housing
Association



Annual Report

2019 to 2020



CHAIR'S MESSAGE

Welcome to the Warwickshire Rural Housing Association's annual report



This report explains how we performed between April 2019 and March 2020. It was a busy year for us. I was honoured to be elected as Chair of the WRHA Board and pleased to welcome three new board members during this time.

WRHA have provided much needed affordable homes, for local people in Warwickshire's villages, since 1989, and in December 2019 we celebrated our 30th anniversary. With the completion of a further 12 homes between April 2019 and March 2020, WRHA now provides homes to almost 600 families, couples and individuals in 43 communities.

We continued to focus on making a real contribution to our residents and their communities. We have helped families stay together in the villages they know and love, including helping three generations of one family find homes in neighbouring villages. We embraced innovative building technologies in our new developments and helped our residents reduce their energy bills with the introduction of air source heat pumps. And we supported our communities as much as we can, such as donating towards new playgrounds in two Warwickshire villages. We have committed to improving our repairs and maintenance response and our engagement and communication with residents.

As we publish this report, we are still adapting our service to a world living with COVID-19. Although the pandemic only hit at the end of the financial period we're reporting on, it's had a huge impact on our organisation. At the height of the lockdown, we temporarily moved to a reduced level of service, which was necessary to protect our residents and staff. We hope you understand that this was unavoidable and thank you for your support and patience during this time. Since July we have been back to a full service. Many residents took the opportunity to connect online. This will be one element of our work to improve our communications through multiple channels.

I hope you find this report useful. If you would like any further information, please get in touch via enquiries@midlandsrural.org.uk

Ruth Bagley

RUTH BAGLEY

Chair - Warwickshire Rural Housing Association

How are we performing?

WE
PROVIDED

12

NEW HOMES IN
WARWICKSHIRE VILLAGES

WE ARE WORKING
WITH

21

PARISHES IN SUPPORT OF
RURAL HOUSING

£2,545,220
COLLECTED IN RENT

£278,217
WAS SPENT
COMPLETING REPAIRS

£311,500
GRANT FUNDING
SECURED

£3,271
WAS THE AVERAGE
SPEND ON PREPARING A VACANT
PROPERTY FOR RELETTING

£113,059
WAS SPENT KEEPING
SCHEMES TIDY AND
MAINTAINED

MAINTENANCE

This is what we spend on planned and day to day maintenance.

Planned includes: replacing and upgrading key areas of our homes, such as heating systems, kitchens, bathrooms, doors, windows and roofs.

Day to Day is the repair service to fix problems in our homes on a daily basis.

TOP AREAS OF EXPENDITURE:

- £ Maintenance
- £ Management costs
- £ Service costs
- £ Interest on loans

MANAGEMENT COSTS

These are the costs to provide the staff and services required to run the association.

SERVICE COSTS

This is how we spend what is collected in service charges, on the upkeep of shared areas, such as communal areas, lighting and grounds maintenance.

INTEREST ON LOANS

This is the amount spent on paying the interest due on loans taken out to fund the building of our homes.

How are we performing?

Housing Services

98%

OF HOMES WERE ALLOCATED TO PEOPLE WITH A STRONG LOCAL CONNECTION TO THE VILLAGE

AVERAGE

40

DAYS TO RE-ALLOCATE A HOME

4

SHARED OWNERSHIP RESALES

TOP ANTI-SOCIAL BEHAVIOUR ISSUES:

- Drug use or dealing
- Parking disputes
- Rubbish/litter and gardens not maintained

80%

OF RESIDENTS AGREE WE LISTEN TO THEIR VIEWS AND WHERE POSSIBLE ACT UPON THEM

ARREARS ARE

0.55%

BY COMMUNICATING WITH AND SUPPORTING RESIDENTS

86%

AGREE WE KEEP RESIDENTS INFORMED ABOUT THINGS THAT MIGHT AFFECT THEM

How are we performing?

Maintenance Services

WE REPLACED

34

BATHROOMS

84%

OF RESIDENTS WERE
HAPPY WITH THE
REPAIRS SERVICE

1542

REPAIRS WERE REPORTED

311

EMERGENCY REPAIRS

Repairs needed to avoid immediate danger to your health and safety or serious damage and destruction to your home.

584

URGENT REPAIRS

Repairs that are not dangerous but could become worse or cause other problems if they are not dealt with.

647

ROUTINE REPAIRS

All other repairs that are necessary and the Association's responsibility, but that do not affect the immediate use of the property.

WE CARRIED OUT

88

PERIODIC ELECTRICAL
SAFETY INSPECTIONS

100%

OF OUR PROPERTIES HAD AN
ESSENTIAL GAS SAFETY
CHECK CARRIED OUT



How are we performing?

Customer Services

98%

OF RESIDENTS FOUND THE ADVISOR TO BE FRIENDLY, HELPFUL AND TREATED THEM WITH RESPECT

AVERAGE

12

SECOND
WAIT TIME TO ANSWER
INCOMING CALLS

54%

OF RESIDENTS ARE
REGISTERED WITH
MYHOMEONLINE

WE HAD

7004

NEW VISITORS TO OUR WEBSITE

WE HAVE

531

FOLLOWERS ON TWITTER

WE RECEIVED

7

COMPLIMENTS

WE HAVE

337

FOLLOWERS ON FACEBOOK

WE HAD

8

FORMAL COMPLAINTS

We learn from complaints and we are:

- documenting inspection processes more thoroughly
- monitoring all touchpoints for planned and cyclical maintenance programmes
- actively monitoring work in progress jobs
- confirming actions and resolutions to residents when issues have arisen
- reviewing our website to ensure it provides up-to-date information

Statement of financial position

As at 31 March 2020

	2019 £	2020 £
Tangible fixed assets	40,397,812	40,931,088
Current assets		
Trade and other debtors	66,985	333,791
Cash and cash equivalents	1,920,931	1,337,092
Total current assets	1,987,916	1,670,883
Creditors: amounts falling due within one year	(1,199,016)	(779,227)
Net current assets	788,900	891,656
Creditors: amounts falling due after one year	(31,623,418)	(31,405,313)
Net assets	9,563,294	10,417,431
Capital and reserves		
Called up share capital	19	19
Revenue reserves	9,563,275	10,417,412
Total funds	9,563,294	10,417,431

Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2020

	2019	2020
	£	£
Turnover	3,115,123	2,810,494
Operating costs	(2,032,693)	(1,719,358)
Operating surplus	1,082,430	1,091,136
Interest receivable and other income	1,464	210
Interest payable and similar charges	(477,985)	(223,691)
Movement in fair value of financial instrument	(107,683)	(13,518)
Surplus for the year	498,226	854,137
Total comprehensive income for the year	498,226	854,137

"It was my dream to live in the country, and I couldn't think of a better place to live.

I just love everything about it."

"I couldn't image leaving the village after all this time, but we really needed somewhere without stairs.

We are absolutely thrilled with our new home."

"When you ring with a query, the ladies on the other end of the phone are so lovely.

They can't do enough to help, they are all a credit to you."

C O N T A C T D E T A I L S

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