

Neighbourhood and community

Working in your local community

Last year we said we needed to get better at a number of things including sharing what residents are doing on their estates. We also committed to being clearer about the choices residents can make.



Resident from Selby



So what have we done over the last year?

- We have improved how we inform residents about choices. This might be individually or collectively by residents on estates. We have also clarified areas where Hanover needs to make decisions as a reasonable landlord and employer.
- We have continued our Greenshoots programme providing money for improvements on estates.
- We have continued to support residents to achieve things locally and publicise it by producing an annual publication (Inpractice) showcasing interesting activities on estates.
- A new Community Links manager will work with staff to help identify support for local initiatives.

Facts and figures

Anti-social behaviour

63 Cases of anti-social behaviour reported

Greenshoots

£79,541

Total spent on Greenshoots projects

£19,885

Total raised by residents

84

Greenshoots projects completed



What we need to do better

- Provide more support and expertise to help residents to be able to do local initiatives on their estates.
- Continue to share good examples of what residents are doing on their estates and in the local community.

Greenshoots

Over the last year residents have used Greenshoots funding for all sorts of projects including outings, pool tables, BBQs, digital pianos and even a hairdressing salon! If you would like to find out how your estate can apply for Greenshoots funding, call the engagement team on 01784 446117.



Resident from Hackney

Value for money

How we deliver cost-effective services

Last year we said we needed to get better at a number of things including introducing different ways to save money on major work such as decorating. We also said we would look at processes that Hanover carries out to see if we can save more money.



So what have we done over the last year?

- We have completed all the improvement work in Hackney as part of the Hackney Promises project. All works were completed within budget.
- We carry out value for money assessments for all consultations carried out.
- We have introduced a better way to get contractors for major works such as kitchen and bathroom contracts as well as decorating contracts. This means technical teams can deliver planned works more quickly. These changes have helped save £863,000!
- We are in a good financial position but need to make sure we continue to provide good value for money.
- We compare how well we are doing, in many more areas, with other housing associations.
- We have introduced a new system to make it quicker and easier to get prices for major maintenance work.
- Estate Managers continue to work with residents to make sure they are claiming all the benefits they are entitled to.



What we need to do better

- We need to get better at understanding how satisfied residents are with the amount of rent and/or service charges they pay.
- We are looking to improve the way contractors can bid for work.
- We need to get better at how we share and record good value for money examples.

Facts and figures

Savings achieved

£863,000
saved

By improving the way contractors can bid for major works

Estate Managers have helped residents to claim

£1,015,594

worth of benefits!

Top 10 commitments that we will prioritise over the next 12 months

We have told you what we have done over the past year to improve the services we provide to you. We are committed to carry on improving what we do. Some of the top 10 commitments we made last year are still important so we will continue to prioritise those commitments. This doesn't mean the other areas we know we need to improve will be forgotten but plans to address some areas may need to wait.

- Improve how we present financial information to homeowners and make sure homeowners are collecting enough money for works on their estate
- Improve our approach to major works on estates and introduce Estate Investment Plans showing a 5 year timetable of what we hope to do
- Improve how we communicate with residents. Think more about what we send to residents and the language we use
- Get better at providing answers to queries promptly
- Carry out regular surveys to find out how satisfied residents are with our services
- Make sure residents are satisfied with how we handle complaints
- Help our staff understand the communities we work in so our estates are welcoming to everyone
- Improve how quickly we replace older kitchens and bathrooms
- Improve how we measure how many repairs are completed successfully on the first visit
- Do more work to compare our services and costs with other housing associations



We will continue to report our progress to the Residents' Council including what we need to do better. We'll keep you informed of any improvements through Hanover News, estate meetings and area meetings.