



INQUILAB

Annual Review 2017/18

**Working with
our community**



www.inquilabha.org

Resident Scrutiny Panel

Introduction

It has been a very challenging year for Housing Associations. The tragedy of Grenfell Towers highlighted the need for greater scrutiny of what we do.

As a member of the Residents Scrutiny Panel I see first-hand how we can check Inquilab is run effectively and efficiently, challenging when we feel standards could be higher and making suggestions to improve the service for all residents.

Last year we met our key objectives of:

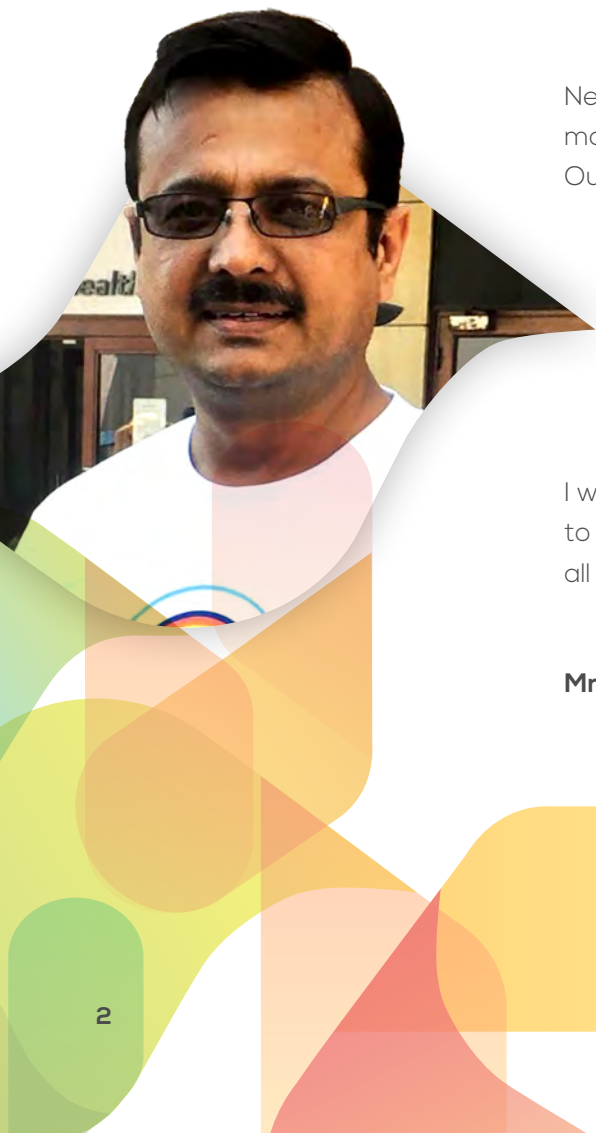
- **helping to ensure greater value for every pound spent;**
- **working with Inquilab to support the financial and digital needs of residents;**
- **working more closely with the Board and staff to challenge their approach to better shape services.**

Next year we will continue in the same vein by ensuring that even more residents can influence how the organisation operates. Our main focus for 2018/19 is to work with staff and the Board to:

- **find out more about the needs of residents;**
- **build more local partnerships to respond to these needs;**
- **working towards the delivery of a new repairs service;**
- **involve more residents in panel meetings to improve services.**

I would ask you all to become involved so that we can continue to make Inquilab the best it can be by delivering the services we all need.

Mr Adnan Butt, Resident Scrutiny Panel Member



Welcome

Whilst it has been a challenging year it is a really exciting time at Inquilab. We are looking at how we deliver value for money services and how we can do an even better job. Central to all of this are you - our residents.

We want to put tenants at the heart of Inquilab to make sure that every change and improvement we make is driven by you, your needs and aspirations.

It has been a successful year and we are proud of what we have already achieved including the Customer Excellence Award, Income Management Accreditation and Investors in People (Gold) as well as building more affordable homes and supporting our customers and communities through initiatives like helping more residents learn new skills, find work, get online and tackle debt. But we want to go even further by finding out about you and your needs.

Over the coming year we will be undertaking a survey of all our households to find out more about our 3,400 customers and how we can better meet your needs. We want Inquilab communities to thrive and that means working to improve the quality of life for everyone.



Our strategic aims over the next few years are to focus on improving the customer experience, investing in homes and local communities, and strengthening our business. And I want residents to play a key role in helping us achieve these three objectives. We need more people to engage with us and drive forward improvements.

We want to make it easier for you to use our services so that we do what we say, do it when we say we will do it, and above all be prepared to listen.

A handwritten signature in black ink, appearing to read 'GA', written over a light grey rectangular background.

Gina Amoh, Chief Executive



Resident involvement and empowerment

We know that our continued success lies with our tenants, so next year we will work harder to involve even more of you in what we do.

We will offer different ways for you to become involved depending on how much time you have to spare; from sitting on a formal panel or group, to completing a quick survey.

In 2018/19 we will be conducting a major survey to discover more about your needs and aspirations and how we can encourage even more of our customers to get involved and have their say.

Last year our Resident Scrutiny Panel undertook several reviews and made lots of useful recommendations to help us further improve our services. Among their suggestions included encouraging staff to come up with ideas to save money and increasing the number of residents on social media to make contact easier for you. We have also listened to our customers by making changes to the way in which we deliver our repairs service by ensuring appointments are made for each repair.



How are we doing?

We've worked hard to improve our performance in many areas, listening to and responding to tenant suggestions.

Our performance at a glance



Rent collected
103.14%
(above target)

83%
of calls
answered

Residents are
satisfied with the
attitudes of repairs
operatives
90%

Residents say that
Inquilab staff are
friendly and helpful
98%
(above target)

Repairs
completed
right first time
80%

Satisfaction
with repairs and
maintenance service
85%
(above target)

It's been a really busy year and we are delighted to have met or improved most of our targets. We've been working hard on our processes and services and as a result we picked up a Customer Excellence Award and Income Management Accreditation.

But it's not just the awards that matter; it's the difference we're making to residents' lives that motivates us to go to work. As well as delivering a first class housing service, we've helped residents get new or better jobs, get online for the first time, manage their money or receive major home improvements like new kitchens and bathrooms.

**Help us further
improve** by getting
involved with Inquilab
and making your
voice heard.



Improving your homes


Over the last year we've invested more into our repairs and improvements programme to ensure our properties are places where residents are proud to call home.

100%
of homes with gas have an up to date gas service certificate

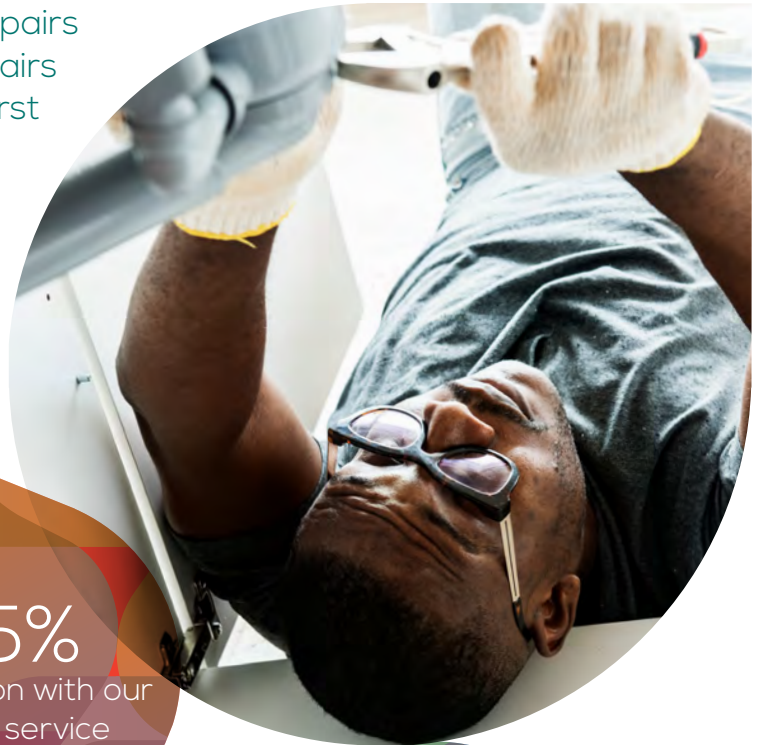
100%
of properties meet the Decent Homes Standard

76%
of residents say they are satisfied with the overall quality of their home



 **100 new boilers**
installed (helping residents to reduce fuel bills by an average of £270 a year)

Thanks to suggestions from residents we have made improvements to our repairs service to make sure that more repairs in your home are carried out right first time and at the right price.



80%
of repairs are completed right first time

89%
of tenants are satisfied with their appointment

85%
satisfaction with our repairs service

85%
of tenants are satisfied with the speed of repairs work



Average repair cost per Inquilab property –
£380

84%
of tenants are satisfied with the overall quality of the repairs work

90%
of tenants are satisfied with the attitude of repairs operatives



Sustaining tenancies

We want all our residents to enjoy living in their Inquilab home and we do everything we can to support you to maintain your tenancy.

This includes offering money and debt advice to tackle rent arrears and helping people to adjust to changes to their benefits as a result of the welfare reforms. We plan to increase this financial support and help more tenants with the transition to Universal Credit.

Making services more convenient is a priority. Our website now includes a tenant portal where you can access lots of services and make secure rent payments. And for those who need a helping hand to get online and use the internet, we offer free IT training, advice and support.

We want all new tenants to settle in well to their new home so we regularly survey customers to help improve the allocations and moving in process.

1,269
homes

101.76%
of rent collected
(up from 101.49%
last year)

Our average weekly rents:

One bedroom	£93.76
Two bedrooms	£107.91
Three bedrooms	£120.65
Four bedrooms	£134.10
Five bedrooms	£142.84



Neighbourhood and Communities

Keeping your neighbourhood and communal areas clean and safe is our top priority.



Tackling anti-social behaviour

Our anti-social behaviour (ASB) service deals with a range of issues from excessive noise through to harassment, domestic abuse and hate incidents. We want everyone to feel safe in their home and so we take all reports of ASB seriously. We respond swiftly, working closely with you and relevant agencies to resolve the situation as quickly and effectively as possible.

Case study

We took legal action against a tenant after neighbours complained they were receiving threats and abuse from a person living in their block.

The tenant was given several warnings, advice and support to change their behaviour, but the advice was ignored. Using a log of incidents made by the victims as evidence we took the case to court and were awarded an injunction against the tenant, who eventually lost their home.

Supporting communities

We want Inquilab neighbourhoods to thrive, and that means promoting and encouraging a strong sense of community spirit. We help to support our communities through:

- **Employment and training programmes** - helping people into work.
- **Financial and digital inclusion** - offering support, benefits and debt advice, and online training.
- **Neighbourhoods (things to do and places to go)** - providing activities for all ages to increase community cohesion and wellbeing.

The summer programme at the Jasmine Community Centre provided positive activities for young people and their families to learn new skills, enjoy new experiences and prevent anti-social behaviour by encouraging young people to stay out of trouble. Through arts and crafts, music, and sports sessions participants were encouraged to take part in discussion workshops with their parents to explore issues ranging from improving health and fitness to gangs and knife crime. Below are some of the comments from the parents of the Lancaster Road Estate Summer Project.

"I am happy to know that my son is doing something positive when schools are closed."



"This is the first time I have seen something like this on our estate, this need to continue all year round!"

Improving skills

We are committed to empowering residents by providing opportunities for them to learn new skills. This in turn helps to develop self-confidence, improve employment prospects and develop sustainable communities.

Together with Catalyst Housing we deliver accredited basic computer training at The Jasmine Community Centre to help residents improve their digital confidence and skills. Drop-in IT sessions take place every week offering friendly help and support free of charge.

"I had never used a computer and was very nervous but I wanted to learn so I wouldn't have to rely on asking my children for help! I really enjoyed the course at the Jasmine Centre and now feel much more confident getting online and using my smartphone. The tutors were really supportive and inspired me to enrol on to an IT college course. I still pop in to the drop-in sessions whenever I need support, it's great to know help is on hand every week if I need it."

Sunita, Inquilab resident aged 67

Value for Money

VfM is about providing a great service at the lowest cost. We're committed to delivering value for money in everything that we do.

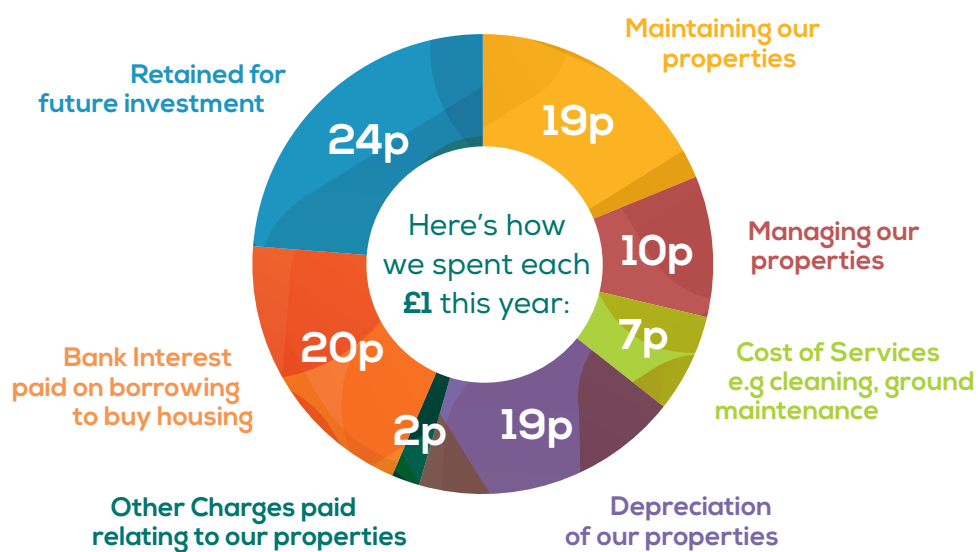
VfM is at the heart of how we operate and we have a VfM Strategy to help us get the most out of every pound spent. This involves keeping our costs under constant review whilst checking we are delivering a good service to you.



How do we achieve VfM?

We're really proud of what's been achieved over the last year and have made savings of nearly £212,000 by working more efficiently (that's almost 10% better than the target we set ourselves last year). We will use these savings to reinvest into building more affordable homes and delivering even better services to you.

Our social housing costs in 2017-18 were £3,137 per home per week, a reduction from last year's cost of £3,535.





INQUILAB

0208 607 7777
customerservices@inquilabha.org

Inquilab Housing Association
Unit 3

8 Kew Bridge Road
Brentford TW8 0FJ