

Annual Report for Tenants 2020/2021

Dear Resident,

Welcome to Grainger Trust's fourth Tenants' Report, which aims to keep our customers informed and updated about our performance and upcoming plans. We continue to develop our services and customer engagement, so as always would love to hear from you if you want to share any views about the content or structure of this report at feedback@graingerplc.co.uk.

Grainger Trust is a rapidly growing subsidiary of Grainger plc, so to aid understanding of the data presented we have included some explanations where necessary.

About Grainger Trust

883

homes in our
portfolio
(as at 30 Sept 2021)

26%

increase in our
portfolio
(since 30 Sept 2020)



Our homes are
split across seven
different estates,
including our second
scheme in London
that launched
this year



All of our homes
are new builds

grainger trust
Investing in homes since 1912

This year the
management
of all Grainger Trust
homes moved
in house for the
first time

About our customers

48.6%

Affordable rental homes

10.9%

Intermediate rent

40.5%

Shared ownership

You asked us: To make it easier to get in touch with us.

We have: Launched our new central Grainger Trust phone number to help direct your call – **0330 553 9998**.

About our team

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Andrea Gorman
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Hanna Thompson
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Repair and maintenance

What did we do this year?



90%

of our reactive repairs completed within targeted time frame



90%

satisfaction with our repairs service by those that used it*



£418,043

was spent on home repairs



£38,331

spent on maintenance and redecorating for re-letting

* Data collected Oct 21-Dec 21 after completion of a repair.

What will we do next year?

We will proactively inspect our older properties to calculate budgets for major repairs.

Work with software developers to create a resident's portal/app for reporting repairs (amongst other things).

Increase our list of enhanced compliance contractors to offer better emergency coverage and Value for Money.*

* We have previously reported that we were looking to award a single repair contract to one contractor: upon investigation we are determined that we can provide a better service and value for money by developing a framework of smaller contractors and will review again in the future.

Lettings

What did we do this year?



90.5%¹
occupancy



78² days
average time taken for initial lettings



96³ days
average time taken to re-let a home (total of relets)



Another **9**
wheelchair units delivered at our locations



Our Lettings and Allocation Policy is now available on our website for reference

¹ This figure includes Shared Ownership units for sale and units undergoing tenure change.

² This figure is higher than it would otherwise be because of delays with completing the Nomination Agreement for a new development of 59 units.

³ This figure is higher than usual due to a high proportion of our re-lets requiring refurbishment this year because of damage and our oldest properties requiring maintenance for the first time.

What will we do next year?

Develop our Mutual Exchange processes to be more aligned with other Registered Providers to facilitate transfers.

Increase our lettings and allocations resources to reduce the time our homes are empty.

Improve our data analysis tools to create better insight into the needs of the customers and households in our homes.

Customer Service and Satisfaction

What did we do this year?



72 %
of residents were
satisfied with Grainger
Trust's services¹



72%
of residents were
satisfied with the
repairs services²



100%
response rate to
formal complaints within
target time frames



8
formal complaints
received and resolved
in 2020/2021³



13
incidents of anti-social behaviour
reported and acted upon (relating
to 8 households)



1
possession proceedings wholly
or partly regarding anti-social
behaviour



0
evictions regarding
anti-social behaviour

¹ Of 114 respondents, weighted for tenure. This year we opened the survey up to include satisfaction around housebuilder defects.

² Of rented households surveyed.

³ 2 relating to leaseholder admin fees (which we have since managed to reduce), 3 relating to repairs, 1 regarding a rent collection error, 1 regarding failure to respond and 1 relating to housebuilder defects.

What will we do next year?

Survey customer
satisfaction with our
move in & move out
process.

Develop our Tenant
Engagement Strategy
and Policy.

Significantly expand
the scope of our annual
satisfaction survey to ask
about all aspects of our
service, so we can act on
your feedback.

Extend the survey to
properties of all ages for
the first time, so we can
learn how to improve our
defects process.

Neighbourhoods

What did we do this year?



We have continued to operate
from our on-site office despite
the lockdowns and have adapted
our lettings processes for
social distancing



For our new tenure blind mixed scheme
at Apex Gardens (Seven Sisters), we
developed a single team approach
to ensure the building's services and
amenities are fully accessible to both
Grainger Trust residents and the
Grainger PLC occupiers



THE GRAINGER COLLECTION
AT WELLESLEY



BEREWOOD
HAMPSHIRE

This year Grainger hosted scavenger
hunts, fireworks, self-defence classes,
wildlife walks and craft workshops
at Wellesley (Aldershot) and
Berewood (Waterlooville)

What will we do next year?

We have plans for 40 events across
multiple locations.

Construction will begin on
Stanhope Lines – the linear central
park at Wellesley.

We will launch our online yoga
resource as part of our health and
wellbeing initiative.

Finance, Governance and Value for Money

Income from rent and service charges

2020/2021

£4.9m

2019/2020

£3.3m

Average spent per home on managing tenancies and maintaining properties

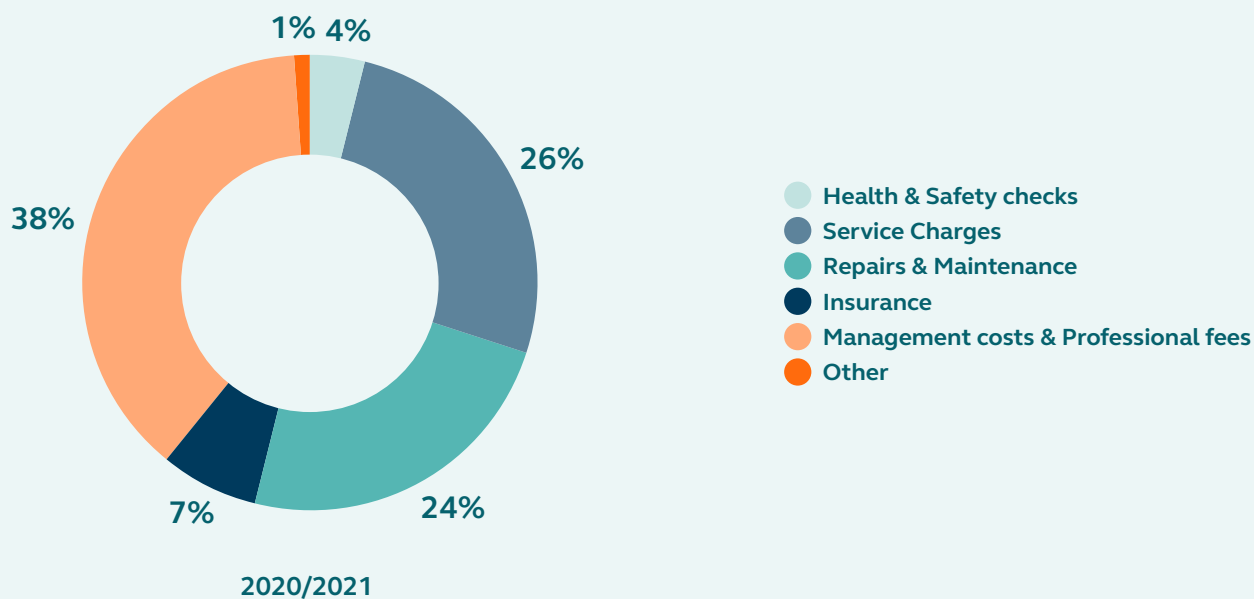
2020/2021

£2,303

2019/2020

£1,913

For every £1 spent by Grainger Trust



Supporting our Residents

The Covid-19 pandemic continues to disrupt some of our services and limit our ability to carry out many community building activities. However, we are now back in our Aldershot office day-to-day and residents are welcome to pop in for a socially distanced catch up or to ask any questions.

Your feedback

As our customers, your feedback is incredibly important to us. We want to know how we are performing and also what initiatives to prioritise in future.

If you are struggling with finances, mental health or violence in the home, then our team will be able to support you in accessing the right services. Please don't hesitate to call any of the team if you would like to discuss what support we could offer.

If you would like to provide feedback on any aspect of our services, or on this report, please email feedback@graingerplc.co.uk.