

Annual Report for Residents

October 2022 – September 2023

Dear Resident,

Welcome to Grainger Trust's 6th annual 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

903

homes in our portfolio
(as at 30 Sept 2023)

5%

reduction in our portfolio this year
(since 30 Sept 2022)



Our homes are split across five different estates, across London and the South East regions



All of our homes are new builds; the oldest are now 10 years old

grainger trust

manages all of its own homes

This year:

Grainger Trust sold 89 units on two estates that were far away from our operational offices to allow us to focus on providing the best Value for Money service on our core estates.

About our customers

50.7%

Affordable rent homes

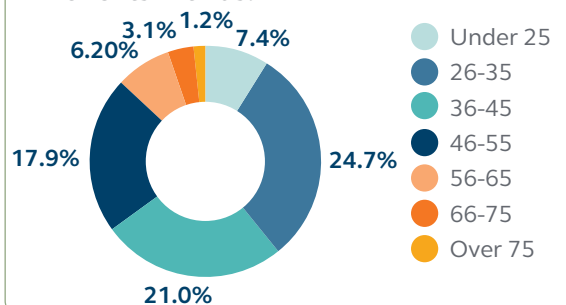
15.1%

Intermediate rent

34.2%

Shared ownership

Who rents with us?*



* Representative of respondents to our January 2024 Customer Survey.

About our team

We like to take this opportunity each year to confirm our contact details. Grainger Trust's All Enquiries phone number remains the same: **0330 553 9998**.

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Melanie Cain

Income Support Officer (Rents)
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Customer Service and Satisfaction

This is the first year that Grainger Trust, like all other social landlords, has carried out the annual survey in a standardized format called the Tenant Satisfaction Measures (TSMs). The Regulator for Social Housing has introduced the TSMs so that tenants can compare their landlord with how others are performing and hold them to account. The survey was carried out over the phone by an independent survey company, who

captured 257 responses (up from 229 last year).

We want to thank all residents that took part – we are very proud of these results but also want to provide assurance that your feedback has also been clear on what isn't working so well and what you want to see us improve. We commit to making progress in these areas over the year to come.

Rented Household Satisfaction

Our overall score was:

85.1%

satisfaction with the services provided by Grainger Trust (up from 77% last year equivalent¹)

This was higher than 95% of other Registered Providers². We scored above average on all twelve questions.

Our highest scoring metrics were:

93.0%

TSM5
Satisfaction that landlord provides a home that is safe

These scores were actually the highest scores so far recorded for any Registered Providers by our survey provider².

88.2%

TSM7
Satisfaction that landlord keeps tenants informed about things that matter to them

Our lowest scoring metrics were:

71.4%

TSM12
Satisfaction with landlord's approach to anti-social behaviour

These scores were still above average for the sector, but give us direction on where we can further improve.

48.6%

TSM9
Satisfaction with landlord's handling of complaints

The survey found that the TSM with the strongest influence on overall satisfaction was: TSM7: Satisfaction that landlord treats tenants fairly and with respect.

Shared Ownership Household Satisfaction

Our overall score was:

55.0%

satisfaction with the services provided by Grainger Trust (up from 47% last year equivalent¹)

This was higher than 75% of other Registered Providers³. We scored above average on all questions, apart from TSM9.

Our highest scoring metrics were:

74.2%

TSM5
Satisfaction that landlord provides a home that is safe

These were well above average for Shared Ownership providers.

69.6%

TSM7
Satisfaction that landlord treats tenants fairly and with respect

Our lowest scoring metrics were:

49.3%

TSM12
Satisfaction with landlord's approach to anti-social behaviour

TSM12 was still well above the average score, but TSM9 was slightly below the average.

12.5%

TSM9
Satisfaction with landlord's handling of complaints

The survey found that the TSM with strongest correlation to overall satisfaction was: TSM9: Satisfaction with landlord's handling of complaints.

What will we do next year?

Introduce a new Complaints Handling process with only two stages before you can refer to the Ombudsman

Ask every resident expressing dissatisfaction if they would like to log as a formal complaint

Create a consistent Compensation Policy

Ask for feedback at three different milestones (after moving in, after every repair and in our Annual Survey)

¹ Using the new standardised reporting method

² When compared with 52 other Registered Providers with rented stock who also had their TSM survey carried out by TLF in 2023

³ When compared with 28 other Registered Providers with Shared Ownership stock who also had their TSM survey carried out by TLF in 2023

Repair and maintenance

What did we do this year?



87.0%

of our reactive repairs completed within targeted time frame



71%

satisfaction with our repairs service (higher than 75% of other Registered Providers)



£597,929

was spent on home repairs



£93,999

spent on maintenance and redecorating for re-letting

What will we do next year?

We will be procuring and possibly implementing a Single Repairs Contract. This means that one contractor will do all of the Grainger Trust's repairs and we can therefore get much better value and service. A resident consultation is currently underway with further details.

Lettings

What did we do this year?



94.75%¹

occupancy across the year, about the same as last year



5² days

average time taken for initial lettings, down from 22 days average last year



19³ days

average time taken to re-let a home, down from 71 days average last year

¹ This figure excludes Shared Ownership. As we are consistently buying and letting new units, this figure may be lower than other organisations with stabilized portfolios.

² Excludes Poppy Apartments (where there was a tenure change) and a supported housing block.

³ Excluding relets that required major refurbishment works.

What will we do next year?

Introduce a void programme within our Single Repair Contract that should significantly reduce the length of time it takes to turnaround void refurbishment works.

Neighbourhoods

What did we do this year?



Achieved record level customer satisfaction across the whole portfolio in our first TSMs Annual Survey.



Introduced an Income Support role to assist residents with claiming benefits and affordability



This year Grainger hosted fireworks events, May Fete, Cops and Coffee, nature walks and educational sessions across Wellesley and Berewood.

What will we do next year?

The full property management team will host Tenant Open Days at our core estates

Host a 'Women in Construction Day' so residents can learn about different careers in the industry

Partner with local food banks and raise food donations

Income from rent and service charges

2022/2023

£7.62m¹

2021/2022

£6.31m

Average spent per home on managing tenancies and maintaining properties

2022/2023

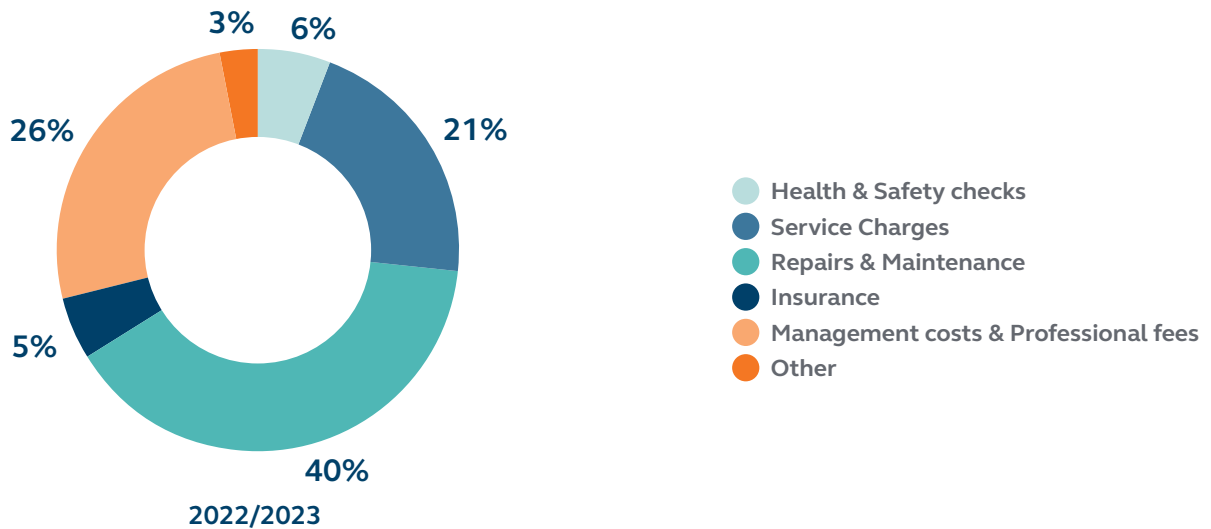
£3,444

2021/2022

£2,265

¹ The sale of 89 units happened at the very end of the year

For every £1 spent by Grainger Trust



Supporting our Residents

You asked us:



To provide more income support and advice for residents struggling with affordability during the Cost of Living crisis

We have:

Introduced a new role of Income Support Officer in 2023. Mel Cain is Grainger Trust's dedicated Credit Controller and experienced in tenancy sustainment support and income maximisation. Any residents who may be struggling should consider contacting Mel to see if she is able to link you up with any support you are not yet receiving.

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.

Your feedback

As our customers, your feedback is incredibly important to us so we know how we are performing but also how you would like us to prioritise initiatives going forward.

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