

## ANNUAL REPORT FOR TENANTS 2019/2020

Dear Resident,

Welcome to our third Tenants' Report, the purpose of which is to inform and update our customers on our performance in key areas such as customer service, repairs & maintenance, and Value for Money. As the decisions that we make as an organisation directly impact both you and your home, we would welcome your comments or feedback on both the structure of the report and its contents. Equally, should there be any topics that you would like to see raised or offered for discussion, we would greatly appreciate your input at [feedback@graingerplc.co.uk](mailto:feedback@graingerplc.co.uk).

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

### ABOUT GRAINGER TRUST

**702**

homes in our  
portfolio  
(30 Sept 20)

**41%**

increase in our  
portfolio  
(since 30 Sept 19)



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



All of our homes  
are new builds



The majority of  
our homes are  
managed by Strutt &  
Parker on behalf of  
Grainger Trust. Our  
new London scheme  
is managed by a  
Grainger Trust team  
based in London

### ABOUT OUR CUSTOMERS

**49.6%**

Affordable rental homes

**5.8%**

Intermediate rent

**44.6%**

Shared ownership

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

**We have:** We introduced a central telephone number for reaching the Strutt and Parker property team with options to speak to our various departments – **01483 931517**.

### ABOUT OUR TEAM

#### GRAINGER TRUST

**James Biley**  
Head of Grainger Trust  
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**Harrison Portch**  
Grainger Trust Co-ordinator  
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#### STRUTT AND PARKER

**Georgia Kirby-Watt**  
Shared Ownership Manager  
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**Kim Miller**  
Housing Services Manager  
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**Chloe Campbell**  
Lettings Administrator  
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**Maddi Mills**  
Repairs and Defects Co-Ordinator  
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REPAIRS & MAINTENANCE

What did we do this year?



**100%** of our homes have a Gas Safety Certificate



**94%** of our reactive repairs completed within targeted time frame



**£619,792** was spent on home repairs



**£38,137** spent on maintenance and redecorating for re-letting

What will we do next year?

We will issue our single repairs contract following a resident consultation to offer better Value for Money with our reactive service.

We will begin our cyclical maintenance repair programme as our first buildings reach the required age as defined by our Asset Management Strategy.

Further developing processes and improving communication within our defects and repair service to provide an even better service.

LETTINGS

What did we do this year?



**83%** occupancy



**62 days** average time taken for initial lettings



**40 days** average time taken to re-let a home



**98 days** average time to sell a shared ownership home



Another **8** wheelchair units delivered at our latest scheme Millet Place in the Docklands, East London

What will we do next year?

Launch our new website with an improved look and feel to be easier to navigate.

Developing our Allocations Policy to be published on our website for easy accessibility to anyone who wants to bid on one of our homes.

Delivering more wheelchair homes than ever before.

Deliver our scheme Apex Gardens in another new location – Seven Sisters, North London.

## CUSTOMER SERVICE & SATISFACTION

### What did we do this year?



**84%**

of residents fairly or very satisfied with Grainger Trust services<sup>1</sup>



**78%**

of residents were satisfied with the repairs services provided by Grainger Trust<sup>2</sup>



**80%**

response rate to complaints within target time frames



**5**

formal complaints received in 2019/2020<sup>3</sup>



**24**

incidents of anti-social behaviour reported and acted upon (relating to 20 households)



**2**

possession proceedings wholly or partly regarding anti-social behaviour



**0**

evictions regarding anti-social behaviour

At our new scheme Millet Place, where we operate a mixed tenure approach, the Grainger Trust team have delivered training to the in house resident services team, equipping them with the skills to deliver a seamless Grainger Trust service.

We introduced free membership on the House Exchange website for any Grainger Trust resident who needs to find a home swap.

- 1 Of a 25% sample of households out of the defects process
- 2 Only rented households included as Shared Owners do their own repairs after the defects period
- 3 3 relating to housebuilder defects, 1 to a delayed gas repair and 1 failure to respond

### What will we do next year?

We will conduct a Social Value calculation exercise to understand what benefits Grainger Trust is providing to our communities, and then to identify the areas that we need to focus on next.

We will conduct exit questionnaires with ASB complainants so that we can monitor and improve our performance in managing ASB.

Following a tenant survey initiative we will look to introduce a tenant engagement scheme for the benefit of the community.

## NEIGHBOURHOODS

### What did we do this year?



Our lettings process has moved to remote viewings and COVID19 safe check ins to minimise our void units and ensure families who are waiting for their new homes can move as soon and as safely as possible



For our new building at Millet Place, we developed a single team approach to ensure the building's services and amenities are fully accessible to Grainger Trust residents



This year Grainger hosted Halloween Family Fun, Fireworks Night, carol services, educational tours and a charity 10K at Wellesley

### What will we do next year?

We will undertake a Social Value survey to identify the benefits currently being delivered to our residents and what to prioritise next.

We will use the results of the Social Value survey and a resident consultation to finalise our Tenant Engagement and Community Involvement Policy.

Grainger's new Community Development Manager will launch a full calendar of events and initiatives at Berewood.

Socially distanced events at Wellesley – guided nature walks, meditation classes, outdoor theatre, independent scavenger hunts.

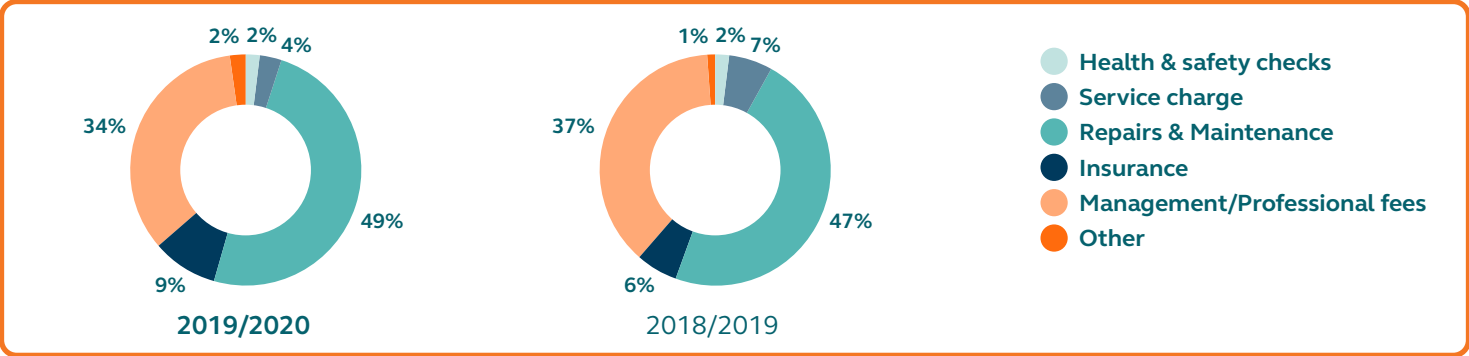
FINANCE, GOVERNANCE AND VALUE FOR MONEY

Income from rent and service charges

Average spent per home on managing tenancies and maintaining properties

2019/2020	£3.3m	2019/2020	£1,913
2018/2019	£2.2m	2018/2019	£1,724

For every £1 spent by Grainger Trust



SUPPORTING OUR RESIDENTS

The pandemic has limited many community activities but we have redoubled our efforts to support our residents through these unprecedented times. The property management team has dealt with an increase in redundancies, arrears, domestic violence, mental health issues and ASB since the pandemic began. We have been supporting residents in new ways and in larger numbers than ever before.

We have continued operating ‘business as usual’ whilst working remotely and carrying out essential in person appointments with safety-first adapted processes. At the beginning of the pandemic we worked quickly to make these changes so that we could keep moving residents in to our homes to meet their housing needs.

YOUR FEEDBACK

As our customers, your feedback is incredibly important to us. We are always looking for ways to improve and welcome any feedback on this report, or our services and properties in general.

To share your feedback, or ask any questions relating to this report, please email [feedback@graingerplc.co.uk](mailto:feedback@graingerplc.co.uk)