

# RESIDENTS' ANNUAL REVIEW OF THE YEAR 2016-2017



We believe that good homes make for better lives. Our aim is to make a difference to the people who live in our homes and to provide a range of services and opportunities that benefit the wider communities where we work.

This review summarises our activities and achievements across our housing, care, charity and volunteer work in 2016-17. It is taken from a variety of consultations and surveys, including:

Octavia's annual  
Customer Contact  
Team survey

The Tenants and Residents  
survey from HouseMark, the  
national social housing  
insight data provider

Feedback from  
our resident  
events

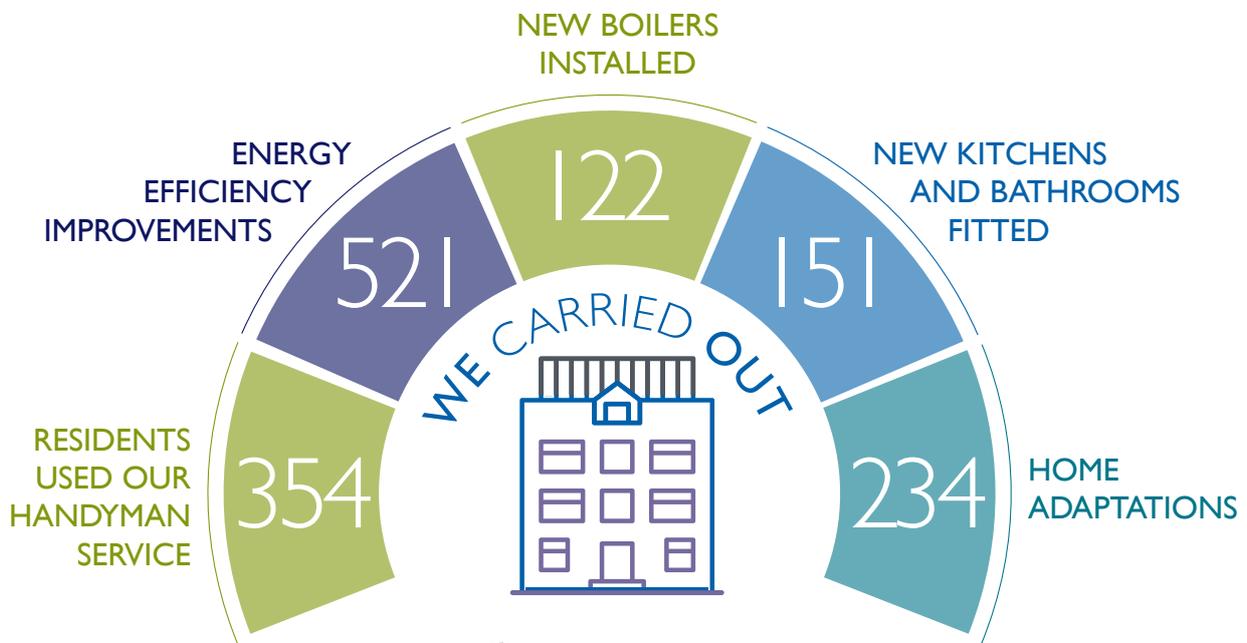
The review reports on what you, our residents, think about our services and how we are responding to your feedback.

# LOOKING AFTER YOUR HOME

Throughout 2016-17 resident satisfaction with our emergency repairs and maintenance service improved.

Hundreds of home adaptations were made to help people to live independently.

Energy efficiency continues to be one of our main goals and we are on track to meet our target for all homes being of a 'Good' energy efficiency standard by 2023.



# LOOKING AFTER YOUR NEIGHBOURHOOD

We aim to provide reliable and responsive services to keep neighbourhoods as places that people are proud to live in.

Our focused approach to dealing with anti-social behaviour (ASB) led to more effective incident recording, the majority concerning noise nuisance. Our dedicated investigation team dealt with 92 incidents of ASB, taking legal action against the 17 most serious offenders.

We have also been vigilant against tenancy fraud - with eight properties recovered as a result of either legal action or tenants returning keys.

We developed our caretaker service during the year, expanding it to include new schemes and more Saturday service at newer schemes.

We carried out hundreds of communal area inspections across properties with shared areas and an additional 25 schemes were visited as part of our regular 'Walkabout Wednesdays' (when staff visit properties to meet residents and get feedback).

40 communal area improvements were carried out. These included new signage, deep cleaning, landscaping or improved gardens and bicycle storage solutions.



## WHAT WE ARE DOING:

Continuing to develop our caretaker and grounds maintenance services

Focussing on fly-tipping hot spots and anti-social behaviour

Trialling use of a photobook to help staff improve the cleanliness of communal areas

## ANTI-SOCIAL BEHAVIOUR AND FRAUD



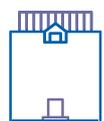
92

WE DEALT WITH 92 INCIDENTS OF ASB



17

RESULTED IN LEGAL ACTION



8

HOMES WERE RECOVERED FOR FRAUD OR KEYS RETURNED BY TENANTS



88%

of our tenants said they are satisfied or very satisfied with living in their neighbourhood



69%

of tenants said they are satisfied with the cleanliness of internal communal areas



2<sup>nd</sup>

Octavia rated 2<sup>nd</sup> best nationally for cleaning standards (out of 30 organisations)

## WHAT OUR RESIDENTS SAID

Residents influence the work we do in a number of ways, including as resident board members and through the Tenant Steering Group, Services Scrutiny Panel and various regular committees.

Over the year we met and talked to hundreds of residents at events and fun days, including at our annual YourSpace event. Lots of people responded to our consultations.

### RESIDENTS TOLD US THEY WANTED:

Further improvements to our repairs service

Better cleaning of communal areas

A wide range of ways to be involved

A simpler complaints process

More ways of meeting us face-to-face

### WHAT WE ARE DOING:

Providing a variety of ways for residents to be involved and more opportunities to speak to frontline staff

Piloting a faster complaints process which includes a quicker early resolution

Speaking to residents to address concerns over service charges

Using mystery shoppers to help identify ways of improving our repairs service

## RESIDENT INVOLVEMENT

2

of our board members are residents

640

residents attended events – including YourSpace

25

more schemes visited during Walkabout Wednesdays

628

residents took part in surveys

544

registered with our online consultation portal View Point

95%

OF TENANTS SAY THEY ARE SATISFIED WITH HOW THEY ARE INVOLVED

83%

of tenants say they are satisfied with Octavia's service overall

84%

satisfied with the overall quality of their home (up 6%)

59%

want better value for money for service charges (down 7%)

69%

say we listen to our tenants and act on their views (up 4%)

Complaints reduced from

111 to 96

## RESIDENT SATISFACTION

## VALUE FOR MONEY

We provide some of the best value, affordable homes for rent in London.

Ensuring our homes are well maintained over the long term enables us to provide a more cost effective repairs service.

This is why we block larger maintenance work together in a 'cyclical' programme, such as painting the outside of buildings.



COST OF REPAIRS DOWN BY 4%



86%

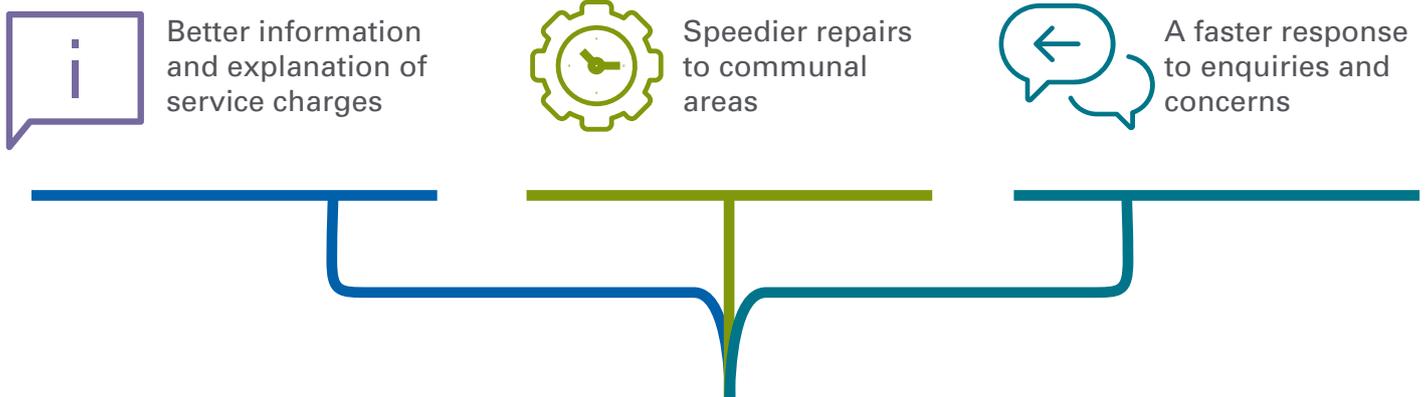
SATISFIED THAT THEIR RENT IS VALUE FOR MONEY (UP 6%)

# WHAT OUR HOMEOWNERS SAID

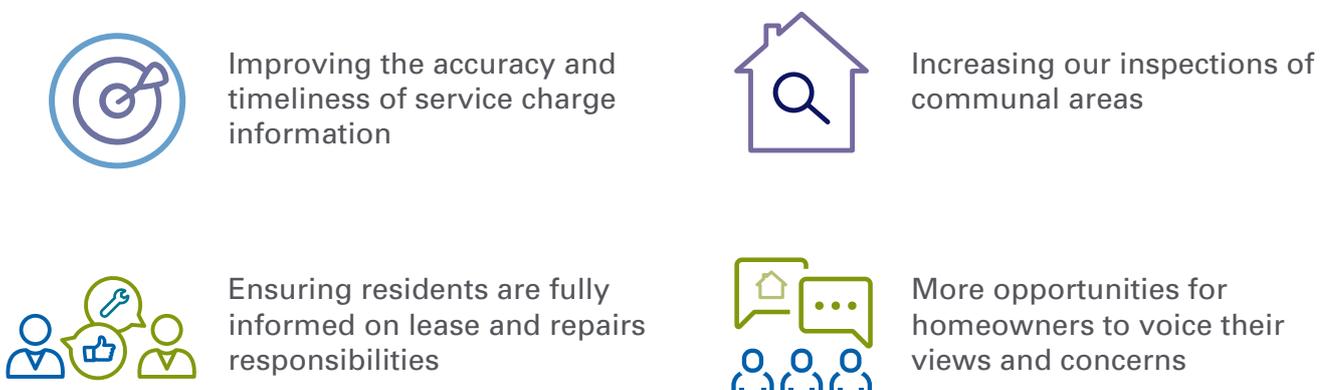


Our survey of residents in Autumn 2016 revealed that although more than half of our homeowners said they were satisfied with the services Octavia provides, around 25% were dissatisfied, with key areas such as the speed of repairs and service charges highlighted as areas of concern.

## HOMEOWNERS TOLD US THEY WANTED:



## IN RESPONSE WE HAVE NOW EMPLOYED A DEDICATED HOMEOWNERSHIP MANAGER WHO IS LEADING ON:



# DUCANE HOUSING

The past year has seen the successful merger of Ducane Housing Association with Octavia, enabling Ducane residents to benefit from Octavia services.

Ducane purchased 24, three bedroom flats this year in north Hammersmith and has let them on a short lease to the London Borough of Hammersmith and Fulham, for use as homes for homeless families.

Merging with Octavia has enabled some efficiency savings, improving value for money for the key workers and postgraduate students housed by Ducane.

93% | SATISFIED OR VERY SATISFIED WITH THE SERVICES THEY RECEIVE



88% | SATISFIED OR VERY SATISFIED WITH REPAIRS AND MAINTENANCE SERVICE



81% | SAID THEIR RENT AND SERVICE CHARGES WERE VALUE FOR MONEY



83% | WERE SATISFIED OR VERY SATISFIED WITH THE QUALITY OF THEIR HOME



91% | SAID THEY WERE SATISFIED WITH THEIR NEIGHBOURHOOD AS A PLACE TO LIVE



## EMPLOYMENT AND TRAINING

Our apprenticeship and internship schemes provided opportunities for young people to get into the world of work.

Our scheme to help tenants find work helped 100 job seekers, and resulted in 26 tenants successfully finding employment.

We also co-delivered the lottery funded 'Learn2Earn' initiative, which helped 50 local people gain valuable skills for the workplace, many of them going on to volunteering or employment.

### EMPLOYMENT AND TRAINING HOW DID WE HELP?



150

HELPED WITH WORK AND TRAINING



2

APPRENTICESHIPS



1

INTERNSHIP



# BUILDING COMMUNITIES

We have helped hundreds of tenants facing hardship through providing welfare grants and debt advice.

Through our floating support service and by providing more extra care homes, we continued to ensure independence and a good quality of life for older people.

Octavia's day centres and befriending service provide a lifeline for many people in the community at risk of social isolation.

Our activities, projects and school holiday programmes at our Base@theRiver youth centre helped children and teenagers develop creative and digital media skills and be confident, creative and empowered. We are due to open a second Base@theReed in October 2017 in North Kensington.

Our dedicated volunteers helped us to provide these services as well as helping fund our charity work through their involvement with our growing number of Octavia shops. They also raised more than £7,000 through running, walking and baking for the Foundation.

Corporate partners have also helped in lots of ways, including donating items to sell in Octavia shops and helping fund our Christmas party for older service users.

To find out more about volunteering with Octavia, visit [www.octaviafoundation.org.uk/volunteer](http://www.octaviafoundation.org.uk/volunteer)

## WE SUPPORTED



145

RESIDENTS WITH COMPLEX NEEDS LIVING IN EXTRA CARE



316

TENANTS WERE SUPPORTED WITH SHORT-TERM HELP



153

HELPED WITH OUR FLOATING SUPPORT SERVICE

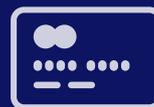


125

RECEIVED WELFARE AND EDUCATIONAL GRANTS



## WE ALSO PROVIDED



455 DEBT/WELFARE SESSIONS



998 ACTIVITIES FOR OLDER PEOPLE



## SERVICES FOR THE COMMUNITY



129

OLDER PEOPLE  
REGULARLY  
ATTENDED OUR  
DAY CARE SERVICES



356

PEOPLE LIVING IN  
WESTMINSTER  
BENEFITTED FROM  
OUR OUTREACH  
SERVICE



143

YOUNG PEOPLE  
BENEFITTED  
FROM YOUTH  
ACTIVITIES

## OCTAVIA CHARITY SHOPS



20

A NEW OCTAVIA SHOP  
OPENED IN CHISWICK  
– TAKING THE TOTAL  
NUMBER TO 20



£375k

RAISED FOR CHARITY  
65% MORE THAN LAST YEAR



# PLANNING FOR THE FUTURE

Octavia manages nearly 5,000 homes for affordable rent and we are in the process of developing more homes for rent, shared ownership and for those that need care and support.

We have a number of projects underway that will improve the services we offer to residents, including:

seeking to improve value for money through re-tendering our repairs contract

providing targeted support to residents affected by the changeover to Universal Credit

improving the way we handle phone calls from residents - ensuring that more of your enquiries can be resolved quickly by our customer contact team

We are also increasing the community services we provide through the development of mixed community facilities such as our new centre, The Reed, in North Kensington.



NEW HOMES IN 2016-17

-  24 FOR AFFORDABLE RENT
-  10 SHARED OWNERSHIP
-  1 PRIVATE SALE (PROFITS USED TO BUILD MORE HOMES)





## FUTURE GOALS – WE AIM TO:



INCREASE THE NUMBER OF NEW AFFORDABLE RENT HOMES BY AROUND 200 A YEAR



KEEP OUR MANAGEMENT COST INCREASES BELOW THE RATE OF INFLATION



CONTINUE TO IMPROVE THE ENERGY EFFICIENCY OF OUR HOMES – OUR GOAL IS FOR ALL OUR HOMES TO HAVE A GOOD ENERGY EFFICIENCY RATING BY 2023

IF YOU HAVE ANY FEEDBACK ABOUT OUR ANNUAL REVIEW, OR IF YOU HAVE SUGGESTIONS FOR WHAT YOU WOULD LIKE INCLUDED IN FUTURE REVIEWS, PLEASE CONTACT US AT [UPDATE@OCTAVIA.ORG.UK](mailto:UPDATE@OCTAVIA.ORG.UK)