

MAGNA HOUSING UPDATE

LOCAL COMMUNITY NETWORK – EXMOOR

Thursday 6th June 2024 7.00pm

Christine Boland in attendance with Annie Cole, Senior Housing Officer, Magna Housing

Summary of report

1. Introduction to Magna Housing
2. Tenant satisfaction, insight and improvements overview
3. Complaints
4. 2023/24 Performance
5. Regional Home Services teams
6. Local focus
 - Air Source Heat Pump Update
 - Making our homes warmer and more affordable to heat
 - Development of new homes and letting existing homes
 - Supporting customers and communities and keeping them safe

1. Introduction to Magna Housing

- A medium-sized, community-based housing association operating across the Southwest
- Owns/manages c9,000 homes,
- Employs over 400 staff.
- Teams in housing, sheltered housing, repairs, legal, finance, IT, HR, and more.
- Development team focused on ambitious building programmes.
- In-house skilled workforce for maintenance.

2. Tenant Satisfaction Measures (TSMs)

New set of 22 perception and management measures introduced by the Regulator for Social Housing with effect from 1 April 2023.

Highest scoring

- 76.7% agree that Magna treats them with fairness and respect
- 76.1% satisfied that Magna provides them with a home that is safe
- 64.6% satisfied that Magna provides a home that is well-maintained

Lowest scoring

- 17.8% satisfied with complaints handling
- 42.4% satisfied with time taken to complete most recent repair
- 49.2% satisfied that Magna listen to their views and act on them

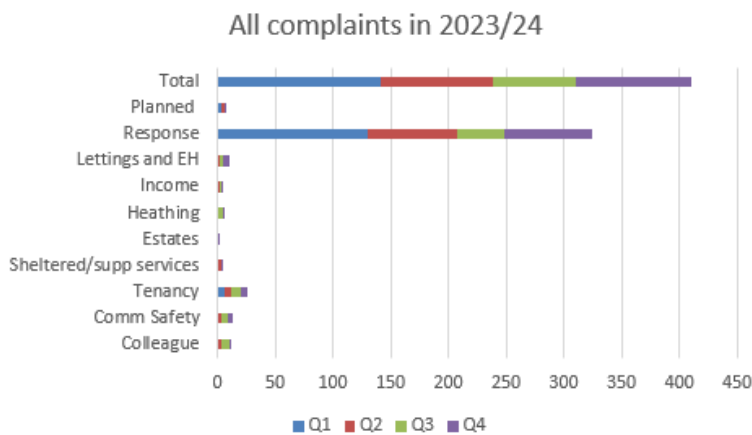
Key drivers of satisfaction

- Providing a home that is well-maintained
- Listening to views and acting on them
- Repairs service

Insight and improvements from the TSM results

- Improving communication and capacity to improve repairs response times
- Improving our understanding of customers' support needs and expectations
 - customers with multiple conditions which affect their daily lives are least satisfied.
- Easy to deal with /listening to customer's views and building a greater community presence.

3. Learning through complaints



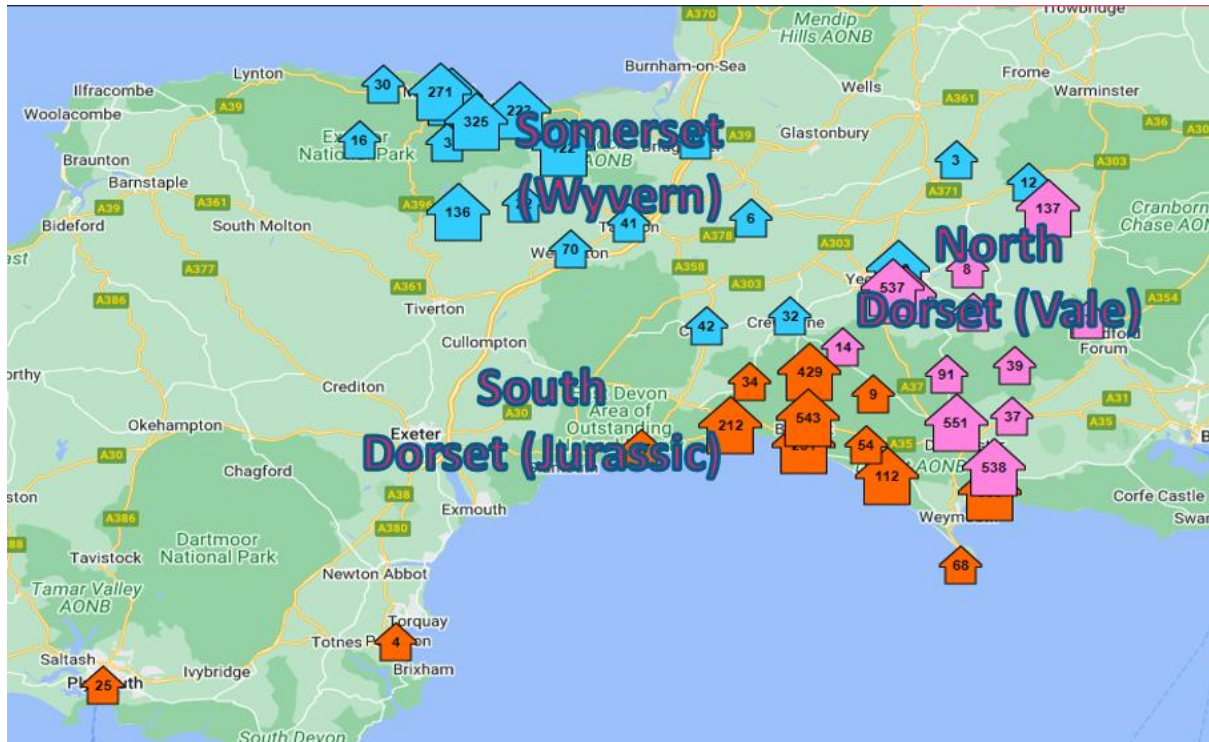
- 8 in 10 of all complaints are about responsive repairs with wait times being the biggest cause of dissatisfaction.
- The next largest category of complaints is those about tenancy and ASB issues which account for 9% of complaints received, followed by complaints about planned works.
- From 1st April 2024, the Housing Ombudsman Service introduced a new mandatory Complaints Handling Code against which all social landlords must self-assess. We will publish our self-assessment and Annual Complaints Handling and Service Improvement Report for 2023/24 on our website in accordance with this scheme by 30th June 2024.

4. Key Performance Indicators 2023/24

- Received 37,383 digital contacts
- Introduction of live chat in the Autumn of 2023 – increase from 36% to 46% digital contact
- Trust Pilot score increased from 3.2 to 4.1 [Magna Housing Reviews | Read Customer Service Reviews of magna.org.uk \(trustpilot.com\)](https://www.magna.org.uk/trustpilot.com)
- Enhanced complaints service from May 2024
- £12m planned investment in homes
- Focus on identifying and dealing with damp and mould – 12 decent homes failures - actively working with customers on remediation works
- 75% of homes at SAP band C or above – work started on improvements to 32 homes. *87 to be part of retrofit capital investment plans. Homes will be improved over a 2-year period between 2023 to 2025.

- 1,000 new fire doors fitted and 100% compliance on annual safety tests
- 29 new homes (21 rented and 8 SO) completed – including our first MMC all electric schemes.
- 501 homes let – 46% of families housed were homeless, 52% of these were families with children
- Over 600 households supported by Money Matters Service and c£1.9m in benefits claimed
- New local service delivery model introduced from Sept 2023

5. Home Services Regions



Home Services Teams – Somerset



Somerset



**Minehead,
Dulverton and
Porlock**



**Alcombe,
Watchet and
Dunster**



**Williton and
Washford**



**South Somerset
and West
Somerset East**

A dedicated, local housing and home maintenance team managed by a **Regional Home Services Manager**

Supported by **Building Safety and Compliance** service - deliver services to keep homes safe and compliant, conduct essential safety checks

Specialist **Customer and Community Support** services – Build networks and partnerships to bring joined up support to customers and communities. Personalise customer support for specific needs

6. Local Focus

ASHP Update

Current Status:

- **Total Systems:** Over 400 ASHP units operational.
- **Heating Failures:** 16 incidents reported, with the majority (12) in West Somerset between Nov and Jan 2023.

Customer Service:

- **Complaints:** Received 1 formal complaint.
- **Response:** Apologised publicly and personally
- **Compensation:** Provided service failure and heating payment compensation to affected customers

Maintenance Progress:

- **Serviced Units:** Undertaken to service all 400 units this calendar year before Winter. 96 ASHP systems serviced post-winter failures so far.
- **Resources:** Utilized both in-house teams in Somerset and Otter contractors.
- **Timberscombe Focus:** 28 systems with 14 serviced to date. 4 systems replaced.
- **Completion Goal:** All servicing scheduled for completion by Autumn.

Making our homes warmer and more affordable to run

- All *87 homes in the WAVE 2 programme project were selected due to their low existing energy performance, with 20 of these being in Dulverton, Somerset.
- They will all have energy efficiency measures installed during this financial year, which will include cavity wall insulation, external insulation, improved loft insulation and improved ventilation.
- Homes with older heating systems will have them replaced with low-carbon heating sources and all homes will have solar panels installed.
- We have brought the window replacement programme for these homes forward to allow replacement at the same time as the retrofit project, ensuring better performance all round and reducing disruption to the residents.
- 8 of the 20 homes have had an interactive heating control system (a device called a Switchee) installed, which will help Magna understand heating patterns and set points, as well as identifying potential issues like damp and mould.
- These 8 homes were selected for this trial based on personal profiling. The 6 homes at Barns Close North will also be trialling innovative heating systems and other technologies to help Magna formulate our long-term heating strategy. As all of our homes are due to be retrofitted in the coming years, it made sense to carry out this innovation trial on homes that were already undergoing energy efficiency improvements.
- Planning applications will be required for the retrofit works, but the last few bat surveys still need to be completed before we can submit these applications

Development of new homes and letting existing homes

- 29 new homes completed in 2023/24
- Significant delays on some schemes
- Restructuring development team to create new growth team to increase capacity to pursue more opportunities
- 426 homes across Exmoor – Dulverton and Porlock have the main concentrations
- Let 8 sheltered and 11 general family homes across Exmoor

- Focus on re-letting empty homes throughout 23/24 – reduced ‘backlog’ of 90 empty homes in Feb 2023 to under 30 in Dec 2023. Currently no backlog of empty homes
- Reviewing our empty homes standard in 2024 and beyond to better support customers' needs

Supporting customers and communities and keeping them safe

- Bespoke rent increase and cost of living support
- Increasing the size and focus of specialist customer support services
- Providing practical and financial support for customers to downsize by dedicated worker based in Dulverton
- Community safety – continue to work with Police and other community partners where there are community issues. Dedicated Community Safety Team which our regional teams have access to for guidance and support on targeted ASB
- LD1 upgrades completed across all of Magna’s sheltered schemes - specification is designed to offer maximum protection through the installation of alarms in all areas of a property where a fire could potentially start. This includes alarms in all circulation spaces that form part of escape routes, in addition to smoke alarms in all high fire risk areas, including living rooms, bedrooms and dining areas.
- Community improvement fund providing financial contributions and grants to local community groups operating where Magna have homes:
 - Healeys scheme, Porlock – coronation event and bedding plants
 - Exmoor Community Youth Club – funds donated towards running costs
 - Withycombe Park – a new bench and base
 - Age UK Somerset – funds donated towards running costs
 - Donations to Quantock & West Somerset Food Cupboard Foodbanks
 - Timberscombe ‘Good Neighbours’ - towards their ‘power cut support’ scheme

Report produced by

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