

Annual Report

2019 to 2020



CHAIR'S MESSAGE

Welcome to the Northamptonshire Rural Housing Association's annual report



This report explains how we performed between April 2019 and March 2020. It was a busy year for us, and I was honoured to be elected as Chair of the NRHA Board during this time.

NRHA have provided much needed affordable homes, specifically for local people in Northamptonshire's villages, for over 25 years. We now manage homes for over 575 families, couples and individuals in over 45 communities across the region and have several new developments in progress.

During 2019/20 the Association has continued to deliver on its partnership obligations with Local Authorities and Parish Councils and enhance its reputation as a primary provider of rural homes.

Throughout the year we continued to focus on making a real contribution to our residents and their communities. We have helped families, both young and old, stay together in the villages they know and love. 100% of the homes we had available to let, were allocated to new residents with a strong local connection to the village.

The Association has continued to deliver on its Business Plan and growth objectives. This is despite the challenging operating environment, and restrictions in capital subsidy.

As we publish this report, we are still adapting our service to a world living with COVID-19. Although the pandemic only hit at the end of the financial period that we're reporting on, it's had a huge impact on our organisation. At the height of the lockdown, we temporarily moved to a reduced level of service, which was necessary to protect our residents and staff. We hope you understand that this was unavoidable and thank you for your support and patience during this time.

I hope you find this report useful. If you would like any further information, please get in touch via enquiries@midlandsrural.org.uk

Bradley Swingler

BRADLEY SWINGLER

Chair - Northamptonshire Rural Housing Association

How are we performing?

WE ARE WORKING
WITH

23

PARISHES IN SUPPORT OF
RURAL HOUSING

£255,603

WAS SPENT
COMPLETING REPAIRS

£2,521,519

COLLECTED IN RENT

£1,504

WAS THE AVERAGE
SPEND ON PREPARING A VACANT
PROPERTY FOR RELETTING

£74,833

WAS SPENT KEEPING
SCHEMES TIDY AND
MAINTAINED

MAINTENANCE

This is what we spend on planned and day to day maintenance.

Planned includes: replacing and upgrading key areas of our homes, such as heating systems, kitchens, bathrooms, doors, windows and roofs.

Day to Day is the repair service to fix problems in our homes on a daily basis.

TOP AREAS OF EXPENDITURE:

- £ Maintenance
- £ Management costs
- £ Service costs
- £ Interest on loans

MANAGEMENT COSTS

These are the costs to provide the staff and services required to run the association.

SERVICE COSTS

This is how we spend what is collected in service charges, on the upkeep of shared areas, such as communal areas, lighting and grounds maintenance.

INTEREST ON LOANS

This is the amount spent on paying the interest due on loans taken out to fund the building of our homes.

How are we performing?

Housing Services

100%

OF HOMES WERE ALLOCATED TO PEOPLE WITH A STRONG LOCAL CONNECTION TO THE VILLAGE

AVERAGE

37

DAYS TO RE-ALLOCATE A HOME

1

SHARED OWNERSHIP RESALES

TOP ANTI-SOCIAL BEHAVIOUR ISSUES:

- Drug use or dealing
- Noisy neighbours and verbal abuse
- Boundary disputes with private owners

81%

OF RESIDENTS AGREE WE LISTEN TO THEIR VIEWS AND WHERE POSSIBLE ACT UPON THEM

ARREARS ARE

0.72%

BY IMPROVED COMMUNICATION AND SUPPORTING RESIDENTS

86%

AGREE WE KEEP RESIDENTS INFORMED ABOUT THINGS THAT MIGHT AFFECT THEM

How are we performing?

Maintenance Services

87%

OF RESIDENTS WERE
HAPPY WITH THE
REPAIRS SERVICE

WE REPLACED

5

BATHROOMS

WE REPLACED

12

KITCHENS

1718

REPAIRS WERE REPORTED

364

EMERGENCY REPAIRS

Repairs needed to avoid immediate danger to your health and safety or serious damage and destruction to your home.

700

URGENT REPAIRS

Repairs that are not dangerous but could become worse or cause other problems if they are not dealt with.

654

ROUTINE REPAIRS

All other repairs that are necessary and the Association's responsibility, but that do not affect the immediate use of the property.

WE CARRIED OUT

37

PERIODIC ELECTRICAL
SAFETY INSPECTIONS

100%

OF OUR PROPERTIES HAD
AN ESSENTIAL GAS SAFETY
CHECK CARRIED OUT



How are we performing?

Customer Services

100%

OF RESIDENTS FOUND THE ADVISOR TO BE FRIENDLY, HELPFUL AND TREATED THEM WITH RESPECT

AVERAGE

12

SECOND
WAIT TIME TO ANSWER
INCOMING CALLS

63%

OF RESIDENTS ARE
REGISTERED WITH
MYHOMEONLINE

WE HAD

6273

NEW VISITORS TO OUR WEBSITE

WE HAVE

402

FOLLOWERS ON TWITTER

WE RECEIVED

7

COMPLIMENTS

WE HAVE

428

FOLLOWERS ON FACEBOOK

WE HAD

10

FORMAL COMPLAINTS

We learn from complaints and we are:

- documenting inspection processes more thoroughly
- monitoring all touchpoints for planned and cyclical maintenance programmes
- actively monitoring work in progress jobs
- confirming actions and resolutions to residents when issues have arisen
- reviewing our website to ensure it provides up-to-date information

Statement of financial position

As at 31 March 2020

	2019 £	2020 £
Tangible fixed assets	22,719,586	25,688,385
Current assets		
Properties for sale and work in progress	-	126,907
Trade and other debtors	67,190	305,775
Cash and cash equivalents	2,562,825	1,876,734
Total current assets	2,630,015	2,309,416
Creditors: amounts falling due within one year	(968,213)	(603,293)
Net current assets	1,661,802	1,706,123
Creditors: amounts falling due after one year	(17,297,157)	(19,513,524)
Net assets	7,084,231	7,880,984
Capital and reserves		
Called up share capital	14	14
Revenue reserves	7,084,217	7,880,970
Total funds	7,084,231	7,880,984

Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2020

	2019	2020
	£	£
Turnover	2,137,481	2,654,122
Operating costs	(1,469,846)	(1,633,577)
Gain on disposal of tangible fixed assets	-	12,829
Operating surplus	667,635	1,033,374
Interest receivable and other income	2,339	3,092
Interest payable and similar charges	(349,216)	(224,717)
Movement in fair value of financial instrument	(116,893)	(14,996)
Surplus for the year	203,865	796,753
Total comprehensive income for the year	203,865	769,753

“Always a speedy response especially when it’s urgent e.g. electricians from the maintenance team.”

“I have been a tenant for 27 years and any time I have had cause for concern, it has been dealt with quickly and professionally.

I feel well supported by NRHA.
Thank you.”

“When speaking to Northants Rural Customer Service to sort out repairs or paying rent, they are always very polite and always resolve the issue.”

C O N T A C T D E T A I L S

Northamptonshire Rural Housing Association

www.northamptonshirerha.org.uk

enquiries@midlandsrural.org.uk

Tel: 0300 1234 009

Whitwick Business Centre, Stenson Road, Coalville,
Leicestershire, LE67 4JP