

Annual Report for residents 2015/16

We have a regulator, the Homes and Communities Agency (the HCA), who makes sure we do the things we should. One of the things they say we should do is give you timely and relevant performance information so that you can check how well we are providing our services. As part of this, we give you an annual report which includes information on our repairs and maintenance budget.

Here are some of the key areas. For more information, visit our website www.magnaha.org.uk



Complaints are important to us and we make sure we learn from any complaints we receive.

	2014/15	2015/16	Increase / decrease
Number of complaints received	48	44	↓
Number of complaints resolved/closed at first stage	38	40	↑
Number of complaints referred to the Ombudsman	0	0	→



We take **anti-social behaviour** very seriously and provide dedicated officers trained to deal with incidents of ASB.

	2014/15	2015/16
Total number of ASB and nuisance cases closed	245	282



We gave permission to

562

people for things like changes to their home or to keep a pet.

Rent arrears

It is important that tenants pay rent so that we can carry on providing a service to all residents. If people do not pay rent, we speak to them first, but we may have to take further action. This includes taking people to court. We have lower figures for legal action for the last year because we have successfully intervened at an early stage.



	2014/15	2015/16	Increase / decrease
NoSP (notice seeking possession) issued	678	507	↓
Court hearings	247	95	↓
Evictions planned	37	23	↓
Evictions carried out	16	5	↓



We completed **112** mutual exchanges in 2015/16.

Repairs

We split our repairs into three categories: emergency, urgent and routine. We set ourselves a target for completion and check to see how well we do against that target:

Emergency 99.45% **Urgent** 99.58% **Routine** 98.66%

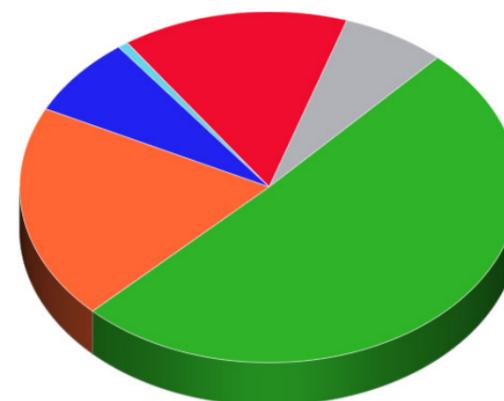
Satisfaction...	Target for satisfaction	How did we do?	Did we meet our target?
Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna?	92%	91.48%	✗
How satisfied or dissatisfied are you that Magna listens to your views and acts upon them?	83%	82.1%	✗
How satisfied are you with the way Magna deals with your enquiries generally?	90%	89.3%	✗

96.91% of repairs were completed at the first visit by our in house repairs team

These results are taken from routine satisfaction surveys completed by residents in 2015/16. We did better in each area than last year, but our targets were higher, so we didn't meet them.

Repairs budget 2015/16

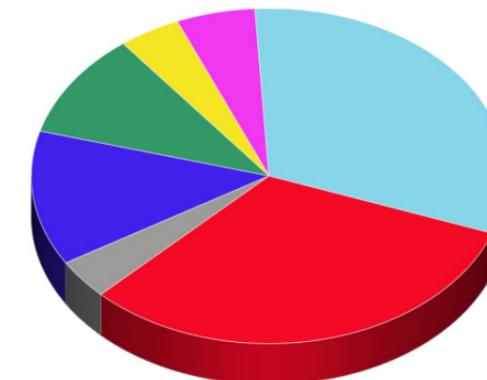
In total we spend about £14m each year on repairs and maintenance. Here's how it's split:



- Response repairs (£2.7m)
- Estates services eg cleaning and grounds maintenance (£1m)
- Aids & adaptations (£92k)
- Routine testing and maintenance (£2m)
- Repairs to empty properties (£920k)
- Planned works - see chart on right for breakdown (£6.9m)

m = million k = thousand

We spent £6.9m on **planned works** on the following areas:



- Asbestos surveys & removal (£263k)
- External improvements (£895k)
- Roofing (£700k)
- Windows and replacement entrance doors (£290k)
- Electrical upgrades, fire safety repairs, fire alarm & emergency lighting (£370k)
- Energy improvements, new central heating and complete refurbishments (£2.17m)
- Kitchens and bathrooms (£2.2m)