

# 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.magnaws.org.uk](http://www.magnaws.org.uk)

## Money matters

The MWS money matters service increased household income by

**£630,671**

during 2015/16.

The team visited **241**

residents in their own home and helped a further **160** residents by phone.



## Aids & adaptations



**223** residents received a disabled adaptation to their home during 2015/16.

**94%** of residents said they were satisfied with the overall services.

**99.2%** were satisfied with the work carried out.

**97.5%** said the adaptation had improved their mobility, health and wellbeing.



Our average time to **re-let properties** in 2015/16 was **14 days**, compared to 16 days in the previous year and 24 in the year before that.

**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	15	20	↑
Number of complaints resolved/closed at first stage	13	16	↑
Number of complaints referred to the Ombudsman	1	0	→



We take **anti-social behaviour** (ASB) very seriously and work hard to prevent it and deal with it when it occurs.

	2014/15	2015/16
Total number of ASB and nuisance cases closed	60	46

## Rent

For us to provide high quality housing and services, it is important that rent is paid in full and on time all of the time. We act quickly if it is not and will contact you about any non payment or under payment.

	2014/15	2015/16
Percentage of rent outstanding (not including housing benefit due)	1.2%	0.92%
Evictions for rent arrears in the 12 months up to 31 March	4	2

## 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** 98.88%    **Urgent** 98.8%    **Routine** 97.5%

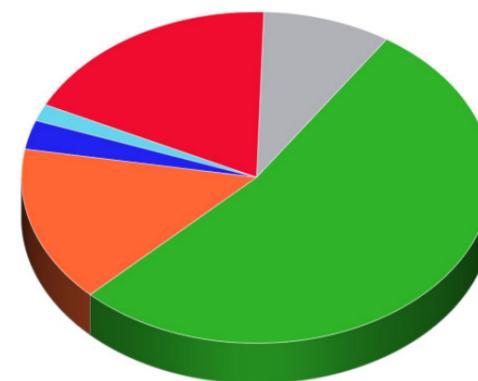
Satisfaction...	Target for satisfaction	How did we do?	Did we meet our target?
Taking everything into account, how satisfied or dissatisfied are you with the services provided by Magna?	92%	94%	✓
How satisfied or dissatisfied are you that Magna listens to your views and acts upon them?	83%	85.6%	✓
How satisfied are you with the way Magna deals with your enquiries generally?	90%	93%	✓

**97.41%** 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.

## Repairs budget 2015/16

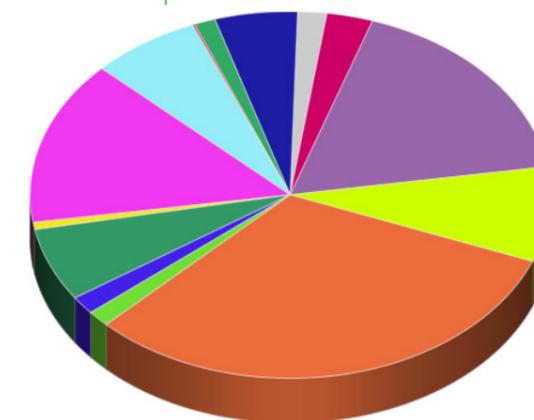
In total we spend about £4.1m each year on repairs and maintenance. Here's how it's split:



- Response repairs (£630k)
- Estates services (£118k)
- Aids & adaptations (£68k)
- Routine testing and maintenance (£756k)
- Repairs to empty properties (£366k)
- Planned works - see chart on right for breakdown (£2.2m)

m = million k = thousand

We spent £2.2m on **planned works** on the following areas:



- Chimneys (£31k)
- Solid fires (£35k)
- Boilers (£142k)
- Asbestos removal (£14k)
- External improvements (£319k)
- Roofing (£149k)
- Windows (£3k)
- External doors (£29k)
- Electrical upgrades (£113k)
- Communal / fire safety repairs (£40k)
- Energy improvements (£63k)
- Renewable heating (£383k)
- New gas central heating (£184k)
- Kitchens & bathrooms (£695k)