



Realising our potential

RESIDENTS' ANNUAL REPORT 2017/18

**Welcome to our annual round-up
of how we performed last year.**

Radian has had a great year and we have maintained strong performance across all our services for customers. Our Value for Money strategy helps us make sure we continue to deliver high quality services at the same or lower costs.

More detailed performance information is published on the Radian website every three months and there is information about how we achieve Value for Money too. Please visit **www.radian.co.uk/performance-reports**.

You can also get in touch with us by calling **0300 123 1 567** or emailing **radiandirect@radian.co.uk**

INCOME AND EXPENDITURE

Rents are important to us as they form the majority of our income.

This means we can deliver more homes, provide quality services and maintain our homes to a good standard.

Rents also help us fund our commitments for the year ahead.

INCOME

Rent	£110,462,000
Outright new build sales	£15,125,000
First tranche sales income ¹	£18,981,000
Service charge income	£5,204,000
Help to Buy agency	£2,368,000
Other income	£2,862,000
Market renting	£2,120,000
Amortisation of capital grant ²	£4,554,000

INCOME TOTAL

£161,676,000

ASSET SALES

Gain on disposal of assets	£5,539,000
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EXPENDITURE

Net interest and similar charges	£29,652,000
Fair value movements ³	(£975,000)
Outright new build sales costs	£12,623,000
First tranche sales costs	£12,400,000
Depreciation ⁴ and impairment ⁵	£15,306,000
Routine maintenance	£11,783,000
Cyclical maintenance	£3,932,000
Major repairs	£8,691,000
Service charge costs	£6,414,000
Management	£27,283,000
Care and support costs	(£30,000)
Other net costs	£4,661,000
Tax	(£121,000)

EXPENDITURE TOTAL

£131,619,000

Notes

1. First tranche sales income is the income we receive when a new owner purchases a new home as part of one of our shared ownership schemes.
2. We have received social housing grant from the government to help us acquire homes. The value of this grant is spread over 100 years, which is the expected life of our properties.
3. Fair value movements are changes in market values of either Radian properties held for market rent or financial instruments, which are investments we hold at market value.
4. Depreciation is a measure of the deterioration in the value of our assets, which are primarily our housing properties, over time.
5. Impairment arises where our housing properties are no longer worth the value we hold them at in our accounts.

CONTACT WITH OUR CUSTOMERS

Customers are choosing new ways of contacting us, so we're changing too.

Customers are increasingly choosing digital (web-based) methods to contact Radian and we are continually evolving to meet this demand. Of all customer contact last year, 30% was digital, which allows staff to focus and engage with customers in a much more personal way. 20% of all contact was through customer self-service channels.

Radian is committed to ensuring that customers are able to choose their method of contact and that they receive an exceptional experience.

We're taking a more flexible approach, ensuring that frontline staff can make the key decisions to support customers at the first point of contact and resolve queries.

Our Radian Direct teams met and exceeded all business and customer-centred targets last year. We're looking forward to further improving our customers' experience when they contact us.

Almost 11,000 users of our "My Radian" portal can access services 24/7 and take control of when and how they manage their tenancy and home with Radian.

Calls answered in Radian Direct*

2017/18 – 94.2% (target 93.0%)

2016/17 – 93.0%

2015/16 – 92.4% *excluding home ownership

Contacts resolved in Radian Direct

TARGET 82.0%
ACHIEVED 83.7%

Quality of service within Radian Direct

TARGET 95.0%
ACHIEVED 96.8%

REPAIRS AND MAINTENANCE

In 2017/18 we spent a total of £27,883,686 on repairing and improving homes, which was split as follows.

Repairs completed right first time

TARGET 94.0%
ACHIEVED 94.4%

Satisfaction with repairs

TARGET 95.0%
ACHIEVED 97.7%

RESPONSIVE REPAIRS	£6,626,922
VOID REPAIRS	£4,097,645
KEEPING HOMES SAFE (Gas servicing/safety tests, electrical testing, water testing, fire equipment testing)	£2,995,629
REPLACING BATHROOMS AND KITCHENS	£3,103,745
ADAPTING HOMES FOR PEOPLE WITH DISABILITIES	£528,235
BOILER/HEATING REPLACEMENTS	£1,795,309
ROOFS, INTERNAL AND EXTERNAL DECORATING	£1,876,956
OTHER	£6,859,245

During 2017-18 Radian carried out 62,000 responsive repairs at an average cost of £107 per repair.

We spent £4,899,054 replacing 415 kitchens, 297 bathrooms and 826 boilers as part of our planned investment programme.

YOUR SAFETY MATTERS

Every year our Technical Services team tests and services gas supplies and appliances for our tenants across the region, as required by law.

In 2017-18 we spent 11,000 hours servicing 14,904 boilers to achieve 100% compliance. This means all our properties, where required, were checked and issued with a valid gas certificate.

We can only do this through co-operation between our various departments and you, our tenants, who allow us access to your homes.

To keep everyone safe we sometimes have to take a harder line and this year 595 residents received letters informing them of court proceedings against them because they were not allowing access for gas servicing. In the end we applied to the courts for 27 injunctions (court orders), which cost more than £11,000.

We also run ongoing programmes to test electrical safety and fire safety equipment, and we test water too.

Gas compliance

TARGET	100%
ACHIEVED	100%

**SMELL GAS?
CALL THE NATIONAL
GAS HELPLINE
ON 0800 111 999.**

EMPTY HOMES

There is high demand for homes in the areas where we operate. When they are empty no rent is being paid so we try to let them as quickly as possible.

During 2017/18 it took an average of 19.4 days to let ordinary flats and houses to individuals and families. When we include housing for older people and supported housing properties you can see from the figures on the right that it takes longer to get these properties ready and to find the right tenant.

Void loss

‘Void loss’ is the rent we don’t charge when a property is empty.

Void loss as a percentage of debit¹ over a three-year period

	2015/16	2016/17	2017/18
All properties	0.79%	0.67%	0.61%
General needs and HfOP	0.64%	0.51%	0.55%
Target for general needs and HfOP	0.90%	0.80%	0.50%

Notes

1. Debit means the full amount of rent we would have received if the property was fully occupied during this period.

Average days taken to re-let general needs properties

TARGET 17.2 DAYS
ACHIEVED 19.4 DAYS

Average days taken to re-let all property types

TARGET 23.0 DAYS
ACHIEVED 23.4 DAYS

TENANCY SUSTAINMENT

Radian has nine Tenancy Sustainment Officers (TSOs) providing housing-related support to help tenants maintain their tenancies and homes. We can help people with the sorts of personal, social and financial factors that might lead to an eviction.

As part of our new strategy, this year we want to start focusing on giving more support before tenancies start and right at the beginning because we want to give new tenants the best possible chance.

The number of evictions for general needs, intermediate rents¹, housing for older people and supported properties has gradually been reducing:

2015/16	71 EVICTIONS
2016/17	63 EVICTIONS
2017/18	51 EVICTIONS

Notes

1. Intermediate rents are set between social rents and market rents



COMPLAINTS

When you make a complaint we will contact you to discuss it as soon as possible and we always aim to resolve it quickly.

We'll keep you updated while we look into it and make sure we explain any decisions we make. We'll apologise if we have made a mistake.

We'll contact you once all agreed actions have been completed to make sure you are satisfied that the matter is resolved. We'll also contact you to ask you a couple of questions to find out how satisfied you were with the process. We have a dedicated Customer Resolution team dealing with customer complaints, which helps us provide an impartial and responsive service to our customers. We take every opportunity to use what we learn from complaints to improve our services.

During 2017/2018 we received 362 complaints, which covered a wide range of services.

The most common complaints are related to repairs, but repairs are by far our biggest service area and they also receive the highest number of compliments. Radian received 593 compliments during 2017/18.

Radian is reacting more quickly when customers tell us they are dissatisfied, and we have been dealing with more matters before they need to be a formal complaint. For example, a resident who had a problem within their communal area felt no one was listening, and just wanted the problem solved. They didn't want to go through a complaint process.

When our Customer Resolution team were made aware, they were able to find a solution on the same day. We've recognised that as well as doing things quickly, sometimes a simple gesture like sending some flowers or a voucher can also go a long way to say sorry when our service hasn't been at its usual high standard.

Satisfaction with complaint handling

TARGET 68.0%
ACHIEVED 69.7%

Proportion of complaints resolved at stage 1 of the complaints procedure

TARGET 97.0%
ACHIEVED 99.5%

INCOME MANAGEMENT

Most of our income is from rent for rented homes. The figures below show the total amount of debt owed to us for rent compared to the total amount due over the previous three years.

Figures refer to all current tenant arrears, net of housing benefit (as % of annualised debt). This includes sheltered, supported, general needs, market rent, intermediate rent, shared ownership and leasehold debt, and other charges such as sewerage and mobile home pitch fees.

Despite the accelerating roll-out of Universal Credit and the government's stated intention of making more savings through welfare reform, we are continuing to maintain low arrears levels across all types of accommodation.

We do this by giving our customers help and support when they need it so they don't fall behind with their rent or struggle to pay other bills. We have a team of Welfare Benefit Officers (WBOs) who can help tenants to claim benefits they may be entitled to.

During 2017/18 Radian's WBOs helped tenants obtain over £3.5m in extra benefits and there were 2,314 referrals.

Our EST (Employment, Support and Training) team offers all kinds of practical job-hunting help and tailored training programmes to help our residents find work. They will also work with residents to boost their confidence, self-esteem and presentation skills.

Average tenant arrears by year

TARGET	2.5%
2017/18	1.6%
2016/17	1.5%
2015/16	1.8%

NEIGHBOURHOODS

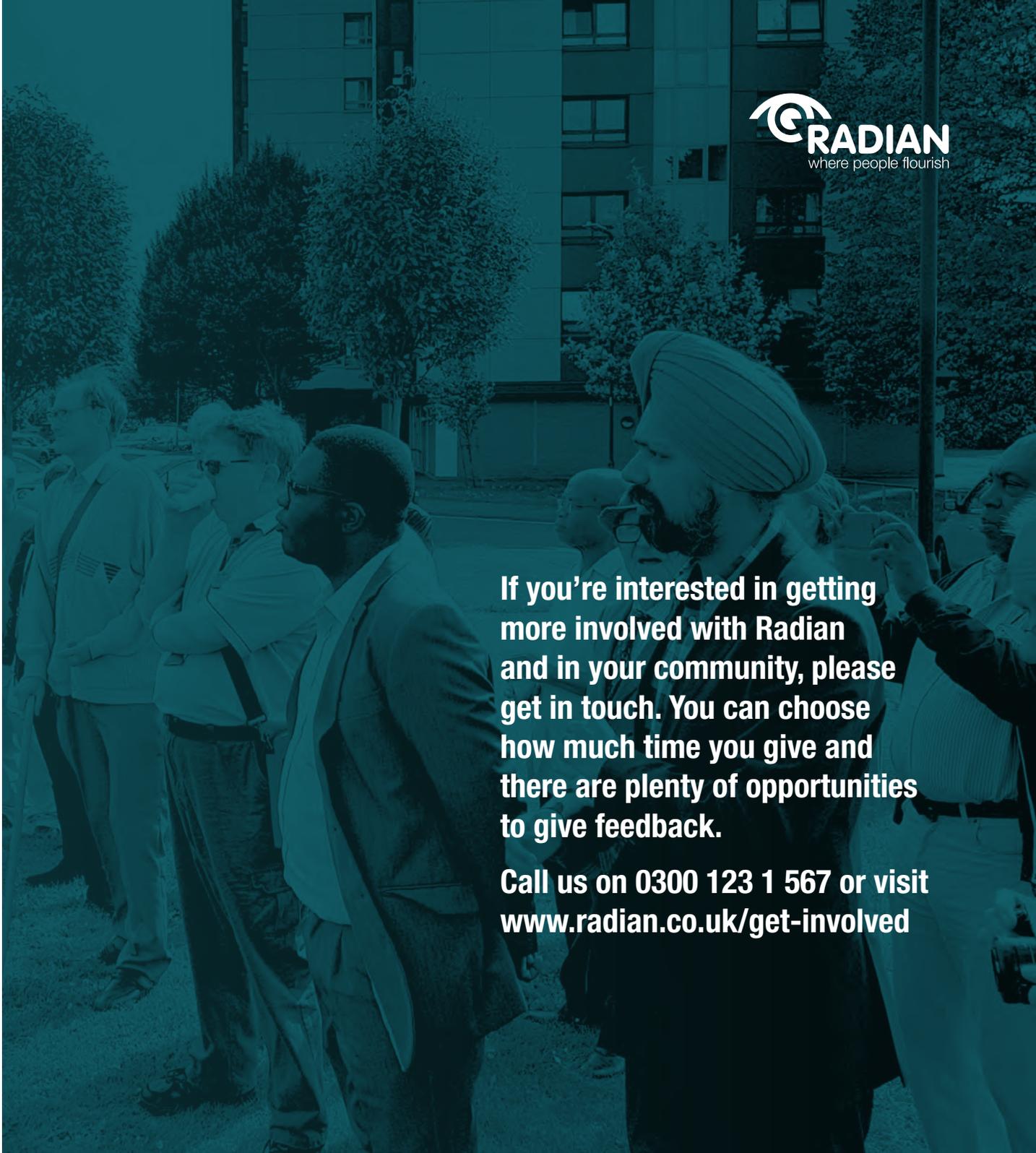
Radian communities are split into five regions: Avon, Rother, Solent, Thames and Longwood Park.

We have properties across the south from as far west as Wiltshire to as far east as Slough. We cover Berkshire, Buckinghamshire, Dorset, Hampshire, Isle of Wight, Surrey, Sussex and Wiltshire.

The levels of satisfaction with our service have stayed consistently high and have improved on last year's performance. Overall, these figures show that our neighbourhood teams are providing a great service to both tenants and owners.

**Satisfaction with
our landlord service
(tenants and owners)**

TARGET	84.9%
ACHIEVED	87.2%



If you're interested in getting more involved with Radian and in your community, please get in touch. You can choose how much time you give and there are plenty of opportunities to give feedback.

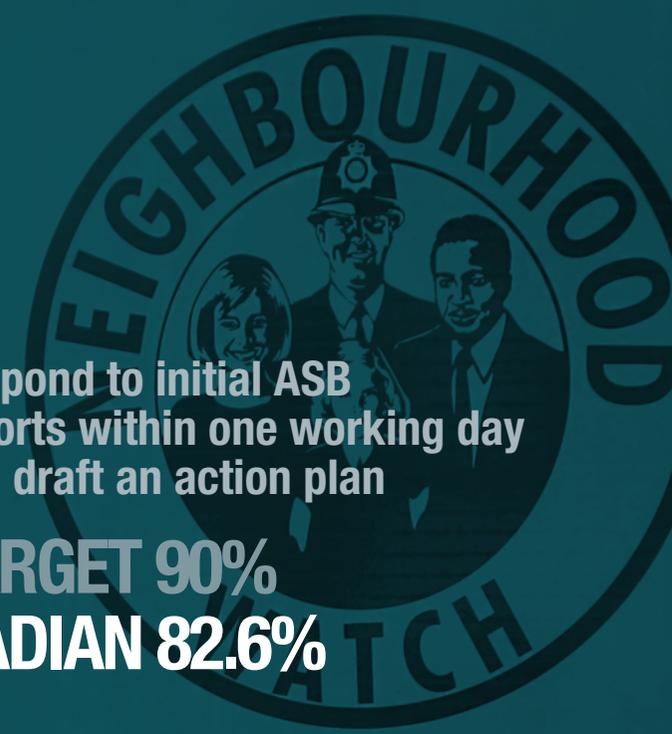
Call us on 0300 123 1 567 or visit www.radian.co.uk/get-involved

ANTI-SOCIAL BEHAVIOUR

Our staff and residents have worked together to improve the way we respond to ASB and support the people experiencing it. This year, we have reviewed our processes and have committed to working more closely with perpetrators of ASB so we can resolve problems more quickly, and stop them happening again. We have also made it easier for customers to report problems via our website.

Our neighbourhood and community safety teams work with our in-house legal team and lots of other agencies to make sure that we give the best support we can to victims of ASB and domestic abuse and to find effective ways to resolve problems.

There is lots of advice and guidance available on the Radian website and that's where you'll also find our "Outcomes" magazine, which is all about ASB cases we have been dealing with. You can find our ASB page at: www.radian.co.uk/asb



Respond to initial ASB reports within one working day and draft an action plan

TARGET 90%
RADIAN 82.6%

Provide weekly progress updates to ASB complainants (in a format and frequency set by the customer)

TARGET 90%
RADIAN 89.7%

WANT FURTHER INFORMATION?

If you have any questions
about this information, please call
us on **0300 123 1 567** or
email **radiandirect@radian.co.uk**.



Radian is a trading name of The Swaythling Housing Society Limited, a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (registration number 10237R) and a registered provider with Regulator of Social Housing (registration number L0689). Registered office: Collins House, Bishopstoke Road, Eastleigh, Hampshire SO50 6AD. Authorised and regulated by the Financial Conduct Authority.
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Did you know? Radian's Scrutiny Group is a group of residents, including some independent members co-opted for their specialist skills and experience, who have volunteered to keep an eye on Radian's performance from the perspective of customers.