



# Tenant Annual Report

2020 - 2021



# Your annual report

An overview of 2020/21

As part of our commitment to tenant engagement, we want you to know how we are performing, what you can expect from us, how we spend your rent and the many ways you can have your say.

This report provides an overview of our year and highlights key achievements.

You can also read our [Corporate Plan](#) that sets out what we aim to achieve. You can get more involved with NPH through resident involvement opportunities, by attending meetings or simply giving feedback from home.



Read the [Corporate Plan](#), to find out what you can expect from us, and see how we are performing each month on our website.

Visit [www.nph.org.uk/nph-performance](http://www.nph.org.uk/nph-performance)

## We would love to hear what you think.



Telephone **0300 330 7003**



Website **[www.nph.org.uk](http://www.nph.org.uk)**



Email **[comms@nph.org.uk](mailto:comms@nph.org.uk)**



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Ask us about joining  
a resident group in NPH  
at [getinvolved@nph.org.uk](mailto:getinvolved@nph.org.uk)



Write to us:  
Northampton Partnership Homes  
The Guildhall, St Giles Square,  
Northampton, NN1 1DE

# This is NPH

We are an arms-length management organisation (ALMO) and we take care of the following services on behalf of the local authority;

- allocations and lettings;
- repairs and maintenance, including health and safety compliance;
- housing management, including dealing with anti-social behaviour;
- tenancy support;
- customer engagement;
- new build housing and development;
- management of Ecton Lane traveller site; and
- investment in existing stock.

Until April 2021 your landlord was Northampton Borough Council which has now been transferred to West Northamptonshire Council.

We are here to provide good quality homes and great customer service. We believe that listening and acting on the views of our residents is crucial to the provision and development of our services.

The NPH board includes directors who are tenants, which means that tenants are involved with decision making at the highest level. We also create a variety of opportunities for tenants to get involved, share their views, learn new skills and volunteer in the community.

**We have a great team, we love what we do and are proud to be a part of West Northamptonshire's future!**

# A difficult year

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This financial year has been like no other, with challenges for colleagues and tenants we could never have imagined.

We would like to thank you, our tenants, for your support, patience and resilience throughout this time.

Team NPH came together and showed incredible dedication throughout the pandemic to make sure that services were maintained and vulnerable tenants were supported.

We have continued to build new homes and invest in your neighbourhoods, whilst adapting other services wherever possible.

We look forward to restrictions being lifted further so that NPH can continue to develop and grow with tenants at the heart of everything we do.





# NORTHAMPTON PARTNERSHIP HOMES

During the pandemic we provided the following additional support to tenants



**21,000+**

Welfare calls have been made to our vulnerable residents



**885**

Food parcels have been delivered



**1,500+**

Requests for help have been dealt with, including collecting prescriptions



**1,442+**

Emergency repairs have been carried out



**£314,707**

In COVID-19 relief grants



**424**

Housing support cases have been received



**4,152**

Welfare checks to vulnerable tenants have been completed



**430+**

Lifelines have been installed for our most vulnerable tenants



Picture: Shakil Ahmed, Toms Close



## Building New Homes

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**81**

new homes completed

**27** properties repurchased

Work started on **91** new homes

**£19,630,800** spent building new homes

## Letting our homes

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**11,397**

homes managed

**696** homes let with **96.53%** of new tenants satisfied with the application process

**770** adaptations completed for disabled tenants with **100%** satisfaction.



**Anna moved into a new home which had been built on a former garage site in Maidencastle.**

*"I absolutely love my new home, and I feel so lucky to have it. Having the security again means so much to me."*

Anna



## Looking after your home

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**25,950**

repairs carried out

**94.37%** appointments kept

**94.00%** repairs completed on time

**88.81%** repairs completed at the first visit

**97.69%** emergency repairs completed in 24 hours

**100%** homes have a valid gas safety certificate

## Looking after your neighbourhood

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**531**

cases of  
anti-social behaviour  
(ASB) resolved

**85.81%** tenants satisfied with  
how their ASB case was handled

**79.93%** tenants satisfied with outcome of ASB case

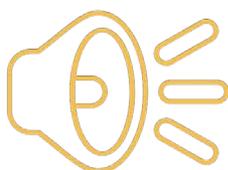
**Over 7000 of** items of fly-tipped rubbish cleared

**87.42%** fly-tipping removed within 2 days

**£15,330,800** spent on neighbourhood investment

## Listening and responding to you

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**910**

complaints received  
810 informal and 100 formal

**73.61%** complaints responded to within target time

**98.10%** tenants making a complaint  
were satisfied with how it was handled

**Tenants** involved on the panel  
for complaint resolution

## Void Performance



**26.90**  
(days)

average void time

**26.90** days average void time

Down from **27.18** for the previous year

## Planned Maintenance

**1354** replacement windows

**81** boilers

**1543** works to prevent non-decency

**167** loft insulations completed

**859** wall insulations completed

**£15,886,291** total cost



## Rent Collection



value of rent roll: **£51,356,236**



rent reductions and refunds:  
**£132,513**



rent collection rate: **99.5%**



**1** eviction for rent arrears

## Supporting you and the Northampton community



**4,021**

welfare checks  
carried out

**285** tenants currently receiving support

**475** tenants given financial advice

**£275,395** in benefits reclaimed for tenants

**24** apprentices employed



In 2021 our support service was reassessed as 'outstanding' by Erosh, the national network for older people's housing and support services.

*"I can't tell you how grateful me and my dog are, you've been a huge help"*

*"I can't fault the service in any way. Without the support I received, I wouldn't be where I am today. Thank you"*

NPH Tenants



# This year

Happy to Help CIC has continued doing great work in Northampton. The CIC is working with NPH to do more to support the community including community groups and projects.

## Our crisis service

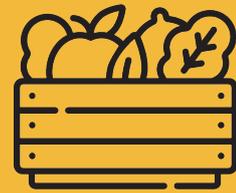
assisted NPH residents in a number of ways:



Secured **£22,615** 'in-kind' support from charities, businesses and partnership grants.



Overall grant funding amount totalling **£238,580**.



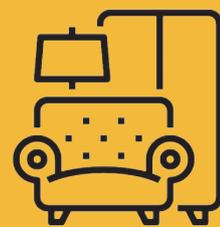
We provided **724** households with food parcels.



Helped **195** households with decorating.



Diverted **1,295** litres of paint, enough to decorate **650** average sized bedrooms.



Helped **172** people with white goods, furniture and essential items, benefitting **327** NPH households.



## Handyperson & Gardening Service

At the beginning of 2021 we launched our brand-new handyperson and gardening service.

This means we can provide a trustworthy service that our residents can rely on, and won't cost a fortune.

Our Handyperson helps with a variety of jobs our residents may need help with around the home.



## Communities Fund

The NPH Communities Fund has provided funding and items to 13 community groups. A few of the things we funded are:

- Financial support for the United African Association to provide food during the pandemic.
- Paying for waterproof clothing for the Emmanuel Church youth group's walking activities.
- Financial support for Right Resolution's work around period poverty for those leaving the care system.
- Funding activity packs for Family Support Link to assist with their youth work.
- A variety of gardening tools, materials and plants for a number of residents groups.

If your community group needs some more support, you can apply to the Communities Fund via the NPH website:

[www.nph.org.uk/apply-funding-communities-fund](http://www.nph.org.uk/apply-funding-communities-fund)



NORTHAMPTON  
PARTNERSHIP HOMES

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**TENANT ANNUAL REPORT  
2020/21**