

Annual Report

2018 - 2019



Registered Office: The Guildhall St Giles Square, Northampton NN1 1DE
www.nph.org.uk



**NORTHAMPTON
PARTNERSHIP HOMES**

Picture: Eleonore House, Easter Bonnet Competition 2019.



This is NPH

We are an arms-length management organisation (ALMO) and we take care of the following services on behalf of Northampton Borough Council:

- 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.

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.

We welcome tenant members to our Board and work with various tenant groups to continually improve services.

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



Your annual report

An overview of 2018/19.

As part of our commitment to resident involvement, 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 in 2018/19.

You can also read our corporate plan that sets out what we aim to achieve and our service standards which tells you what you should expect to see. You can also get involved in NPH through resident involvement opportunities, including attending meetings and giving feedback from home.



Read the Corporate Plan, our service standards of what you can expect from us, and see how we are performing each month on our website.

Visit www.nph.org.uk.

We would love to hear what you think.



Telephone **0300 330 7003**



Website **www.nph.org.uk**



Email **comms@nph.org.uk**



Follow us on social media
@NPH_news



Ask us about joining
a resident group in NPH



Look out for NPH's housing bus
in your neighbourhood

Building new homes



71

new homes completed

124 new homes on site

76 planning applications approved



In March 2019, we officially opened Lakeview, 45 new built self contained apartments for people aged over 55.

"I think it's absolutely brilliant. It's lovely, the whole complex".

Pauline Riley

Letting our homes



11,420

homes managed

694 homes let with 99.58% of new tenants satisfied with the application process

754 adaptations completed for disabled tenants with 100% satisfaction.

Looking after your home



36,152
repairs carried out

99.46% appointments kept

98.37% repairs completed on time

98.43% repairs completed at the first visit

98.48% emergency repairs completed in 24 hours

100% homes have a valid gas safety certificate

Looking after your neighbourhood



357
cases of
anti-social behaviour
(ASB) resolved

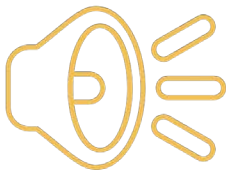
86.61% tenants satisfied with
how their ASB case was handled

81.10% tenants satisfied with outcome of ASB case

2584 items of fly-tipped rubbish cleared

95.95% fly-tipping removed within 2 days

Listening and responding to you



154
complaints received

85.38% complaints received within target time

96.45% tenants making a complaint
were satisfied with how it was handled

Tenants involved on the panel
for complaint resolution

Supporting you



723

tenants supported

4429 welfare checks

275 tenants given financial advice

£155,376 in benefits reclaimed for tenants

Arrears reduced by **£36,172**

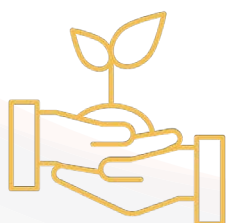


In December 2018, our Support Team were accredited by the Centre of Housing Care and Support and marked an outstanding service provider.

"It's been a hugely positive experience. The support was ideal for where I was at the time."

NPH tenant, Claire

Investing in Northampton



10

apprentices hired

£106,000 contractor investment in the community

£113,000 community grants secured

£7049 raised by staff for local charities

Happy to help



This year we launched a community interest company called Happy to Help CIC. The CIC is working with NPH to do more to support the community including community groups and projects.

In the first quarter of the year, Happy to Help CIC has:

Funded **7** community projects

Helped **50** individuals

Provided **16** white goods to tenants

Fitted **14** carpets for tenants

Provided **10** cookers or microwaves to tenants

Spent **£8625** on furniture, carpets and white goods for tenants

Spent **£1050** on food and household items for tenants

Provided **10** beds or mattresses for tenants



Happy to Help CIC are currently opening a discounted paint shop selling paint and decorating materials in Kings Heath's Park Square.