



# Tenant Annual Report

2021- 2022



# YOUR ANNUAL REPORT

## An overview of 2021/2022

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. 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'd love to hear what you think



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



Telephone **0300 330 7003**



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



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



Follow us on social media  
Facebook: **@NPH Connect**  
Twitter: **@NPH\_news**



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

# THIS IS NPH

WE HAVE A GREAT TEAM,  
WE LOVE WHAT WE  
DO AND ARE PROUD  
TO BE A PART OF WEST  
NORTHAMPTONSHIRE'S  
FUTURE!



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.



## BUILDING NEW HOMES



NEW HOMES COMPLETED	61
WORK STARTED ON NEW HOMES	251
PROPERTIES REPURCHASED	12
AMOUNT SPENT ON BUILDING NEW HOMES	£5,464,992

## LETTING OUR HOMES



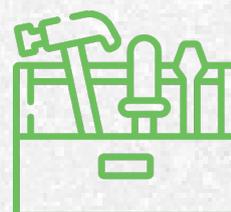
HOMES LET	658
% OF TENANTS SATISFIED WITH APPLICATION PROCESS	95.63%
ADAPTATIONS COMPLETED FOR DISABLED TENANTS	1154
...WITH SATISFACTION LEVELS OF	100%

## LOOKING AFTER YOUR HOME



APPOINTMENTS KEPT	96.93%
REPAIRS COMPLETED ON TIME	96.54%
REPAIRS COMPLETED AT THE FIRST VISIT	91.54%
EMERGENCY REPAIRS COMPLETED IN 24 HOURS	98.19%
HOMES HAVE A VALID GAS SAFETY CERTIFICATE	100%

# 29,257



# REPAIRS CARRIED OUT

## LOOKING AFTER YOUR NEIGHBOURHOOD



CASES OF ANTI-SOCIAL BEHAVIOUR (ASB) RESOLVED	382
TENANTS SATISFIED WITH HOW THEIR ASB CASE WAS HANDLED	80.82%
TENANTS SATISFIED WITH OUTCOME OF ASB CASE	70.20%
ITEMS OF FLY-TIPPED RUBBISH CLEARED	OVER 7000
FLY-TIPPING REMOVED WITHIN 2 DAYS	86.15%

## LISTENING AND RESPONDING TO YOU



COMPLAINTS RECEIVED	1,135
- INFORMAL COMPLAINTS	1,086
- FORMAL COMPLAINTS	49
COMPLAINTS RESPONDED TO WITHIN TARGET TIME	86.22%
TENANTS INVOLVED ON THE PANEL FOR COMPLAINTS RESOLUTION	12

# 11,369



# HOMES MANAGED

## VOID PERFORMANCE



AVERAGE VOID TIMES - DAYS

29.05

## PLANNED MAINTENANCE



REPLACEMENT WINDOWS

833

BOILERS

23

LOFT INSULATIONS COMPLETED

479



COMING TO A  
TOTAL COST OF:  
£17,560,000

## RENT COLLECTION



VALUE OF RENT ROLL	<b>£52,518,540</b>
RENT REDUCTIONS AND REFUNDS	<b>£132,513</b>
RENT COLLECTION RATE	<b>99.8%</b>
EVICTION FOR RENT ARREARS	<b>10</b>

## SUPPORTING YOU AND THE NORTHAMPTON COMMUNITY



TENANTS CURRENTLY RECEIVING SUPPORT	<b>341</b>
TENANTS GIVEN FINANCIAL ADVICE	<b>470</b>
BENEFITS RECLAIMED FOR TENANTS	<b>£249,059</b>
APPRENTICES EMPLOYED SINCE 2018	<b>29</b>



**4,053**

WELFARE CHECKS  
CARRIED OUT

# YOUR COMMUNITY

HAPPY TO HELP CIC  
CONTINUED TO SUPPORT  
LOCAL COMMUNITY GROUPS  
AND PROJECTS

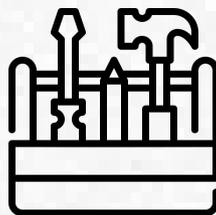


## OUR SERVICE

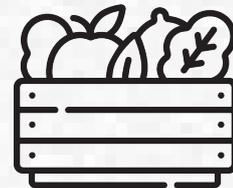
assisted NPH residents in a number of ways:



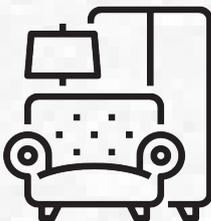
Supported **16** community and resident groups. And made a positive impact on **480** lives in the community.



Provided **170+** households with low-cost help around the home and garden.



We provided **389** households with food parcels and **580** people with emergency food aid.



Helped **187** people with white goods, furniture and essential items, benefitting **124** NPH households.



Diverted **2,295** litres of paint from going to landfill.



Helped **330** households with decorating.

# COMMUNITIES FUND

THE HAPPY TO HELP COMMUNITIES FUND HAS PROVIDED FUNDING AND ITEMS TO 16 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)

# NPH ACCREDITATIONS



National Living Wage Employer



HouseMark ASB Accredited



Erosh Code of Practice  
Outstanding Provider



HOUSING  
HEROES  
AWARDS

**WINNER**

Inside Housing Team of the Year 2021

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