



ANNUAL REPORT 2022/23



Bishop Auckland, County Durham

By Trevor Stephenson, a resident of County Durham

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
New Years Day						
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Notes



Bowes Museum, County Durham
By Clare Richardson, Tenancy Services Officer

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

Notes



Durham

By Carole Valente, a resident of Bishop Auckland, County Durham

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
				Good Friday		Clocks go forward

Notes



Ledbury, Herefordshire
By Robert Edwards, a resident of Hereford

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
Easter Monday						
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Notes



Axwell Park, Gateshead
By Isabel Baker, a resident of Gateshead

MON	TUE	WED	THU	FRI	SAT	SUN
		1	2	3	4	5
6	7	8	9	10	11	12
Early May Bank Holiday						
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
Late May Bank Holiday						

Notes



Sutton Bank, North Yorkshire

By Michelle Boshier, daughter of Anne Boshier a resident of Darlington

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Notes



Bodenham Lake Nature Reserve, Herefordshire

By Robert Lee, grandson of Barbara Lee a resident of Hereford

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Notes



Bishop Wilton, East Riding of Yorkshire

By Ken Pickering, a resident of York

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
Summer Bank Holiday						

Notes



Blackhall Rocks, nr Hartlepool

By Elaine Freeman, a resident of Darlington

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	Notes					



Hardwick Park, County Durham

By Carole Valente, a resident of Bishop Auckland, County Durham

MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			Clocks go back

Notes



Brecon Beacons, near Hereford

By Robert Lee, grandson of Barbara Lee a resident of Hereford

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Notes



Christmas in York

By Caroline Hague, a resident of York

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
	Christmas Eve Office closed from midday	Christmas Day Office closed	Boxing Day Office closed	Office closed		
30	31	1				
Office closed	New Years Eve Office closed	New Years Day Office closed				

WELCOME

Welcome to our latest annual report, which tells you about our work from 1 April 2022 to 31 March 2023 and how we compare to other landlords.

Residents' satisfaction throughout the report is taken from a survey (STAR) of a representative sample of 450 residents in 2021 (unless stated otherwise). Residents will be surveyed annually from 2023.

The report is a brief summary because this is what residents said they wanted. I hope you enjoy reading the report and using the calendar.

Many congratulations to Caroline Hague, who took the winning photograph that is shown on the cover.

Please let us know what you think of this report, our contact details are shown on the back page. There is also lots more information on our website and in our newsletters.

Chris Fawcett

Chair of the Board of Directors

A man with a shaved head and glasses, wearing a dark suit jacket over a light blue button-down shirt, stands in front of a wooden railing. He is smiling and has his hands clasped in front of him. In the background, the nose and cockpit of a large aircraft are visible in what appears to be an airport terminal or hangar.

ANNUAL REPORT 2022/23

LISTENING TO RESIDENTS

**82% of residents satisfied
their views are listened
to and acted on**

11% dissatisfied

We offer a mix of face to face, online and postal opportunities for residents to tell us their views and help us to improve our services

Over 680 residents told us what matters most to them by joining the Grand Day Out, Scrutiny Panel, Focus Group, Residents' Forum, and residents meetings.

As a result –

- Our business plans, budget and rent increase for the next year were agreed
- The number of letters sent to residents to arrange gas servicing has reduced
- More information is provided to residents about the risks if their gas heating boiler is not serviced
- Our approach to fire safety, and debt recovery, were agreed
- More information is now provided on service charges
- Useful feedback on residents' concerns and questions about planned energy efficiency improvement works will help to inform our plans to make all homes carbon neutral
- A new cleaning contractor was appointed for an apartment scheme in Hull
- A list of the automated telephone options is included on the back page of the calendar

- New competitions for Best Dressed Scheme for Christmas, and for Crafting were introduced; and a choice of shopping vouchers will be offered to winners
- The winners of the good neighbour and photography competitions were chosen

See the next edition of RHA News for more details of changes made as result of residents telling us their views.

We also visit each resident at least once every two years. This helps us to understand what is important to residents and how we can support them. Last year we completed 90% of visits.

**Please contact us to find out
how you can have your say.**



Walmgate Bar, York

Ken Pickering, a resident of York



Axwell Park

Isabel Baker, resident of Gateshead



River Hull & Humber

Andrew Mizon, a resident of Hull

SAFETY FIRST

94% satisfied that their home is safe and secure

4% dissatisfied

- Resident's safety is of the utmost importance to us
- 97.2% (95.7% in 2021/22) of all health and safety checks completed on time
- Fire detectors, fire alarms, emergency lighting, fire extinguishers and other fire equipment regularly checked and serviced
- Fire risk assessments of all communal areas
- 100% of hardwired smoke and carbon monoxide alarms checked
- Passenger lifts regularly checked and serviced
- 98.6% (96.72% in 2021/22) annual gas safety checks completed on time
- Annual testing of portable electrical appliances
- Gas and electric checks before homes are re-let
- 98.3% of homes with up to date electrical check
- 100% of communal areas with up to date electrical check
- 100% annual checks of asbestos in communal areas
- Checks for asbestos before major repair or improvement works
- Information given to residents about any asbestos in their home
- Prevention of legionella and scalding from communal water services by risk assessments, temperature checks, cleaning showerheads, and checking for contamination



MOVING IN

- 90% (80% in 2021/22) of new residents visited within 6 weeks of moving in
- 125 homes re-let
- Average re-let time 55 days, up from 46 days in 2021/22, due to a shortage of some materials and skilled labour to carry out essential repairs needed before re-letting. We are working hard to overcome these delays and re-let homes more quickly
- £87,675 rent lost whilst homes being re-let, up from £71,803 in previous year
- 68% of re-lets made available for applicants nominated by their local council

STAYING INDEPENDENT

£27,500 (previous year £24,550) spent on adapting homes, including –

- Grab/hand rails at 30 homes
- Key safes, extra stair bannisters, door entry handsets, door closers, specialist smoke alarms for hard of hearing, and waist height radiator thermostat

We also worked with local councils to install –

- 18 level access showers
- 1 ramp
- 1 ceiling hoist

Please contact us to talk about how adaptations could make living in your home easier for you.

Upper Lyde, Hereford

Robert Lee, grandson of Barbara Lee,
a resident of Hereford



Frog

Clare Richardson,
Tenancy Services Officer



Saltburn, Cleveland

Kerrie Davison, Admin Assistant



REPAIRS, MAINTENANCE AND HOME IMPROVEMENTS

**89% satisfied with the
quality of their home**

6% dissatisfied

- £3.6m (£3.5m the previous year) spent on repairing and improving residents' homes
- New kitchens in 192 homes
- New central heating boilers in 17 homes
- New bathroom in 1 home

**£3.6m spent
on repairing
and improving
residents' homes**

**81% satisfied with energy
efficiency of their home**

13% dissatisfied

- 91% repairs completed at the first visit
- 81% repairs completed on time
- 10 days – the average time taken to complete a repair
- Enhanced repairs service for residents of sheltered housing schemes
- 834 more repairs were reported (5,750 compared to 4,916 the previous year but 96% of residents were still satisfied with our service (Source: individual satisfaction surveys at the time of each repair))



CUSTOMER SERVICE

89% satisfied with overall service

7% dissatisfied

92% satisfied with customer service

5% dissatisfied

94% satisfied that RHA is easy to deal with

3% dissatisfied

90% satisfied that RHA keeps them informed

5% dissatisfied



We always try to provide a good service but sometimes things go wrong. When this happens we need to know about it so we can put it right and improve our services.

- 59 complaints received (30 in previous year)
- 53 about repairs and maintenance
- 1 about garden maintenance
- 1 about our customer service
- 1 about service charges
- 1 about moving home
- 1 about laundry facilities
- 1 about rent arrears
- No changes were made as a result of complaints received in 2022/23.
- 88.9% of complaints were responded to within target
- 94.9% were resolved at the first stage

Tell us your comments, compliments or complaint by telephone, email, via our website, in person or by letter (see contact details on page 39).

88% say staff are friendly and approachable

4% disagree

87% trust the association

5% disagree

GOOD NEIGHBOURS

**93% satisfied with
their neighbourhood
as a place to live**

4% dissatisfied



2022 Good Neighbour of the Year Winner
Ken Rollinson, York.

**“It’s nice to know my
neighbours think so
highly of me and I am
touched to have received
the award.”**

4 (2 in 2021/22 and 11 in 2020/21) reports
of problems with neighbours

EVERY PENNY COUNTS

**94% satisfied that
their rent is good
value for money**

4% dissatisfied

**85% satisfied that their
service charges are good
value for money**

10% dissatisfied

- Our target for savings was not achieved last year due to increased costs but £15,737 was saved without affecting the quality of homes or services
- Plans to provide external insulation to solid wall homes together with new windows/doors and solar panels, part funded by grants from the government’s Social Housing Decarbonisation Fund, should help to reduce energy use for residents

- All homes, except Great Western Court, generate a surplus that is reinvested in repairs, maintenance and building new homes. 14 new homes are being built at Great Western Court to ensure its future
- A value for money review of the repairs service was completed and work is underway to make the recommended changes to improve the service
- 100.21% of rent due collected, against a target of 99.78%
- We helped residents to apply for benefits including Housing Benefit, Council Tax Benefit, Universal Credit, Pension Credit and Personal Independence Payments; and to get help with managing debts

**We aim to provide the
best possible service
that is also the best
value for money.**

**Can you help
us save money?
£25 is paid for
each suggestion
that is used and
£100 for best
suggestion of
the year.**





Duck

Carole Valente, a resident of Bishop Auckland, County Durham

BUILDING MORE HOMES

All new homes are for rent at below the market rate

- £3.3m spent on building new homes
- Solar panels and alternative types of heating are installed in new homes, where possible, to address climate change and reduce energy use for residents
- 28 bungalows and apartments for older people were built in Bishop Auckland, Durham, providing much needed homes and transforming a derelict building



Lake Windermere

Andy Bargewell, Housing Officer

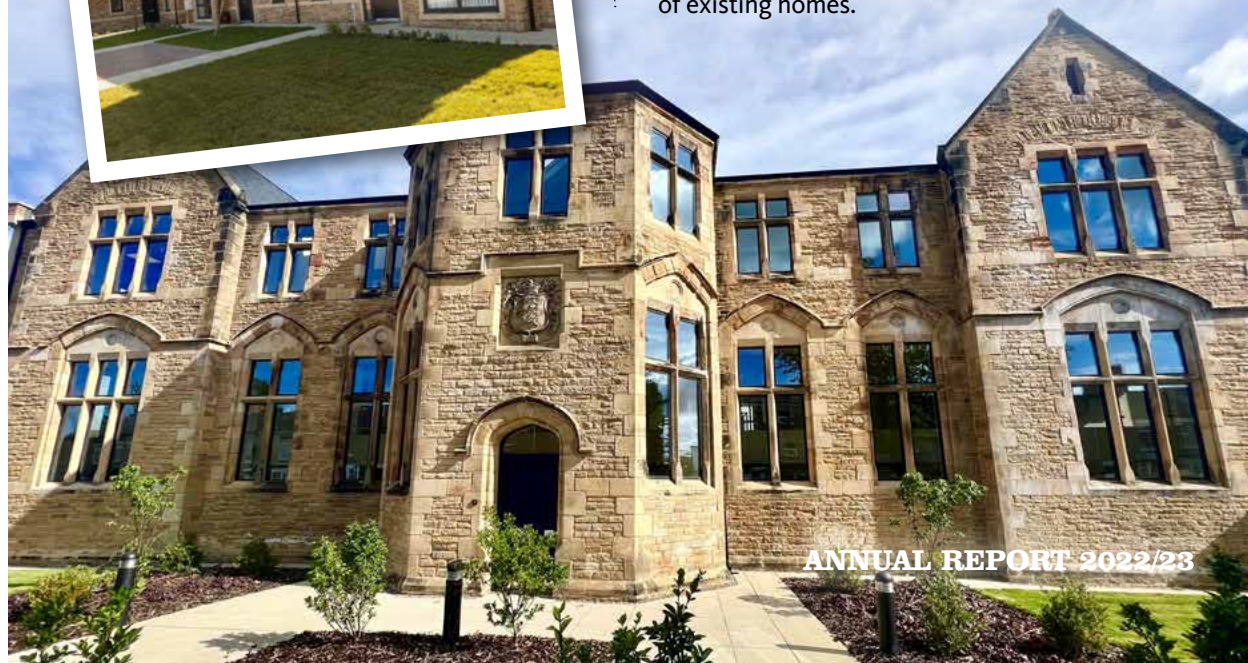


Redcar Gare, Cleveland

Elaine Freeman, a resident of Darlington



- Building of 14 more apartments at Great Western Court in Hereford is underway
- Building more homes for those who need them is an important part of our work but increased costs, limited financial headroom, and the need to improve existing homes means this is increasingly difficult. After the new homes in Hereford are completed, we will concentrate on improving energy efficiency and maintenance of existing homes.



OUR MISSION

To make best use of our resources to provide good quality, desirable and affordable homes for residents in need of housing.

OUR VALUES

Caring, Fair, Efficient, Open, Trustworthy.

OUR BEHAVIOURS

We will listen, be courteous, respectful, friendly, helpful, honest, patient, positive, and do what we say we will do to the best of our ability.

ABOUT US

- Founded in 1919
- Not for profit housing association providing low cost housing
- 1,545 rented
- 73 leasehold for older people
- 2 shared ownership
- Total 1,620 homes
- 560 homes for working age people
- 1,060 homes for older people

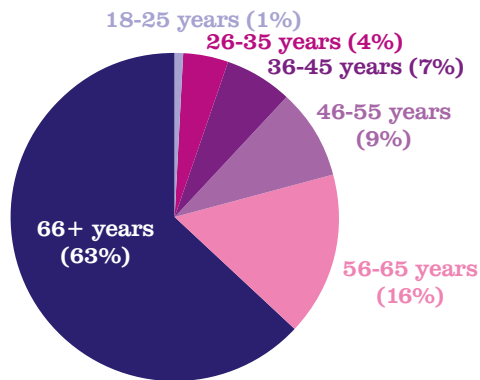
- In 20 local authority areas mainly in the North East of England, and Hereford
- 37 members of staff
- Investors in People silver accreditation

Residents are at the heart of everything we do. Our priority is to continue providing high quality services to residents

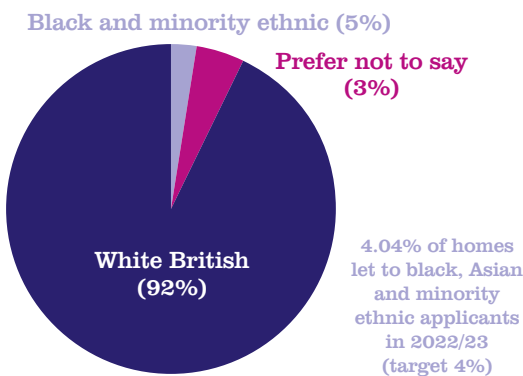


BEING INCLUSIVE - OUR RESIDENTS

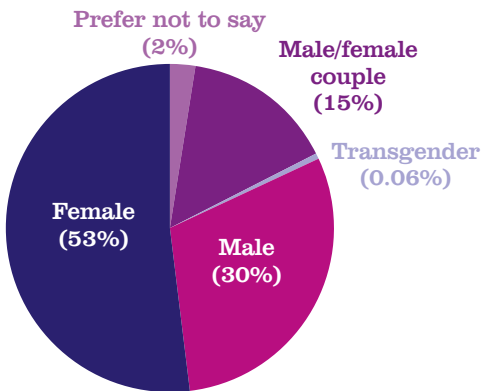
AGE



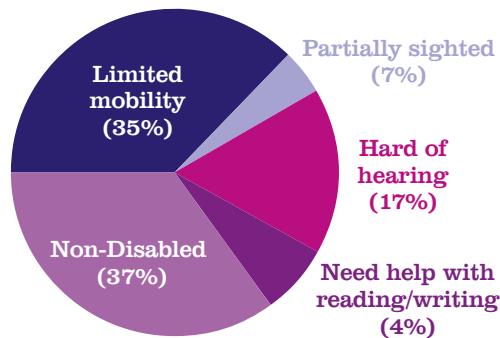
ETHNICITY



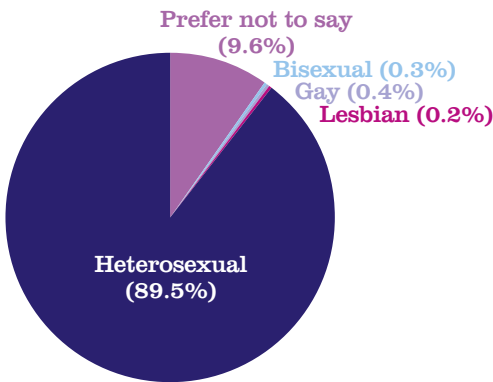
GENDER



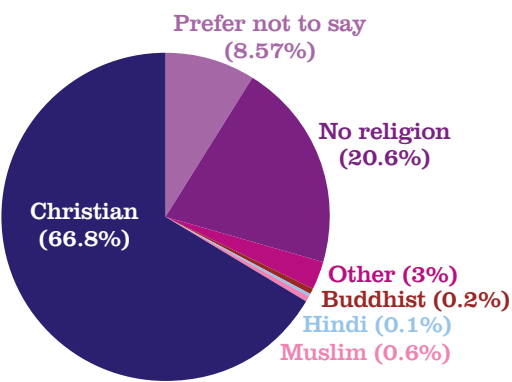
DISABLED/
NON-DISABLED



SEXUALITY



RELIGION



OUR BOARD

Female	33% (target 50.8%)
Male	67%
Black, Asian and minority ethnic	0% (target 8.9%)
Disabled	11.1% (target 9.5%)

Age

21-30 years	1
41-50 years	5
51-60 years	2
70+ years	2

OUR STAFF

Female	75% (target 50.8%)
Male	25%
Black, Asian and minority ethnic	0% (target 4.7%)
Disabled	8.3% (target 9.5%)

OUR HOMES

Area	No. of Homes
Carlisle	2
County Durham	102
Darlington	502
Doncaster	115
East Riding of Yorkshire	90
Gateshead	50
Hambleton	6
Harrogate	5
Hartlepool	25
Hereford	31
Hull	151
Leeds	67
Middlesbrough	16
Newcastle	78
North Tyneside	14
Northumberland	34
Redcar & Cleveland	24
Ryedale	2
Scarborough	4
Selby	8
South Tyneside	32
Stockton on Tees	53
Sunderland	14
York	195



Paterson House
By Janet Blades, a resident of Hull

KEEPING US ON TRACK



Chris Fawcett
Chair
Chief Executive of Eden
Housing Association



Carl Makin
Vice Chair
Policy Officer (Housing).
West Yorkshire Combined
Authority



Philip Dunn
Chair of Audit
Executive Director,
Alzheimer's Research UK



Anthony Bell
**Chair of Remuneration
& Governance**
Assistant Director of Assets &
Regeneration, Karbon Homes



Carol Bogg
- joined November 2022



David Goodman
Chartered Accountant
(co-optee to 29 March 2023)



Mark Grandfield
- joined August 2022
Chief Executive, Leeds
Jewish Housing Association



June Grimes
retired Director
of Crisis Skylight,
Newcastle



Michael Lawrence
Managing Director,
Target Components Ltd



Sharon Thomas
- joined January 2023
Director of Strategic
Partnerships, Thirteen
Housing

**Our Board of Directors give their
time and expertise voluntarily and
without receiving any payment**

Berni Whitaker (Chair) retired 30 June 2022
Fiona Coleman (Chair of Governance) retired 31 December 2022
Compliant with the National Housing Federation's Code of Governance 2020

HOW WE COMPARE TO OTHER LANDLORDS

	2019/20	2020/21	2021/22
Residents' satisfaction with overall service	✓	✓	✓
Residents' satisfaction that views are listened to	✓	✓	✓
Residents' satisfaction with repairs service	✓	✓	✓
Residents' satisfaction with quality of their home	✓	✓	✓
Average time taken to re-let empty home	✓	—	—
Average number of days to complete repairs	✗	—	—
Repairs completed at first visit	✓	—	—
Rent arrears	✓	✓	✓
Rent lost whilst homes are re-let	✓	✓	✓
Cost of housing management	✓	✓	✓
Cost of repairs	✓	✓	✓
Overheads as a percentage of turnover*	—	✓	✓
Social housing costs per unit**	✓	✓	✓
Percentage of complaints responded to within target time	—	n/a	✗***



Comparisons provided by an independent benchmarking company called HouseMark



GREEN

Compares well to other landlords



AMBER

Average compared to other landlords



RED

Poor compared to other landlords

*Overheads includes all spend on premises, IT, finance, HR and other central back-office costs.

**Social housing cost per unit includes the total costs of managing, repairing and improving homes, carrying out health and safety checks such as gas, fire, asbestos and electrical, and providing services such as garden maintenance and cleaning of communal areas

***We aim to investigate and resolve complaints within 10 working days and will be working hard to improve our performance next year

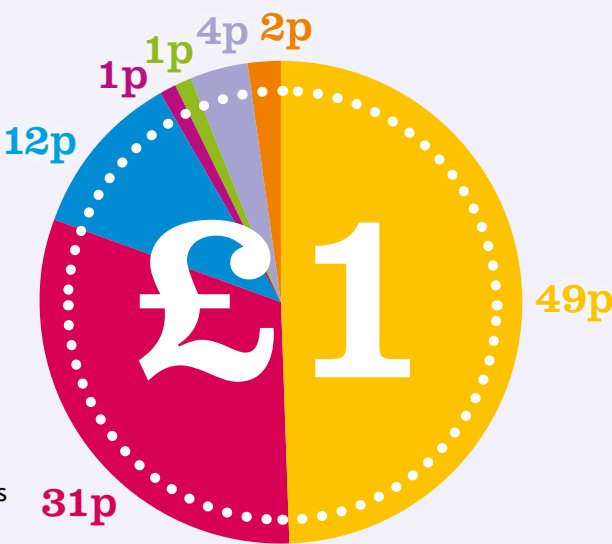
ANNUAL REPORT 2022/23



WHERE EACH £1 CAME FROM IN 2022/23

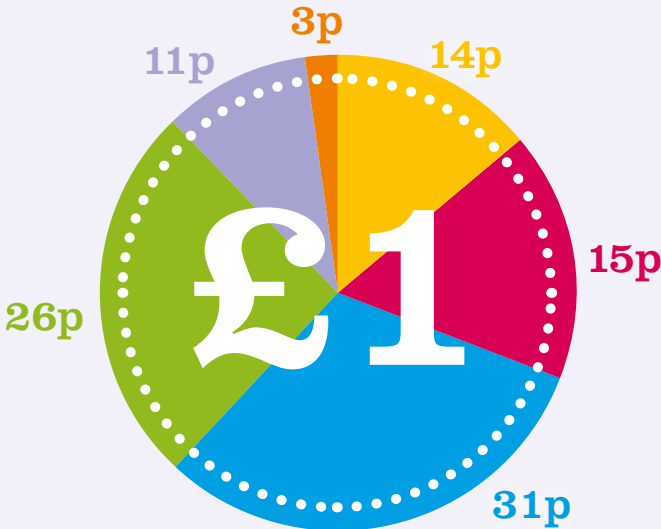
- Rents from housing for older people
- Rents from general needs housing
- Service charges from housing for older people
- Service charges from general needs housing
- Interest receivable and similar income
- Amortised government grant*
- Leasehold schemes for the elderly service charges and other income

*Government grants towards building new homes are included as income in equal instalments over the expected life time of the homes.



HOW EACH £1 WAS SPENT IN 2022/23

- Housing management
- Services and support
- Property maintenance
- Property depreciation
- Interest payable and similar charges
- Leasehold schemes for the elderly service costs and marketing and other costs



SENIOR STAFF PAY
(INCLUDING PENSIONS)

	2022/23	2021/22
£60,000 to £70,000	0	1
£70,000 to £80,000	1	0
£90,000 to £100,000	0	1
£100,000 to £110,000	1	0
£110,000 to £120,000	0	1
£120,000 to £130,000	1	0
£140,000 to £150,000	0	1*
£150,000 to £160,000	1*	0

*Chief Executive

Senior staff salaries are reviewed against market rates for the housing sector every 3 years. A pay rise of 3.1% for all staff was awarded on 1 July 2022.

STATEMENT OF FINANCIAL POSITION

	2023 £	2022 £
FIXED ASSETS		
Intangible assets	201,526	139,255
Housing properties	57,766,766	55,149,487
Other tangible fixed assets	589,140	594,570
Total fixed assets	58,557,432	55,883,312
CURRENT ASSETS		
Debtors	681,648	669,418
Cash at bank and in hand	7,586,383	2,726,176
	8,268,031	3,395,594
CREDITORS		
Amounts falling due within one year	-2,765,814	-3,401,531
Net current assets	5,502,217	-5,937
Total assets less current liabilities	64,059,649	55,877,375
CREDITORS		
Amounts falling due after more than one year	-37,634,148	-29,793,008
Defined benefit pension liability	-1,348,355	-1,452,936
Net assets	25,077,146	24,631,431
CAPITAL AND RESERVES		
Income and expenditure reserve	25,077,146	24,631,431
Total reserves	25,077,146	24,631,431

STATEMENT OF COMPREHENSIVE INCOME

	2023 £	2022 £
Turnover	7,962,249	7,893,163
Operating costs	-6,621,666	-6,383,679
Gain on the disposal of other tangible assets	-	102,603
Operating surplus	1,340,583	1,612,087
Interest receivable	87,722	1,245
Interest payable	-771,419	-740,115
Surplus for the year	656,886	873,217
Actuarial loss(-)/gain in respect of pension scheme	-211,171	585,772
Total comprehensive income	445,715	1,458,989

The full audited accounts, including details of our value for money performance, are available on request



Butterfly

Clare Richardson,
Tenancy Services Officer

CONTACT US

Freephone: 0800 028 7428

CHOOSE

- **OPTION 1** to report a new repair or query an existing repair
- **OPTION 2** for a query about gas servicing, landscape maintenance, or water hygiene
- **OPTION 3** for an application for a new home, a query on your tenancy or any other query

Email: info@railwayha.co.uk

Online: www.railwayha.co.uk

Write: Maple House, 11 Tillage Green, Westpark Village, Darlington, DL2 2GL

Opening hours: 8.30am to 4.30pm Monday to Friday

To report emergency repairs when the office is closed, telephone 0300 373 2803



www.twitter.com/railwayha



www.facebook.com/railwayhousingassociation

This report cost £2.20 per copy to design and print

Further information, including our Business Strategy and key policies, is available on our website.

