



FALCON

Housing Association

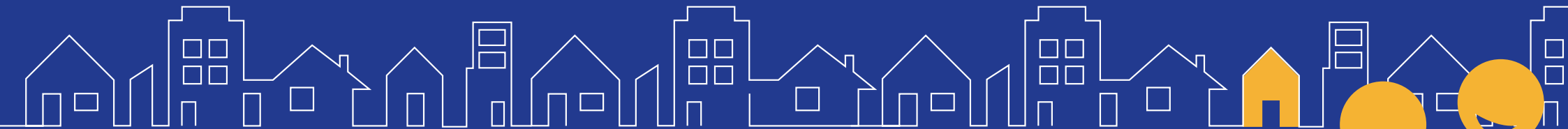
ANNUAL TENANT REPORT

2023-2024





To provide the people we support with a home for life so they can live as independently as possible in a safe and supportive environment



OUR VALUES

The FHA team have **HEART** and ensure that our tenants are placed firmly at the

HEART

of everything we do



HONESTY

We:

- Acknowledge mistakes, fix them, and learn from them
- Show transparency in everything we do
- Do what we say we will do



EMPATHY

We:

- Care about, our tenants, colleagues, and partners
- Understand what matters to our tenants, colleagues, and partners



ACCOUNTABLE

We:

- Build strong and trusted partnerships
- Deliver value for money (VFM)
- Do not hide from our responsibilities, as individuals, a team or a landlord



RESPECT

We:

- Treat everyone with respect and dignity
- Value diversity
- Put tenants at the **HEART** of everything we do
- Share and celebrate positive changes in our tenants' lives



TEAMWORK

We:

- Are one team
- Share goals, targets, objectives, and ambitions both internally and externally
- Are committed to delivery of our business strategy
- Make a difference

STRATEGIC OBJECTIVES 2024-2027



Delivering a great
tenant experience



Maximising
occupancy



Delivering excellence
in health and safety
compliance



Operational
efficiency



Making quality
investments



Achieving
best practise

Welcome from Sharon Bannister Scollen, Chief Executive



“Welcome to Falcon Housing Association’s Annual Tenants Report 2023 - 2024, we hope you enjoy reading about what we’ve been doing and what our plans are over the next year”

In developing this report, we have taken the opportunity to reflect and think about where, as an organisation we want to be in 1 - 3 years’ time. In developing this report, we have consulted with staff, our tenants, and other partners, in order that we can deliver continuous improvements that puts our tenants at the HEART of everything we do. This includes treating everyone with respect, dignity and actively supporting equality and diversity.

FHA look to grow in partnership with high performing Care Providers, where quality is recognised by Commissioning Bodies and, Care Quality Commission (CQC) inspections ensure these standards are met. The business remains firmly focused on getting the basics right and that includes listening more to the views of Tenants and our partners. Our future success will be reliant on making progress in this area and using those views to improve the services we provide.

We will continue to invest in existing homes to maintain standards, transform our business to ensure that it remains focused on our tenants and that their voices are heard and acted upon. We are proud of the work that FHA does and the opportunities that it has provided to tenants who needed a home with support to help them live independently.

Over the last few years, we have completed property condition surveys across all homes, and through this work we now have an asset management plan to invest >£20 million over the next 30 years. Last year saw the start of these improvements across many homes, including new kitchens, bathrooms, boilers, electrical and decoration works alongside health & safety compliance works.

Continued

A key focus of FHA is tenant safety, we have spent circa £495k this year making sure all safety compliance work has been completed, this will continue year on year.

In October we made a significant change to the delivery of our repair service, bringing this in-house, to be managed by a newly created Customer Service Hub. We hope that following this all tenants will see an improvement in the response times and standard of repairs carried out.

FHA introduced "Hear Our Thoughts" initiative encouraging all tenants to feedback on services delivered to them by the FHA Team. FHA want to hear what you think about your home and the services FHA deliver to you. This will ensure we know what we need to focus on and prioritise. We want to hear as many voices as possible, so tenants have a louder voice and become more involved in the services FHA delivers.

Whilst FHA know that our plans are challenging in terms of where we want to be and how we plan to get there, we are confident with the continued support of our tenants alongside the commitment of an excellent team, a strong Board of Management, and a partnership approach, we will deliver our objectives and continue to make a difference to many people's lives.

Thank you.

Welcome
from Sharon
Bannister Scollen,
Chief Executive



ABOUT FHA

FHA was established in 2017, recognising that there was a gap in specialist accommodation with wrap around support to cater for vulnerable adults who required more independent living.

FHA only provide homes for people who need help to live more independently, in their own home, in their own community and who would otherwise have difficulty finding a home elsewhere. FHA offer homes for life that we then manage and maintain.

As a Registered Provider of Specialist Supported Housing (SSH), we are a regulated body, regulated by the Regulator of Social Housing (RSH). This ensures that standards are set, monitored, and maintained.

Our housing management goes above what traditional landlords do, ensuring that when tenants have challenging behaviours, we work with partners to ensure that the tenancy remains sustainable, and the support needed is provided. Through our work we maximise the independence of our tenants and provide them with comfort, safety, and support.

FHA have a team of under 20 directly employed staff, with other key support services coming from external partners, e.g. IT support, Human Resources, Health and Safety and Fire Safety, etc.

The FHA team are the core of our business, their dedication and hard work enables us to continue to support our tenants to lead independent lives. All staff and members of the FHA Board are passionate about what we do and the difference we make in delivering a positive impact on our tenants lives.



**FHA offer homes for life,
or for as long as tenants
need our services**





TURNOVER
£22,673,185

TOTAL RENT COLLECTED
£16,530,141



216

Properties



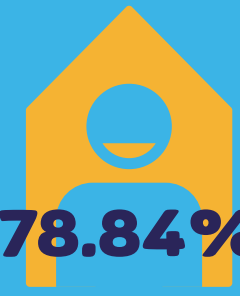
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Tenants



105

New tenants



78.84%

Occupancy



REPAIRS



3352 Number of reactive repairs



2896 Completed on time



£372 Average Cost of job

PERFORMANCE HIGHLIGHTS

-  Gas Certificates **100%**
-  Electric Certificates **100%**
-  Asbestos **100%**
-  Legionella **100%**
-  Fire Risk Assessments **100%**
-  EPC **100%**
-  Lift Servicing **100%**



WHERE WE WORK AND HOW WE OPERATE

The map shows the extent of our geographical coverage.

*Our Head Office is in Durham.

Our housing team cover regional geographical areas and play a vital role in working closely with tenants, from sign up and throughout the tenancy creating a tenant centred approach.



"You are the dream team,
always there to support
and assist"

"Always happy, has
confidence that he will
always get things done
and is a joy to deal with"

"Went
above and
beyond"

"very professional
and helpful"

DELIVERING A GREAT TENANT EXPERIENCE

Ensuring our tenants feel involved and have a great experience, is at the HEART of our business. We aim to achieve high levels of tenant satisfaction, by maintaining our focus on providing a home and delivering services that meet our tenants needs.

We will continue to develop and promote a tenant centric culture, providing a great experience and operational excellence.

Our success measure will include:

- ✓ First point of contact resolution to tenant enquiries
- ✓ Raising FHA's profile in the areas we operate, with tenants and partners
- ✓ Top quartile tenant satisfaction
- ✓ Creation of tenant newsletter - HOT of the press
- ✓ Creation of tenant panel – Hear our Thoughts.
- ✓ Continued development of repairs and compliance services through our Customer Services Hub
- ✓ Full compliance with the Consumer Standards



Home, for many is not about bricks and mortar, or immaculate surfaces. It is a feeling. Home is where our tenants feel understood and accepted



“

I love it here, I thought there was nowhere out there for me. Now, I want other people to know, there is a place out there for you

”

DELIVERING A GREAT TENANT EXPERIENCE

(CONTINUED)

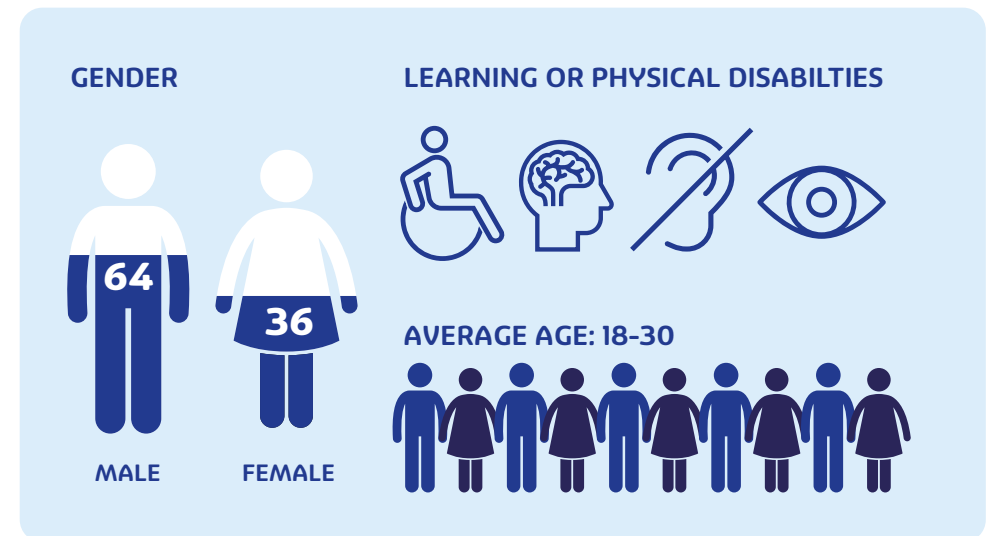
Our tenant profile varies, however, the one thing connecting all our tenants is that every member of the FHA team put them at the HEART of any decisions made.

Tenant Involvement – FHA are continually looking to improve services to tenants, ensuring they are at the HEART of our decision-making process.

FHA has continued to provide a quality service to our tenants, which has included:

- ✓ Developing our reactive repairs and compliance service managed through a client-contractor model via the in-house Customer Service Hub.
- ✓ Restructuring our geographical coverage to improve the delivery of our services, leading to the appointment of a Chief Operating Officer and increasing our Housing Officer resource.
- ✓ Taking part in the Tenant Satisfaction Measures (TSM) pilot for small organisations, to support tenant engagement and the Regulator of Social Housing’s (RSH) revised Consumer Standards.
- ✓ Encouraging tenants to feedback their experience and suggestions for improvements through the “You said, we’re doing” initiative.
- ✓ Completing a series of retrofit works to help support FHA’s Net Zero obligations.
- ✓ Bringing all our teams together for an FHA annual staff conference, that helps drive our culture and our commitment to delivering high standards of service to our tenants.

The FHA team will focus on these areas, to ensure we continue to provide high standards of support to our tenants to enable them to live independently in a safe and supportive environment.



The Board and FHA team remain focussed on improving our services, by listening and learning from the views of our tenants and partners. To accelerate progress in this area, we have created a “You said, we’re doing” initiative open to all, alongside the use of technology and new innovative methods that supports the FHA team in engaging with a wide range of abilities.

YOUR FEEDBACK

We will capture Complaints, Compliments and Comments about our service and demonstrate that we use these to improve the way we deliver our services.



10 Compliments received



28 complaints logged

Of these:

- 26 closed at Stage 1
- 1 escalated to Stage 2
- 1 escalated to Housing Ombudsman

In line with the Housing Ombudsman, FHA have revised the complaints handling code and implemented a new way of handling complaints. FHA encourage feedback when we get things wrong and when we get things right.



You can find full details of our complaints process and self-assessment on our website www.falconha.org

**You
said:**
**We're
doing:**

INVESTING IN YOUR HOME

Throughout 2023 - 2024, FHA have continued to invest significantly in our properties to ensure our tenants live in a safe and secure environment.

Through the stock condition surveys, we have a better understanding of the portfolio and component lifecycles, meaning a more effective and efficient plan to carry out future improvements.

Over the next 5 years we plan to improve homes by:

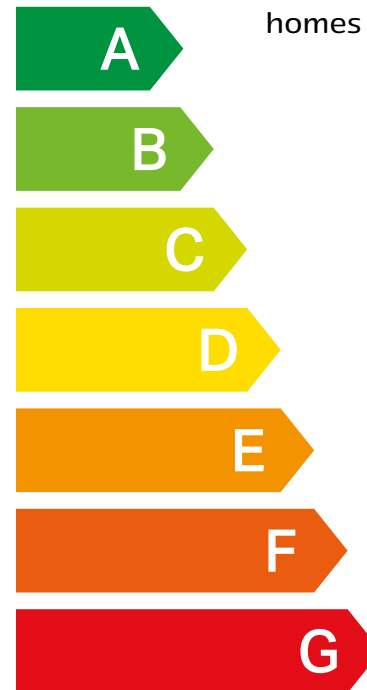
- Decorating 55 communal areas
- Install 111 new bathrooms
- Install 30 new kitchens
- Boiler and heating installations at 12 properties



ENERGY EFFICIENCY

Working in partnership with you to make homes more efficient and our planet more sustainable.

With the rising cost of electric and gas, it is a challenge to keep homes warm, balanced against reducing our carbon footprint / carbon emissions. FHA are looking at how we can make our homes more energy efficient by 2030, which means that the EPC on your home needs to be rated A, B or C. Conversations have started with our head landlord partners to look at what measures can be taken to improve performance on homes that fall below a C rating.





VALUE FOR MONEY

VFM is based not only on the minimum purchase price (economy) but also on the maximum efficiency and effectiveness of any purchase

FHA ensure that VFM is embedded into all aspects of the organisation, offering the best services, whilst delivering and showcasing VFM. Last year, our work included:

- ✓ A review of all services and service charges – to ensure they are accurate and appropriate.
- ✓ Further development of our housing management system SASSHA.
- ✓ Making major improvements to data security and data integrity.
- ✓ Adopting new ways of delivering our repairs service that will improve the efficiency and effectiveness of repairs, reduce costs, and increase tenant satisfaction.
- ✓ Robust contract management.
- ✓ Starting the process of rebranding our business and increasing access to our tenants and partners.

FHA will continue to ensure there is demonstrable improvements in VFM performance through challenging, achievable, and sustainable efficiency targets year on year.

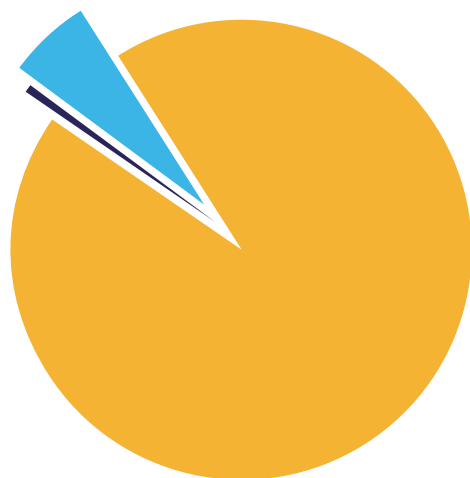
Over the next year FHA will be looking at:

- ✓ installation of smart meters within properties
- ✓ increase occupancy levels.
- ✓ Market testing of electricity and gas tariffs, switching to lower tariffs where possible.
- ✓ Void management to reduce void turnaround times.
- ✓ Preferred contract partnerships, to obtain VFM on products/ services.
- ✓ Investing in SASSHA our housing management software to continually improve the quality of our data.
- ✓ Work together with tenants, care providers and local authorities to ensure our tenants, receive any housing related benefits they are entitled to.
- ✓ Working with carbon neutral businesses to continually reduce our carbon footprint.
- ✓ Improve EPC efficiencies, linked to ECO4 funding.

FINANCIAL RESPONSIBILITIES

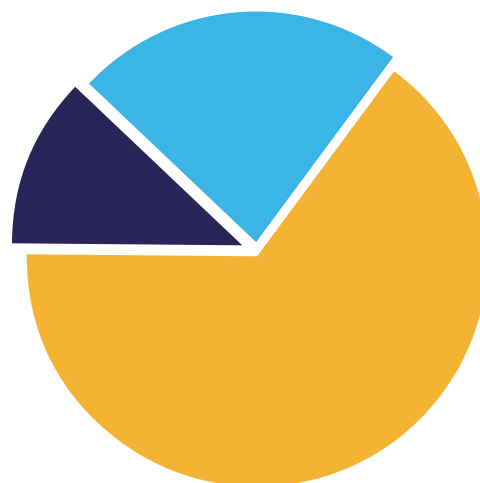
FHA continue to improve the management of income / finance controls, developing stronger internal processes that interlink teams identifying areas of risk, effectively resolving any issues.

FHA are continually assessing the risks to the organisation that could impact negatively on performance and sustainability. In addition to our annual statutory audit, FHA also regularly review our performance as well as undertaking intensive internal audits.



RENT MARCH 2023

Full Housing Benefit	93.78%
Self-Funding	5.6%
Partial Payment	0.62%



WHERE THE MONEY COMES FROM

2023/2024

Total £22,673,185

Rents (£14,716,707)	65%
Service Charges (£2,784,026)	12%
Other (£5,172,452)	23%



DAY TO DAY OPERATING AND RUNNING COSTS

2023 - 2024

Total £22,553,004

Operating lease rentals (£16,393,620)	73 %
Management Costs (£16,393,620)	9%
Re-active Maintenance (£ 1,013,757)	4%
Service Charge Costs (£1,452,694)	6%
Planned Maintenance (£622,420)	3%
Major Works (£1,210,453)	5%



IMPROVING COMMUNICATION WITH YOU

Written communication still forms an important part in the way we can communicate with you, if this is your preferred method. Our address is:

Falcon Housing Association C.I.C.,
Office 3.30, 3rd Floor,
Lighthouse View, Spectrum Business Park,
Seaham, Co Durham,
England, SR7 7PR

Email is a popular, quick and efficient way of communicating. If you are happy to receive information by email, please update us with your email address by sending your details to FHA general email: hello@falconha.org

General Email: hello@falconha.org

Repairs Email: repairs@falconha.org

Our new look website www.falconha.org is a useful source of information. FHA are constantly working on improvements to our contents and welcome your ideas and feedback.



Building a strong business is part of our business strategy to ensure continued success in providing homes for vulnerable adults who need additional support to live more independently

