

Changing lives  
one by one

**1**  
CHAPTER



The Limes, Manchester, residents Street2Feet Event 2015

# TENANTS' REPORT 2015

## Introduction

Welcome to our annual tenants' report for 2015. This booklet shows key data about Chapter 1 services. Here you will find out how your rent was spent, the expenses incurred and the improvements made to your accommodation.

Chapter 1's aim is to help and support our tenants to successfully maintain their tenancies or move onto independent living. Last year the average stay in our supported housing was 7 months and 12 months in other accommodation services. We supported over 3000 people in our services, of which 78% moved on positively.

Chapter 1 is constantly working on delivering the best possible service to our tenants. That is why it is important to hear your views of the services offered. It will help us make the necessary improvements.

We have listened to what you have said about our report last year and, based on this feedback and feedback received from client cluster meetings, we have, this year, produced a 'quick view' poster detailing the highlights of this report. This poster is displayed in all supported services and Private Sector Leasing (PSL) and Social Enterprise Services' posters can be seen on the Chapter 1 website: [www.chapter1.org.uk](http://www.chapter1.org.uk)

We are eager to hear your comments and suggestions about this year's report and poster. Please contact Mary Firth, the Get Involved Manager on 07889 533359, email: [maryef@chapter1.org.uk](mailto:maryef@chapter1.org.uk) with any feedback you may have.

**Joseph R. Main**  
Chief Executive



## Supported Housing Services

Exeter, The Grapevine Centre  
Exeter, Community Mental Health (A2C)  
Exeter, Shilhay  
Exmouth, St Andrew's House  
Exmouth, St Saviour's House  
Guildford, Mulberry House  
Liverpool, Mildmay House & Crete Towers  
Manchester, The Limes  
Notting Hill, Dashwood House  
Southampton Young People's Services:  
    Miriam House  
    McCarthy house  
    Gosport  
St Austell, Freshstart  
St Leonards, Turner House  
SW Surrey Outreach  
Tunbridge Wells, Calverley Hill  
Walthamstow, Stephen House  
Warwickshire Support Services:  
    Binswood Lodge  
    Newbold Lodge  
    Warford Lodge  
    Nuneaton Link-up  
Weston-Super-Mare, Margaret House  
Weston-Super-Mare, Graham House  
Weston-Super-Mare, Triangle  
Refuges:  
    Gemini Services  
    Swan House

## PSL, Contact Centres & Social Enterprises

Basingstoke PSL  
Bristol PSL  
Buckingham Project  
Newquay, Chy Lowen PSL  
Exeter, Little House Family Services  
Gloucestershire PSL  
North Somerset PSL  
Preston Contact Centre  
Somerset PSL & Elsinore  
Southampton PSL  
Torbay PSL  
North Warwickshire Foodbank/Furniture Store  
Warwickshire, 2<sup>nd</sup> Chance Furniture Re-use  
Warwickshire, Judkins Recycling Shop  
Warwickshire PSL  
Waterloo, London, Xenia

# TENANTS' REPORT 2015

## Project Finances

Here you can see Chapter 1's income and expenditure for supported accommodation and private sector leasing (PSL). These figures are for the whole country, not just your region.

We do not publish financial details for individual services because these are commercially sensitive. However, you are welcome to ask your manager for more details of the income and expenditure for the service you receive.



Supported Accommodation



Private Sector Leasing

	Supported Accommodation	Private Sector Leasing	
<b>INCOME</b>	Rental Income	5.9 M	4.3 M
	Contract & Grants	4.9 M	1,000
	Other Income	520,000	59,000
	<b>Total Income</b>	<b>11.3 M</b>	<b>4.4 M</b>
<b>EXPENDITURE</b>	Staff	5.5 M	659,000
	Property*	1.4 M	3,8 M
	Support Related Costs	211,000	15,000
	Service Charges	1.2 M	177,000
	Other Costs	2 M	131,000
	Local Overheads	415,000	69,000
	<b>Total Expenditure</b>	<b>10.9 M</b>	<b>4.9 M</b>

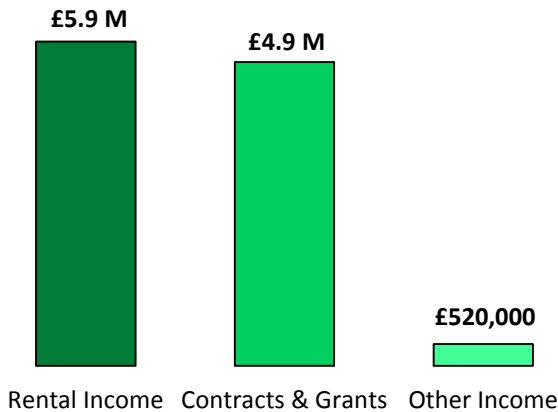
\*Rent paid to landlords

# TENANTS' REPORT 2015

The charts show how the income and expenditure is split so you can see where the money comes from and how we spend it.

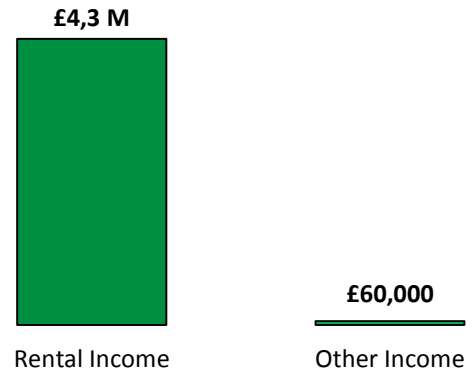
## SUPPORTED ACCOMMODATION

### INCOME



## PRIVATE SECTOR LEASING

### INCOME



#### Key for Income

##### Rental Income

e.g.  
Housing Benefit,  
tenant and service charges.

##### Contracts & Grants

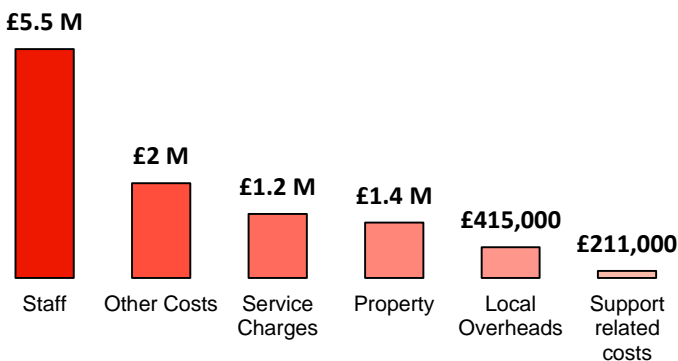
e.g.  
Govt. grant funding,  
Social Services

##### Other Income

e.g.  
donations, fundraising

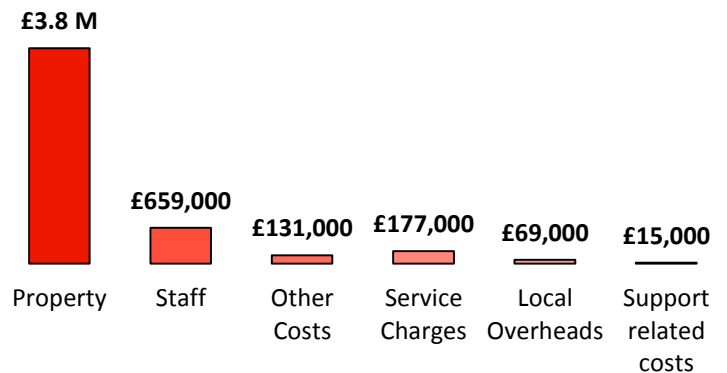
## SUPPORTED ACCOMMODATION

### EXPENDITURE



## PRIVATE SECTOR LEASING

### EXPENDITURE



#### Key for Expenditure

##### Staff

e.g.  
salaries

##### Other Costs

e.g. board members,  
auditors

##### Service Charges

e.g. heat, light,  
water

##### Property

e.g. rent  
paid to  
landlords

##### Local Overheads

e.g. equipment,  
legal advice

##### Support related costs

e.g. resident welfare expense,  
security costs

# TENANTS' REPORT 2015

## Repairs and Maintenance

Below you can see how many repairs and maintenances works were completed on time within our Supported Services and our General Needs Services (PSL, Contact Centres and Social Enterprise Services)

	Supported		General Needs		Total	
	Repairs reported	Completed on Time	Repairs reported	Completed on Time	Repairs reported	Completed on Time
<b>Emergency</b>	127	93%	8	100%	135	93%
<b>Urgent</b>	1487	90%	183	98%	1670	91%
<b>Routine</b>	659	96%	183	96%	842	96%
<b>Total</b>	<b>2273</b>	<b>94%</b>	<b>374</b>	<b>97%</b>	<b>2647</b>	<b>94%</b>

## Improvements to Accommodation

This list shows examples of the kind of planned improvements we have made to accommodation across the organisation

### PROJECTS

### EXAMPLE OF COMPLETED WORKS

London

**Xenia -  
Dashwood House -**

Replacement of boiler.  
Internal lighting upgrades and refurbishment of communal lounge and ground floor areas.

Manchester

**The Limes -**

Works to communal showers in main building and remedial works to reception desk counter

St Leonards

**Turner House -**

External lighting upgrades and overhaul of existing CCTV systems, refurbishment of bedroom in the basement.

Exeter

**The Grapevine Centre -** Door contacts to hold open all communal doors and fire alarm/emergency lighting upgrades

## Service Delivery

At Chapter 1 we want to give you more than just a place to live. We aim to give a quality service which will make a difference to your life.

We take your complaints very seriously. We encourage you to tell us if you are not happy about something, and we make sure our services are doing something about your concerns.

We know from your feedback that you find anti-social behaviour very unpleasant, and we don't want you to have to put up with it. We check on each service to make sure they are dealing with it.

It's not easy, and we can't always get it right, but we are striving to do the best we can.

## Complaints & Comments

Service	Number of Complaints	Number of days to resolve	Result in %
Supported Accommodation	73 complaints received		86%
	63 were resolved	Within 28 days	
	10 were resolved	2 months later	
Private Sector Leasing	20 complaints received		90%
	18 were resolved	within 28 days	
	2 were resolved	2 months later	

# TENANTS' REPORT 2015

## Moving on...

The overall percentage of clients who have moved on positively\* was: **78%**

Approximately **15%** were unplanned moves

Approximately **7%** left without notice

\*At Chapter 1 we believe in changing lives one by one. This means we want to make a difference to people's lives so that you leave our services in a planned, constructive way. We check to see if this has happened when a person leaves our service.

## Satisfaction Survey

The details below shows you the percentage of clients who were satisfied or very satisfied with different aspects of the Chapter 1 service, as well as the overall service delivery of Chapter 1.

### Supported Housing

The overall satisfaction rating for these services was: **86%**

Standard of accommodation rating was: **73%**

Client Involvement rating was: **77%**

Support Rating was: **88%**

### Private Sector Leasing

The overall satisfaction rating for these services was: **64%**

Standard of accommodation rating was: **76%**

Customer service rating was: **83%**

Support Rating N/A

# GET IN TOUCH

## Operations Managers

The key role of the Operations Manager is to manage and support your services, alongside your local staff. If you would like to speak to your local Operations Manager please contact:-

### HUGH SYMONS

Responsible for:

- Exeter
- Exmouth
- North Somerset
- St Austell
- Torbay



[hughs@chapter1.org.uk](mailto:hughs@chapter1.org.uk) 07720 740684

### PHILIP SMITH

Responsible for:

- Guildford
- Notting Hill
- Southampton
- Surrey
- Tunbridge Wells
- Walthamstow
- St. Leonards



[philips@chapter1.org.uk](mailto:philips@chapter1.org.uk) 07720 972700

### LINDA BOYS

Responsible for:

- Liverpool
- Manchester
- Nuneaton
- Warwickshire
- Weston-Super-Mare



[lindaxb@chapter1.org.uk](mailto:lindaxb@chapter1.org.uk) 07712 322095

### HELEN WESTERN

Responsible for PSL/Social Enterprise

- Basingstoke
- Bristol
- Buckingham
- Cornwall
- Exeter
- Gloucestershire
- North Somerset/Somerset
- Preston
- Torbay
- Rushmoor
- Warwickshire
- Waterloo



[helentw@chapter1.org.uk](mailto:helentw@chapter1.org.uk) 07919 481365

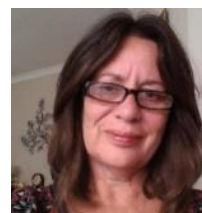
### Please Give Us Your Feedback

Chapter 1 is constantly working on delivering the best possible service to our clients. That is why it is important to hear your views on this report, to help us make it better in the future. Please contact Mary Firth with any feedback you may have, or contact a member of your service staff team. If you require a more detailed report please ask your Manager for more information.

## Get Involved Manager

The Get Involved Manager's role is to support the clients of Chapter 1. If you would like to speak to her, her contact details are:

### MARY FIRTH



[maryef@chapter1.org.uk](mailto:maryef@chapter1.org.uk) 07889 533359