



Tenants Annual Report

2022 - 2023



Block 1000
Common Room

Closing Time 8:30am - 7P & 8:30am
9P - 10P (WED, THUR, FRI, SAT, SUN)

Please Keep The Room Clean & Tidy
Non smoking area for your all

Thank You
JIT Group

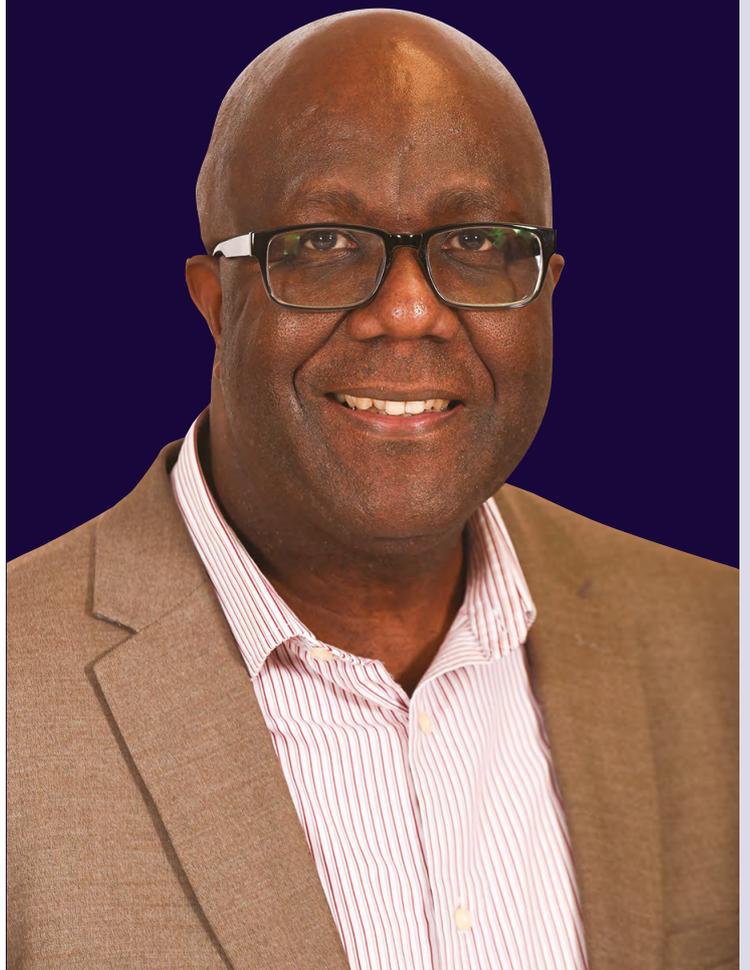
Contents

04	Introduction from the Chief Executive
06	During 2022 - 2023
08	Your Voice Matters
09	What Happens when things don't go to plan
10	Delivering Great Tenant Service with Respect
11	Together with Tenants
12	Keeping you Safe in your Home
13	Keeping our Technology up to Date
14	Investing in Your Home
16	Tackling Damp, Mould and Condensation Issues
17	Homes to Rent
18	Our Money Advice Service
20	Your Neighbourhood
20	Tackling Anti-Social Behaviour (ASB)
22	Retirement Living
24	Being Transparent
26	Value for Money



**Introduction from
the Chief Executive
Llewellyn Graham**

We recognise 2022/23 has been a challenging year for many of our tenants. Our priority has, and continues to be, ensuring our tenants live in safe, warm, and sustainable homes in thriving communities.



Growing stronger together

We have achieved measured growth and have worked together and in partnership with key stakeholders to achieve this. Together with Midland Heart we have built a new housing scheme in Dudley that has provided 21 new family homes and we also transferred into our ownership another 12 properties we managed on behalf of Clarion.

So despite the tough economic environment we find ourselves in, being able to successfully secure additional growth, having spent £4.1m delivering new homes, is certainly a highlight of the year.

Investing in our homes

We have also spent £860k in investing in our homes and £ 1.756m on repairs and maintenance and it is vitally important that we undertake this investment especially in maintaining decency and preventing damp and mould in our properties, which has now become a sector wide issue to tackle.

The importance of maintaining good quality standards for our tenants is paramount. Historically, black and minority communities were not well served by many local authorities and larger social housing providers in the West Midlands. Nehemiah Housing came into being in response to racial discrimination in housing and it is still a part of our raison d'être that our diverse communities get quality housing and culturally relevant services.

Governance and financial strength

Despite the economic turbulence and the resulting pressure on our income and profit margin, our governance and financial performance remain relatively strong. Our board has worked seamlessly with the Executive Team to successfully navigate the organisation through this period of uncertainty. I want to acknowledge that positive culture and thank the board for their support and constructive challenge.

At a time when the housing sector is under intense scrutiny and is often criticised about the state of housing stock, we remain committed to long-term viability, whilst providing the high quality services to our tenants. However, the impact of four years of government austerity measures followed by a global health pandemic and a war in Europe is significant, especially for smaller specialist housing providers like Nehemiah. It is becoming increasingly difficult to make long-term financial plans against a backdrop of short-term income uncertainty. If we are to continue to play a role in tackling the current social housing crisis and deliver a better housing future for our communities, the current investment and subsidy model needs a fundamental overhaul.

Finally, to end on a positive note, I would like to thank the whole Nehemiah staff team who have continued to work in an agile, flexible, responsive, and dynamic way in response to the needs of our tenants and wider communities.



34



Years providing social housing

1352

Tenants



During

2022 -



1250
Homes





42

Colleagues
(including staff and
board members)



80%

Overall Tenant
Satisfaction

2023

126

Homes Rented



93%

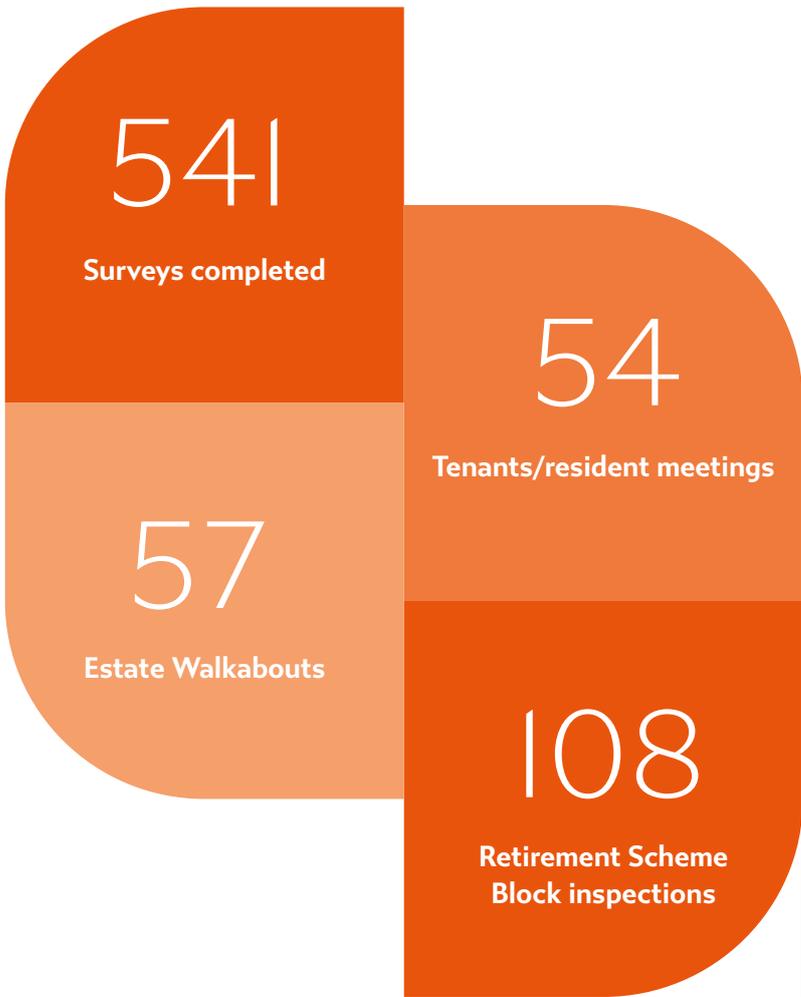
Repairs Satisfaction

Your Voice Matters



Whilst examining what our Operational Team has done over the last 12 months, we have ensured there are many ways to share your feedback with us. We have something for everyone, subject to how much time you have available. You could sign up to review our services, offer suggestions through a survey, online or a face-to-face meeting.

Your feedback has been invaluable, and it will continue to help us to keep improving and making sure we are delivering on our promise.



You told us you get a lot out of being involved, where your voice makes a difference to the way that you live by helping to shape our service and processes.

How can we improve

- To tailor the way, we communicate to reach and engage our tenants in the most effective ways that gain insight and encourage interaction.
- To be clear and transparent to our tenants to ensure they understand what we are doing and how it affects them.
- Provide and promote opportunities for our tenants to share your views and to influence how we work on all levels.





What happens when things don't go to plan?

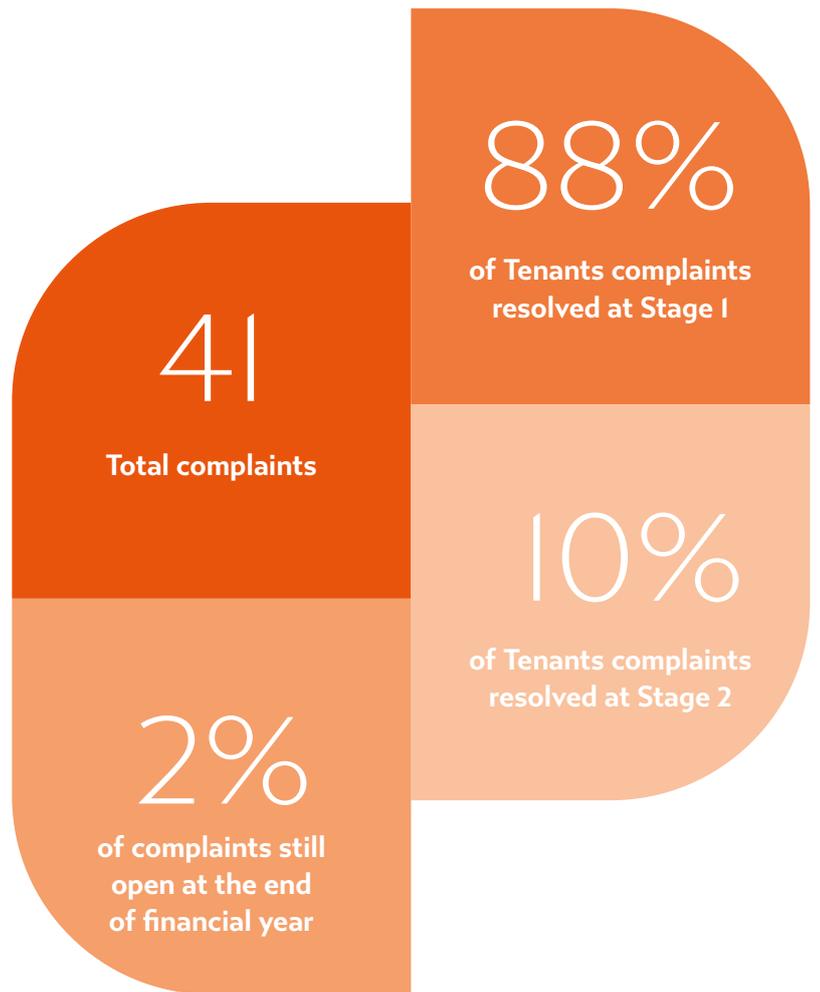
We know there are times when things don't go as they should. It is, therefore, important that you have an open channel to put forward your comments, concerns, and complaints to get them resolved swiftly. By receiving your feedback this will help us to keep improving the service we deliver to our tenants.

You told us the top three reasons for your complaints were:

12% Repairs had been delayed or not completed.

10% Handling of your concerns

8% You were unhappy with an action we had taken



How can we improve

- We will be looking into how we are communicating with you regarding your enquiries. We will review the various methods of communication to ensure that our information is clear and concise and in a format that is suitable to you i.e., letter/text or email and keeping you informed throughout the process.



Delivering Great Tenant Service with Respect

Current levels of satisfaction 2022/23



Tenants satisfied with the overall service provided by Nehemiah Housing



Satisfied that Nehemiah Housing treats tenants fairly and with respect



Together with Tenants



We have signed up to this charter because we are committed to putting our tenants at the heart of everything we do. We know there are areas that we need to improve on. We want to make sure that we give you the opportunity to voice your views so we can listen and act upon the things that matter to you. As part of this approach, we will regularly ask all our tenants how they believe we are doing against the six key themes. These areas are linked to the 'Together with Tenants charter', which lists the six promises we committed to when we signed up to 'Together with Tenants.' For more information on 'Together with Tenants' visit: <https://www.housing.org.uk/our-work/together-with-tenants/>

How can we improve

Update our Customer Service Charter, which will tell you about the level of customer service you can expect from us and to outline when things go wrong what we will do to put them right. We're in the process of reviewing our Customer Service Standards and will make sure we also include this in our new standards.



ABOVE & BEYOND

Case Study

Mrs. T was sent to a Nehemiah Housing retirement scheme by the council regarding housing for herself and her son, only to find out that the accommodation was not suitable.

Mrs. T was not in a good frame of mind at the time and was mentally at her lowest and could not see her way out of her circumstance and worried she was going to become homeless.

The Scheme Manager recognized that she was in distress and called the council's housing department on behalf of the tenant and reiterated the whole situation to them, as she was not in the right frame of mind.

Tenant's comment:

"You were brilliant at handling the situation over the phone. You went (ABOVE & BEYOND) and I don't know what I would have done if I didn't have your assistance. You are an (AWESOME PERSON) and I wish you all the best in life as you deserve it.

Once again thank you, I really appreciate everything you did, words cannot explain."

Keeping you Safe in your Home



Current levels of satisfaction 2022/23



Tenants satisfied that Nehemiah Housing provides a home that is safe

83%

Every tenant has the right to a decent, safe home, along with good quality service. You have the right to be listened to and have your views heard on decisions which may affect your home, your community, and your safety. Working together, we all have a responsibility to keep everyone safe. We have set out some of the things we have done to include the following:

- Updating tenant's handbook in line with Health & Safety information
- Provide you with more information about damp and mould.
- Do more to let you know when our teams will be in your area.



100%

We have a performance rating of 100% in undertaking fire risk assessments, gas safety checks, legionella, asbestos, lift maintenance and electrical installation condition reports, in line with our five-year programme and best practice.

Keeping our Technology up to Date

New Website

We hope you love our new website which provides a more modern look and feel.

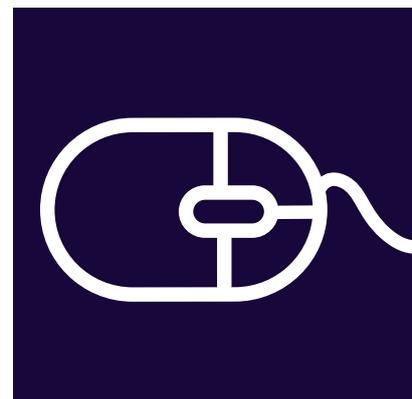
Through consultation you said that the old website was hard to navigate and it was hard to find the information that you required.

The goal for the updated website was to provide a more user-friendly experience, allowing both existing and prospective tenants to find information more easily and quicker. We have achieved this by making the content more accessible, improving usability across multiple devices, and improving the content site-wide.

You've given a great reaction to our new website, with comments like "much brighter and clearer...easier to find information". It's regularly updated with helpful content for you and prospective tenants. You can also view your rent account at any time.

We would like to say a big thank you to the tenants who have helped in giving feedback as we built the website but we always welcome more feedback. If you spot anything that doesn't work or if you have any additional ideas on what you would like to see on the website get in touch with us via email - contact@nehemiah.co.uk putting 'New Website' in the subject of your email.

Visit the website at www.nehemiah.co.uk



EASIER TO FIND
INFORMATION

Investing in your Home

We have spent £860k on investing in our homes. It is vitally important that we undertake this investment especially in maintaining decent homes and preventing damp and mould in our properties, which has now become a sector-wide issue to tackle.

The importance of maintaining good quality standards for our tenants is vital and our team's priority is to continue to do repairs and planned work on your homes safely.

87%

satisfaction with your last repair

Our target is 90%

100%

emergency repairs completed within target

93%

overall satisfaction with the repair service

Our target is 90%

94%

of routine repairs were completed within target.

Our target is 90%



£860k

Invested in our homes



82

Bathrooms



25

Kitchens

We completed

We regularly get feedback about our homes and communities from our tenants. These improvements often involve redecorating communal areas and tackling issues in the local community to make sure everyone feels safe and settled in their homes.

Tenant's comment:

"First of all, I just want to take the time out and say a very big thank you and for how you have handled everything that I have been though regarding the flooding in my home and been a person to your word."

"Thank you for giving me my home back and now it feels like my home again. You know that I take great pride in my home and know that the property belongs to Nehemiah but it is my home and I intend to look after my home because it is my castle and I am glad that you were able to take the time out to come and see me and resolve out."

"And again a big thank you I love my new kitchen and the rest of my home I feel like a king now in my home. I do appreciate everything that you did and also a big thank you to all the workmen that did all the work, they were all polite and treated me and my home with respect so please can you pass on my thanks to them also."

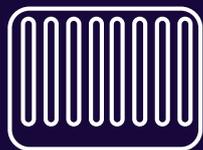


the following upgrades



72

Windows/
Doors



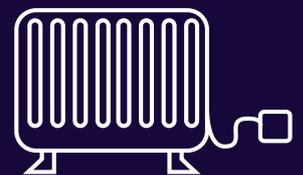
7

Gas
Heating
Systems



34

New
Boilers



30

Electrical
Heating
Systems

Tackling Damp, Mould and Condensation Issues

There are lots of reasons why you might get damp and mould in your home, and it can sometimes be difficult to identify and remove the root cause. We know how upsetting this can be, so we're always looking for ways to improve our damp and mould process.

Last year, we created a new Damp and Mould Policy where we will be able to:

- Ensure that tenants are treated in a fair and consistent way.
- Comply with statutory requirements and good practice.
- Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp & mould including, managing, and controlling condensation.
- Ensure that tenants have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- Maximize the available budgets and ensure that they are used effectively and efficiently to deal with damp, mould, and condensation problems.
- Ensure that the fabric of our property is protected from deterioration and damage resulting from any damp issues.



Nehemiah Property Services Officer

"We take damp, mould, and condensation issues seriously. When we are called out to investigate any suspected damp, mould, or condensation issues, clearly something has gone wrong. We will listen to our tenants, inspect the property throughout and advise on the remedial works that will need to be carried out."

You can find more useful tips about tackling damp and mould on our website.

<https://nehemiah.co.uk/your-home/damp-and-mould>





Homes to Rent

With a dedicated web page, you can view vacancies within our retirement schemes. Nehemiah Housing is continuing to help to successfully match applicants with new homes.

Over the past year 2022/23 we have rented different types of properties to meet different needs, which included houses, flats, bungalows, and apartments in retirement schemes.

Last year we increased our offering with 21 new homes in the Dudley.

126

homes rented - including supported living.

100%

Tenant satisfaction with our lettings process



How we'll improve

We introduced a waiting list for general needs housing on 31st July 2023.

We are also working to make important documents about your tenancy accessible to all tenants in different languages, large print, and braille.



There is very high demand for affordable family housing and that is what we are focusing on when building new homes.



Our Money Advice Service

Over the past year, the cost of living has risen, and many of our tenants have had money concerns.

Nehemiah Housing is working in conjunction with Birmingham Settlement's Money Advice team, who can help you with debt issues by identifying priority debts, maximising your income, and talking to creditors.

They also provide advice on the court process and around the welfare benefits appeal process.

If they cannot help you, we will always make sure they will refer you on to someone who can.

Not only will they do their best to make sure tenants can afford to heat their homes and pay their bills. They also help to reduce the stress and anxiety caused by money worries. They will continue to offer free, confidential advice to anyone who needs it.



100%

sustained their tenancy

44

money advice referrals made

12

rent surgeries conducted



CONFIDENTIAL ADVICE

Case Study

Referred by Nehemiah for rent arrears and shortfall in rent. However, further debts were discovered.

Background

Single, person living in rented housing whilst also caring for a disabled son. They were in receipt of Universal Credit, Personal Independence Payment and Carer's Allowance but there was a shortfall in the Universal Credit housing element which led to increased rent arrears.

Action:

- We completed a Benefit Check to ensure that they were receiving the full benefit entitlement and advised them on ways to maximize income as well as the importance of household contributions from non-dependents.
- We applied to Birmingham City Council for a Discretionary Housing Payment to assist in being able to maintain their rent shortfall and preventing further rent arrears.
- After an initial assessment, it was also discovered that the client had an extensive debt to Severn Trent Water that was causing the household considerable distress. We called Severn Trent Water and the client was advised on the Big Difference Scheme and an adviser applied to this for her which provided a smaller ongoing water bill and a payment to her water arrears which offered more control over the debt.
- The client was also advised on ways to mitigate rising energy costs, such as the Warm Home Discount, the Energy Bills Support Scheme, and Cold Weather Payment.
- Grants were also researched on Turn2Us to assist with the rising cost of living.

The progress – the outcomes (to date)

- New Severn Trent Water payment plan being maintained.
- The client is awaiting the outcome of DHP.

If you're worried about paying your rent or need support with financial problems, please contact your Housing Officer:

<https://nehemiah.co.uk/your-home/customer-wellbeing/money-advice>



Your Neighbourhood

We are constantly reviewing the services that matter most to you to make sure your neighbourhood is a place you like to live and want to stay.

Tackling Anti-Social Behaviour (ASB)

How did we handle your ASB Case?

You have a right to be comfortable in your own home and within your community. This is something Nehemiah expects for all our tenants – which is why we also expect all tenants to be considerate to one another.

You told us that we could improve our ASB process, so have improved the information available on our website, and Lusefa Salamon has joined us in the newly created role of Tenancy Services Officer, after a decade working in the criminal justice system. Her focus now is on supporting you to feel safer by dealing with ASB and safeguarding issues.



LUSEFA SALAMON



Tenants happy with the way their ASB was handled

77%

We've already seen some great results, with overall satisfaction (MEL Research) 77% of tenants were happy with the way their ASB was handled. This is the first time that this has been recorded by our independent researcher.



ASB Summary 2022-2023

Top 3 cases logged were:

39
cases of ASB
raised in
2022-2023

Noise –
Related to banging,
shouting and loud music.

Other Violence -
Logged for intimidation and
threatening behaviour from
one resident to another.

Pets/Animals –
Nuisance caused by
barking. Pets and animal
cases were usually due to
noise nuisance caused by
dogs barking/pet littering
and threatening animals.

We know there is still lots we can do, and we're continuing to gather feedback from tenants who have been struggling with ASB and are reviewing the way that we communicate with tenants throughout this process.

How we can improve: We now have a dedicated Tenancy Services Officer which will help to build a positive relationship between Nehemiah and our tenants. Our team will continue to build positive relationships between the community, police, and local authorities to make sure that you can access the support you need in your community.



Retirement Living

We get regular feedback on our retirement living offer to make sure residents have everything they need to live a happy, independent life.



Tenants overall satisfaction in retirement living

92%



I FEEL SAFE AND



Case Study

Ms. X had become withdrawn after her beloved partner of 21 years died suddenly. Their house was in his name and the mortgage company didn't recognize her. The homeless prevention team put her in touch with Nehemiah Housing. One of our scheme managers booked an appointment with her and carried out an assessment regarding her eligibility.

One of our sheltered schemes was ideal for her. Soon after the assessment Ms. X got the keys to her flat. She was overwhelmed with joy that she was also able to bring her cats with her.

"I feel safe and comfortable here. The people and surroundings are inviting. The scheme manager is very approachable. As the first place of my own, I was worried about affording it, but she helped me claim my benefit entitlements. If you have social activity ideas, she will support you. Give new things a go! You've nothing to lose by trying."

COMFORTABLE HERE...



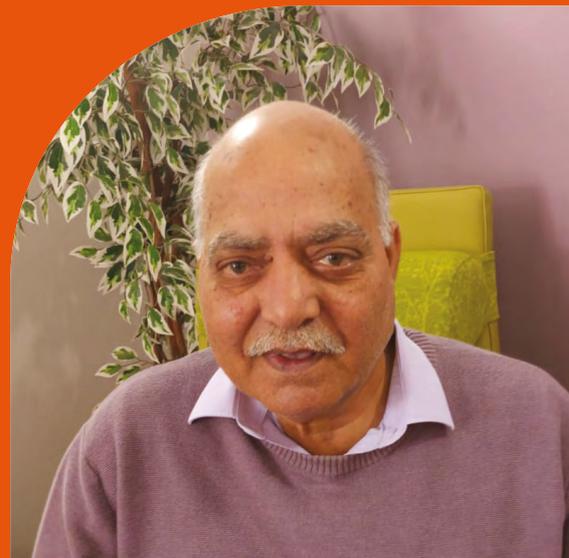
Being Transparent

Our tenants have a right to be consulted on key policies and proposals that may have an impact on them. It's also an opportunity for you to learn new skills and work with other members of the Nehemiah community.



IT MAKES ME
FEEL VALUED

Diane and Baldev are part of the policy review panel and take an active part in reviewing our process.



Diane's comments

"A real feel-good factor.... It makes me feel valued and knowing I'm making a difference to where I live."

For example, this year we've consulted on:

- Refurbishments to our buildings – Seacole Court, Father Joe Taaffe, Shanti Niketan
- Reviewing our Anti-Social Behavior and Safeguarding Policies

Baldev's comments

Baldev is very excited to be working alongside Nehemiah he says

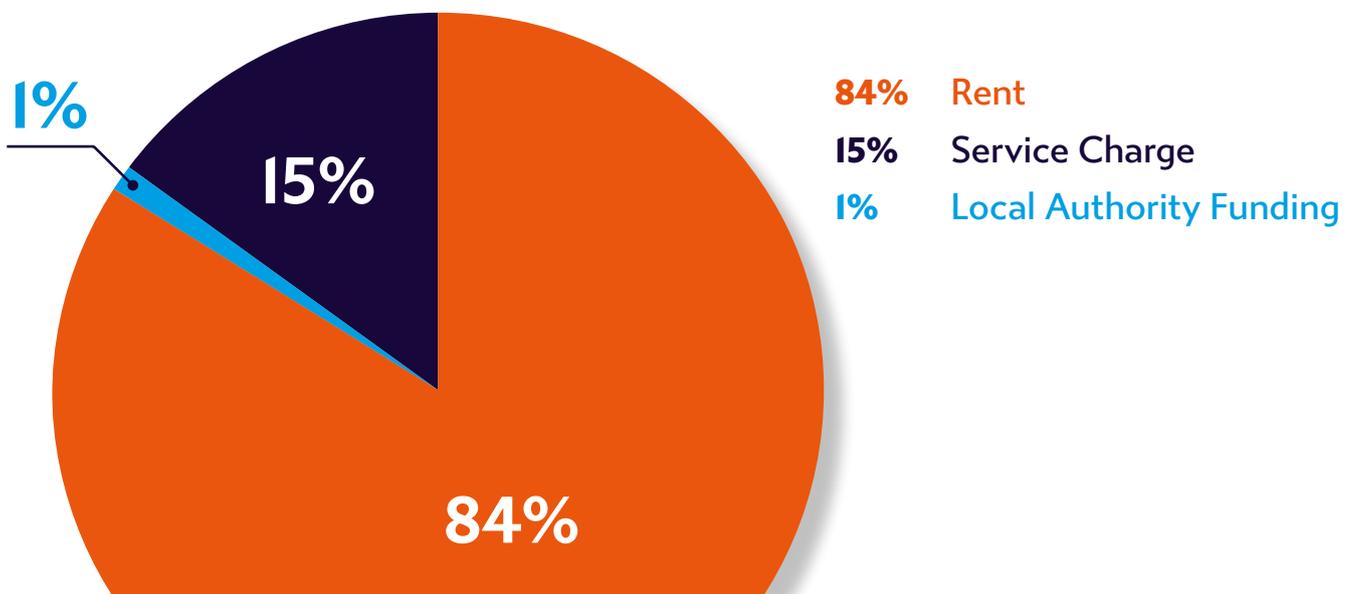
"I love to get involved helping to play a part in shaping the service."

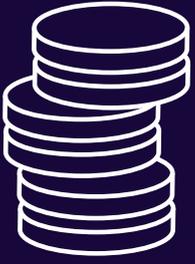
Value for Money

In 2022/23 we had a turnover of £7.7M, 96% of this is from the business of providing social housing homes. £3.1M was spent on the repair and maintenance and improvement of homes.

We retained a GI/V2 rating which is excellent for an association of our size. This means we are a strong and stable organisation and we are in a good position to be a good landlord and make sure that your homes are safe.

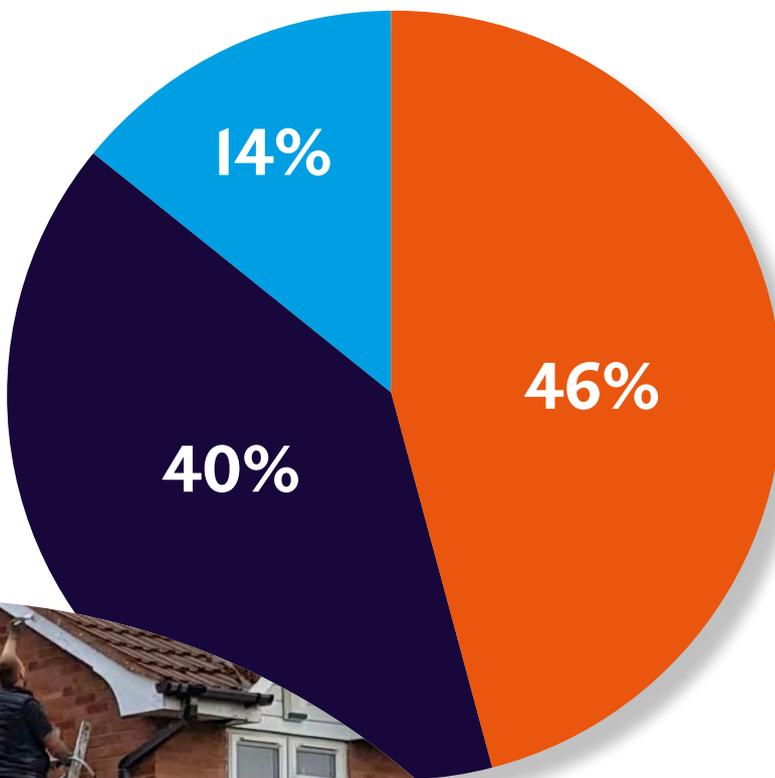
Income breakdown - where we get our money from





REINVESTING IN YOUR SERVICE

Costs - where our money is spent



- 46%** Managing your homes and neighbourhood
- 40%** Repairs and planned investment
- 14%** Loan costs for new development

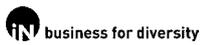




Nehemiah HOUSING

I-3 Beacon Court
Birmingham Road
Great Barr
Birmingham
West Midlands
B43 6NN

☎ 0121 358 0966
☎ 0121 358 0934
✉ contact@nehemiah.co.uk
🌐 www.nehemiah.co.uk
📘 <https://www.facebook.com/NehemiahHousingAssociation>
📍 @Nehemiahhousing



Registered office is at I-3 Beacon Court, Birmingham Road, Great Barr, Birmingham, West Midlands, B43 6NN

Nehemiah Housing is registered under the Co-operative and Communities Benefit Societies Act 2014 registration number 25952, governed by the National Housing Federation ("NHF") 2011 Model Rules. It is an exempt charity for tax purposes.

Nehemiah is a Registered Provider of Social Housing, registration number L3833 and regulated by the Regulator of Social Housing ("RSH").

Nehemiah Ventures Ltd is a subsidiary of Nehemiah Ltd is registered with the Registrar of Companies for England and Wales, registration number 10933356.