

# Stockton Place Select Committee

11 June 2018



# We are a housing association

## Not-for-profit

**thirteen**  
Managing and building homes



Our mission:

**Providing homes, support  
and opportunities to grow**



# Our Challenges



- Meeting Housing Needs
- Regeneration and Investment
- Care & Support Needs
- Supporting the wider community

# Our Priorities

1. Delivering great customer services
2. Growing our business as a social entrepreneur
3. Contributing to regenerating the Tees Valley
4. Being Team Thirteen



# How are we doing?



# 1 Delivering Great Customer Service

- Improving customer satisfaction ✓
- Improving repairs being completed right first time and average time to complete is quicker ✓
- Reducing voids ▶
- Reducing debt ▶

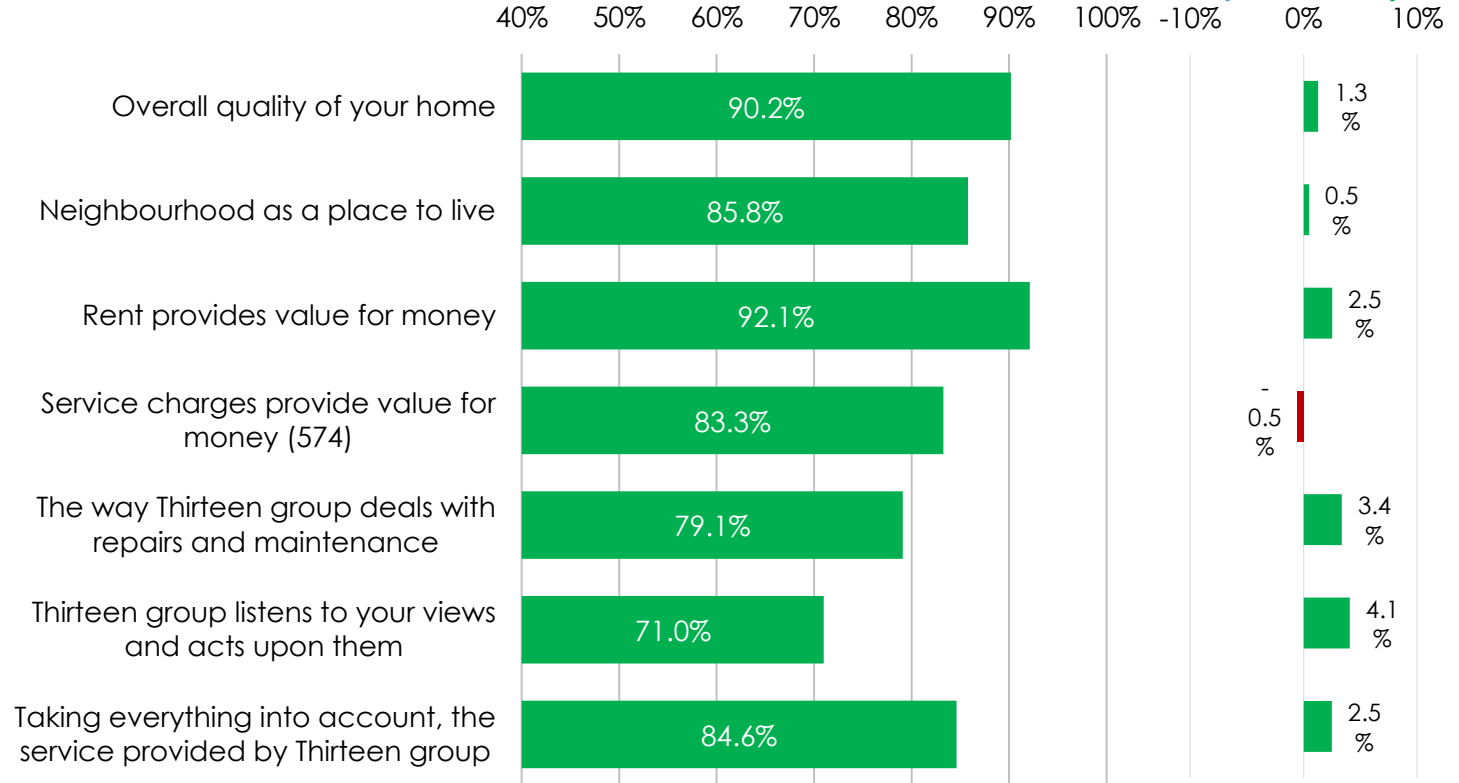


# STAR questions – scores and comparisons (General needs and HFOP/Extra care/Supported combined)

How satisfied or dissatisfied are you with the following:

% of scores 'very satisfied' and 'fairly satisfied'

Less satisfied/more satisfied than December 2016





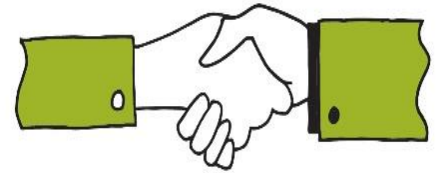
# Stakeholder feedback

- People are highly regarded; observed as motivated, enthusiastic and pleasant
- Positive feeling towards our strategy and its aspirations
- Stakeholders understand the scope (and associated difficulties) of such a major restructure



# Stakeholder feedback

- Lots of scope to grow relationships with key contacts - there is appetite for collaboration but some are struggling to maintain key contacts
- Some issues around communication



## 2 Growing our Business as a Social Entrepreneur

1. Financially Strong ✓
2. Good year-end financial performance ✓
3. Efficiencies ✓



# 3 Contributing to Regenerating the Tees Valley

- Increasing the number of new homes being built ▶
- Stock sustainability – category 4s and 5s ▶



# 4 Being Team Thirteen

- Being legal and safe ✓
- Absence ▶



# Consolidation



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# The rationale and affecting tenants

- Reduced bureaucracy and duplication
- Release capacity
- Losing local knowledge
- Tenants on the board
- Performance improvement
- In-Depth Assessment – G1/V1



# Key issues

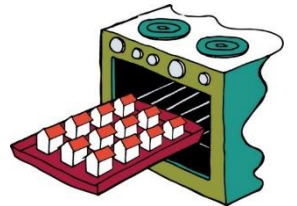
- Legal structure, internal structure
- Performance
- Customer Experience
- High Rise Safety





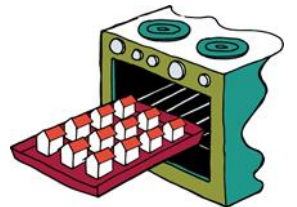
# Engaging with tenants and leaseholders

- Thirteen Customer Council
- Scrutiny Panel
- Estate Walkabouts
- Newsletters
- Consultation Events
- Customer Relations Teams
- Self-Service Portal
- New Neighbourhood Teams and New Co-ordinators
- Consultation



# Operational and strategic engagement

- Monthly updates
- Quarterly meetings
- Support to partnerships
- Relationships with ward councillors
- Involvement in our business planning cycle – strategic plan/financial plan/investment



# Investment and alignment

- Environmental works
- Investment in Homes
- Developing New Homes



# Reorganisation

New neighbourhood  
operating model



# The Neighbourhood 'Heart'



**Development, Support Services**



**Repairs**

**Neighbourhoods**



**Investment**

**Resources**

# **Housing group Thirteen under fire for being 'nowhere near as good as it used to be'**

Councillors criticised the social housing company, which oversees a large chunk of housing stock on Teesside

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# In summary

- Remain financially strong
- Simple clear business plan
- Performance is improving
- Effective engagement
- Delivering and more to come





**Thank you**  
any questions...?

