

How was each £1 of your rent spent?



On an operational level, Ocean Housing Group has had another successful year and maintained a strong financial performance in a challenging environment. For a full set of our Group Accounts 2017/18, please visit our website www.oceanhousing.com/financial-statements



Message from the Chair of the Ocean Housing Group

This Annual Review is an ideal opportunity for me to pay tribute to everyone who is part of "One Ocean". We have had a great year and that is due to a wonderful group of residents and tenants who support each other and us so that we can achieve our ambition to be at the heart of the community. The staff team work tirelessly and with enormous skill to deliver our promises, supported by an executive leadership second to none.

I am privileged to lead a talented and hugely committed Group Board, and we especially value the contributions of the Tenant Panel and the Scrutiny Panel to the effective running of Ocean. Both Panels work very hard and are unafraid to challenge us to ensure we provide the best homes and services that we can. I am confident that together by being innovative, ambitious and brave, we can make next year even better.

Debbie Wilshire, Chair of Ocean Housing Group

We always aim to provide our customers with the best possible service and performance, however we realise we do not get it right all of the time. If you do have a reason to comment on our services, please get in touch by visiting our website at www.oceanhousing.com/complaints or by calling our Customer Services Team on 01726 874450.

Our Boards and Committees govern our organisation, for full details of our membership as at 31 March 2018, please visit our website www.ocean-group.co.uk/group-board

We hope you have enjoyed our new look annual report to customers, for more information visit our website, like our Facebook page or follow us on Twitter.

ANNUAL REVIEW

2017/18



Message from the Chair of the Tenants and Residents Panel

It has been a very busy year for us as a panel and following the Grenfell Tower tragedy, housing issues have been brought into focus for us by ensuring the voices of tenants are heard and acted upon.

The Tenant Panel is now working closer with the Ocean Board resulting in a better relationship than ever before. The Scrutiny Panel have supported us in the development of this new way of working, and it has proved a learning curve for all involved. I thank everybody for their effort.

Ocean have introduced a comprehensive I.T. system that means every time you contact them, enquiries can now be dealt with effectively and efficiently. Well done.

If you wish to contact the Tenant Panel, or find out what we do and would like to get involved, please contact the Tenant Involvement Team at Ocean on 01726 874450 or by visiting the website on www.oceanhousing.com/get-involved

Our Panels continue to work to make a difference and I look forward to the coming year and all we can achieve.

Jan Faulkner, Chair of the Tenants and Residents Panel

Making a Difference

Our Tenants & Residents Panel alongside the Scrutiny Panel joined forces to look at the big areas of the Company's Business Plan for the coming year. The redevelopment of Polgrean Place, St Blazey and the impact of Universal Credit are the first priorities



Scrutiny Panel Results

Looked at the Grounds Maintenance Service and since then litter on our sites has reduced from **100 to 67 bags**

Satisfaction in Grounds Maintenance has increased to **95%** from 91% last year

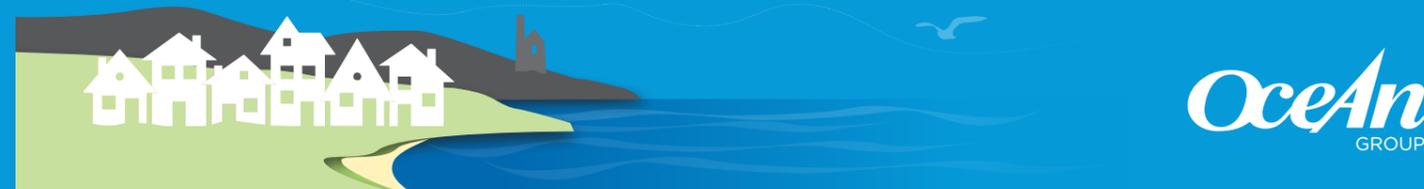


Tenant & Residents Panel Results

They supported **17** Treasure Chest applications making an impact on their neighbourhood and community



Our Chair and Vice Chair of the Tenant and Residents Panel met with the Housing Minister to address issues within the Housing Sector ensuring **tenants have a voice**



Ocean's Performance for 2017/18

Below we've provided some performance highlights for the year

RESIDENT INVOLVEMENT AND EMPOWERMENT

Our Customer Services Team received **60,118** calls during 2017/18

Over 1700 customers contacted us on LiveChat

82% of calls were answered within the target timeframe

We received **63** complaints during the year, significantly lower than last year. **75%** of complaints were either upheld or partially upheld. **We welcomed 61 compliments from our customers**
The average time taken to respond to complaints was **12.2 days**



We exceeded our target of over 1500 customer registrations for My Ocean

NEIGHBOURHOOD AND COMMUNITY

We dealt with 197 new cases of Anti-Social Behaviour during the year, **a reduction of 37** from last year with the intervention of our Together for Families Worker Service which we now offer

87% of anti-social behaviour service users were satisfied with how their case was handled and **81%** satisfied with the outcome achieved



99% of anti-social behaviour cases were successfully resolved

95% of Tenant Monitors were satisfied with the Grounds Maintenance Service



99% of monitors expressed satisfaction with the Communal Cleaning Service

HOME

We completed a total of **12,773** day-to-day repairs during the year



97% of repairs were completed on time and **96%** were completed at the first visit

Satisfaction with our repairs service remains high at **96%**



95% of customers were satisfied with the planned maintenance service



100% of gas safety certificates were in place

100% of our homes meet the Government Decent Home Standard

We completed **126 Kitchens and 94 Bathrooms** during the year

TENANCY

We let 373 homes in 2017/18 and built **153** new affordable homes
101 for Rent and **52 for Shared Ownership**



97% of new customers were satisfied with the allocation and lettings process

We own **4105 rental and 418 shared ownership** homes



It took us an average of **20.5 days** to let each property, just beating last year's figure



Rent arrears were excellent

and our best yet at **0.93%** for the year, compared with 1.41% last year



We visited over **600 households** to raise awareness of the impact of Universal Credit changes

We have 287 24-hour Lifeline customers



How do we compare against other Housing Associations?

The last year has seen the introduction of a benchmarking tool for Housing Associations run by Homes England. The following information from our sector scorecard shows how we are performing in key areas of the business compared with 29 other landlords located in the South West.

Management Cost per Home

This is the average cost spent on managing and maintaining each of our homes. We perform very well and allows us to spend more on building new homes and delivering services to our customers.

New Affordable Homes

We continue to build a large amount of new homes for our size and perform above average. This is through efficient operations and maximising use of our debt capacity.

