



# Tenants' Annual Report on Housing Services 2019 – 2020

easy read



We are Dimensions. We are the people who look after your home.



This report tells you if we did a good job last year.



The first section of this report is in easy read.



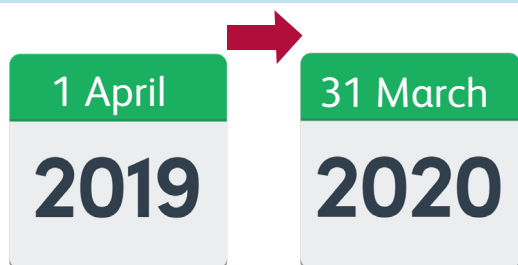
The second section of this report gives you some more detailed information, if you want to find out more.



This report tells you what we do with the **rent** you pay us. **Rent** is money a person pays to live in a house or flat.



This report tells you about our homes and the people that live in them.



This report talks about what happened between 1 April 2019 and 31 March 2020.



## About the people who live in our homes



We have people of all different ages living in our homes.



There are more old people than young people.



There are more men living in our homes than women.



Everyone living in our homes has a disability.





## About our houses



1056

From 2019 to 2020 there were 1056 people living in our homes.



We own or have a long lease on 576 low cost rent units. We manage 394 low cost rent units for other landlords.



We also rent 115 units from private landlords (6 less than last year).

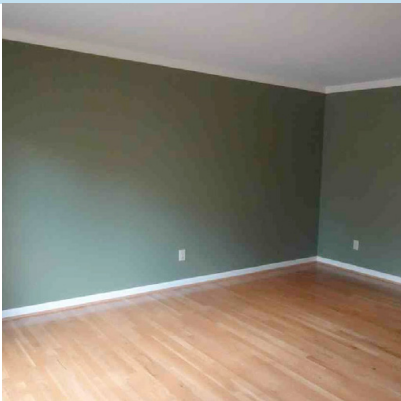


We have sold some larger homes and bought or leased smaller ones. We use the money from sales to build or buy new homes.





More of our tenants now live in ordinary homes with some support.



We had 67 places in our houses that were empty, which is less than last year.



We work hard to make sure that all the rooms in our houses are used by someone who needs them.



We also try to make sure our tenants will get on well with each other.



## Repairs



We use your rent money to make repairs and redecorate your homes.



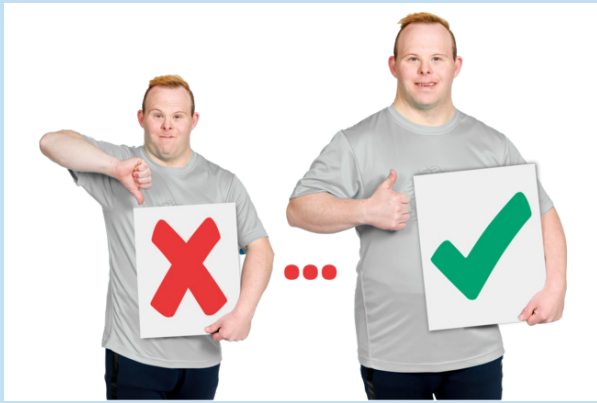
When people find something that is not working in their homes they call us to get it fixed.



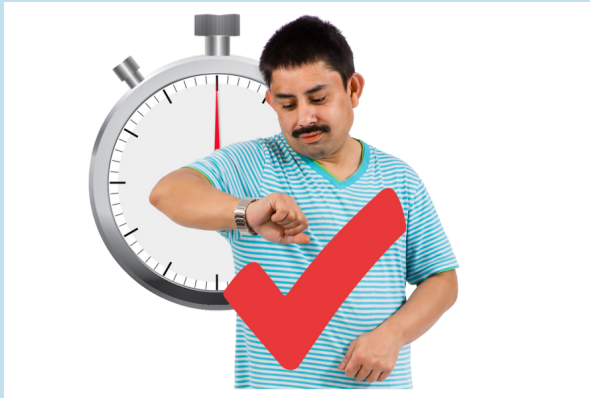
We received 5057 calls last year. 3051 led to a repair being agreed.



Last year it took 39 seconds on average to answer the call.



We want to be quicker at answering your calls.  
We are challenging our call centre.



Almost all (96 %) of repairs were finished in the  
time we said they would happen.

£1.8 million



We spent more than 1.8 million pounds on  
repairs and maintenance last year.

£66,000



We spent sixty six thousand pounds on  
decorating.





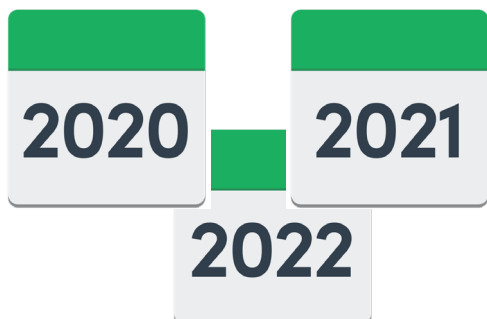
## Thinking about the future



We have been thinking about where we can build new homes or make our homes better.



We want to build new homes in Bricket Wood in Hertfordshire. We are making plans for new houses in Sheffield and Berkshire.



We will take a few years to finish these plans.



We know that we cannot build and own all of the homes that we need to support people so we spend a lot of time looking for homes that are owned by other people.



We have staff in Dimensions to help us do this. Last year we found 16 homes for 19 people.



## Tenants' Meetings



We have meetings for people that live in our homes. These are called **tenants' meetings**.



These meetings give people a chance to find out what we have been doing. People get to say what they think about Dimensions and if they think we are doing a good job.



Last year there were **tenants' meetings** in Bath, Coventry, Darlington and Skegness.



There are usually around 25 people who go to **tenants' meetings**. Anyone who is a tenant is welcome.



We want more people to go to these meetings.



If you are interested in going to a **tenants' meeting**, speak to your Regional Housing Advisor.



There are two people that speak up for the people who live in our homes. They are Martin Hancox and Carl Warwick.



Martin and Carl have meetings with the bosses of Dimensions. They talk about any problems people have and the things that people want to see change.



Martin and Carl met other Dimensions tenants to share the information they found out.





## Listening to you



We sent out a letter to our tenants to invite them to take part in an online survey.



The survey asked if they thought we were doing a good job of looking after their homes.



176 people completed the online survey saying what they thought.



Here is what we found out:



- 8 in every 10 people said they thought we were doing a good job.



- 8 in every 10 people said they thought they were listened to.



- 7 in every 10 people said they were happy with how we dealt with fixing problems.



- When people are unhappy, it is usually because repairs were too slow.



- 7 in 10 people who understood the question said they thought that we used their money in a smart way.



- Many people cannot answer this question because they do not look after or understand their own money.



- 7 in every 10 people said they would recommend us to their family and friends.



We have people who check that we are doing a good job. They are called **Experts by Experience**.



An **Expert by Experience** is a person with a learning disability who has been trained to check whether organisations are doing a good job.



We now have 5 **Experts by Experience** checking if we are doing a good job. The **Experts by Experience** are also tenants.



We speak to the government about things that are important to people with learning disabilities.



We talk about hate crime, health and voting.



We work with cinemas, libraries, museums and other places across the country to make them better places for people with autism to visit.






## Tell us what you think



Thank you for reading this report.

If there is something you would like to tell us about your housing please write in the space below.



A large white rectangular area for writing, with a hand holding a black pen in the top left corner, indicating where to start writing.



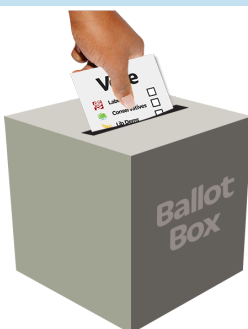
My name is



My address is



My phone number is



Please post to  
Dimensions Housing  
1st Floor Churchill House  
6 Meetinghouse Lane  
Sheffield  
S1 2DP



## The survey results



All of the answers from the survey are on the next pages.



## About our homes

This section tells you about the homes we own and how they are managed.

Our social homes are low cost rental – so the rent is less than the main rental market. We have 783 social homes. We manage 576 low cost rental homes that we own and manage 394 low cost rental homes owned by other landlords. A total of 207 homes are managed by other support providers for Dimensions. These are mostly in registered care homes.

Dimensions also manages 142 units of non-social housing.

|                          | Low cost rental homes owned and directly managed by Dimensions | Low cost rental homes owned by Dimensions but managed by other organisations | Low cost rental homes managed by Dimensions for other organisations |
|--------------------------|--|--|---|
| General needs            | 0  | 0  | 0   |
| Intermediate rent        | 0  | 0  | 0   |
| Affordable rent          | 11   | 0  | 0   |
| Supported housing        | 533  | 27   | 244   |
| Care homes               | 32   | 180  | 150   |
| Housing for older people | 0  | 0  | 0   |
| <b>Total</b>             | <b>576</b>   | <b>207</b>   | <b>394</b>  |





  





| <b>Who manages our tenancies?</b><br>This information tells you about who manages tenancies in Dimensions properties.<br>We have increased numbers of tenancies managed by Dimensions as tenancies that were managed by other organisations are now managed by Dimensions.<br>Registered care homes remain with the support provider and these are likely to decline over time as they deregister. |  | 2019-20     | 2018-19     | 2017-18    |
|--|--|-------------|-------------|------------|
|  | Dimensions managed but with a different support provider     | 414         | 356         | 103        |
|  | Another agency manages the property                          | 207         | 216         | 452        |
|  | Dimensions /03Way and Discovery manages AND provides support | 320         | 392         | 325        |
|  | Dimensions manages private rented properties                 | 115         | 121         | 101        |
|  | <b>Group Total</b>   | <b>1056</b> | <b>1085</b> | <b>981</b> |

| <b>Accommodation type</b><br>The types of home we offer are changing.<br>We are changing some of our registered care homes into supported living for people with a learning disability or autism. More of our tenants now live in an ordinary home with some support.<br><br>We are handing back or selling some of our older larger properties and replacing them with smaller properties because people prefer to either live on their own or share with less people. | Number of homes                                  |         |         |         |
|---|--|---------|---------|---------|
|   |  | 2019-20 | 2018-19 | 2017-18 |
|   | Supported Living homes                           | 630     | 609     | 607     |
|   | Registered Care Home units                       | 311     | 355     | 273     |
|   | Supported Living tenants in Private rented homes | 115     | 121     | 101     |

## About our performance

| <p><b>Maintenance call centre</b></p> <p>To respond to people who need a repair at any time of the day we use a call centre called Astraline. We monitor Astraline’s performance. We ask how long it takes them to answer calls. The target is 30 seconds, and they did not meet this target in 2019/20. We are not happy with the performance. It takes too long to answer calls and we are challenging Astraline to do better.</p>  |    | <table><tr><th>Call centre</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>Inbound calls</td><td>5057</td><td>3661</td><td>3458</td></tr><tr><td>Time to answer (target 30 secs)</td><td>39s</td><td>17s</td><td>15s</td></tr></table>   | Call centre       | 2019-20 | 2018-19 | 2017-18 | Inbound calls         | 5057  | 3661  | 3458  | Time to answer (target 30 secs)                      | 39s  | 17s  | 15s   |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
|---|---|---|-------------------|---------|---------|---------|-----------------------|-------|-------|-------|--|------|------|-------|---|-------|-------|--------|--|-------|------|-------|----------------------|------|------|------|--|-----|------|------|-------------------------|------|-----|-----|---------------|---------|---------|---------|-------------------------------------|-----|----|-----|
| Call centre   | 2019-20   | 2018-19   | 2017-18           |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Inbound calls   | 5057  | 3661  | 3458              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Time to answer (target 30 secs)   | 39s   | 17s   | 15s               |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| <p><b>Repairs completed in time</b></p> <p>Our target is that 100 % of emergency jobs are completed on time and 95 % of urgent jobs completed on time. Although we did not meet our target for emergency jobs, performance improved during the year and in quarter four 98 % of emergency jobs were completed in time. We completed many more repairs in 2019/20 than in the previous year because we are managing more properties.</p>   |    | <table><tr><th>Repairs</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>Number of repair jobs</td><td>3051</td><td>2230</td><td>2337</td></tr><tr><td>Emergency jobs completed on time (target 24h)</td><td>96 %</td><td>95 %</td><td>98 %</td></tr><tr><td>Urgent jobs completed on time (target 7d)</td><td>96 %</td><td>98 %</td><td>98 %</td></tr></table>  | Repairs           | 2019-20 | 2018-19 | 2017-18 | Number of repair jobs | 3051  | 2230  | 2337  | Emergency jobs completed on time (target 24h)        | 96 % | 95 % | 98 %  | Urgent jobs completed on time (target 7d) | 96 %  | 98 %  | 98 %   |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Repairs   | 2019-20   | 2018-19   | 2017-18           |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Number of repair jobs   | 3051  | 2230  | 2337              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Emergency jobs completed on time (target 24h)   | 96 %  | 95 %  | 98 %              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Urgent jobs completed on time (target 7d)   | 96 %  | 98 %  | 98 %              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| <p><b>Contractor performance</b></p> <p>We use three contractors to do repairs to our homes. We monitor their performance by the type of jobs they do and how important they are. The contractors have targets to do important jobs quickly. ASW are our newest contractors and they did not perform as well as the other two. We held meetings with ASW about their performance and discussed measures they should take to improve.</p>  |  | <table><tr><th>Contractors</th><th>ASW</th><th>FME</th><th>D&amp;M</th></tr><tr><td>Total jobs</td><td>1074</td><td>970</td><td>1007</td></tr><tr><td>Emergency jobs completed on time</td><td>93 %</td><td>95 %</td><td>100 %</td></tr><tr><td>Urgent jobs completed on time</td><td>93 %</td><td>96 %</td><td>99 %</td></tr><tr><td>Routine jobs completed on time (target: 28d)</td><td>97 %</td><td>98 %</td><td>100 %</td></tr></table>  | Contractors       | ASW     | FME     | D&M     | Total jobs            | 1074  | 970   | 1007  | Emergency jobs completed on time                     | 93 % | 95 % | 100 % | Urgent jobs completed on time             | 93 %  | 96 %  | 99 %   | Routine jobs completed on time (target: 28d)       | 97 %  | 98 % | 100 % |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Contractors   | ASW   | FME   | D&M               |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Total jobs  | 1074  | 970   | 1007              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Emergency jobs completed on time  | 93 %  | 95 %  | 100 %             |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Urgent jobs completed on time   | 93 %  | 96 %  | 99 %              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Routine jobs completed on time (target: 28d)  | 97 %  | 98 %  | 100 %             |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| <p><b>Maintenance costs</b></p> <p>We do different types of repairs. ‘Reactive’ repairs are the things tenants report to us that are broken and need repairing. ‘Major’ repairs are big repairs that we need to think more carefully about – sometimes getting more than one contractor to give us a price so that we can get the best value for money. ‘Cyclical’ repairs are things like decorating that we know we need to do from time to time. We plan for these on a ‘cycle’.</p> <p>We have a list of homes that we are going to work on over the next few years so that we know what we are going to spend. Many of these works are requested by our tenants. These are things like new bathrooms or kitchens. The Government has a rule that all homes must be of good quality called ‘Decent Homes’. All of Dimensions’ homes are decent.</p> |  | <table><tr><th>Maintenance costs</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>Reactive repairs £</td><td>£964K</td><td>£727k</td><td>£691k</td></tr><tr><td>Reactive repairs – year on year increase or decrease</td><td>32 %</td><td>5 %</td><td>12 %</td></tr><tr><td>Major repairs and cyclical</td><td>£667K</td><td>£956k</td><td>£1040k</td></tr><tr><td>Major repairs and cyclical – year on year increase</td><td>-30 %</td><td>-8 %</td><td>11 %</td></tr><tr><td>Internal decorations</td><td>£66K</td><td>£66k</td><td>£31k</td></tr><tr><td>Internal decorations – year on year increase</td><td>0 %</td><td>53 %</td><td>72 %</td></tr><tr><td>Other maintenance costs</td><td>118K</td><td>98k</td><td>n/a</td></tr><tr><td>Total costs £</td><td>£1,815K</td><td>£1,847k</td><td>£1,763k</td></tr><tr><td>Total costs – year on year increase</td><td>-2%</td><td>5%</td><td>12%</td></tr></table> | Maintenance costs | 2019-20 | 2018-19 | 2017-18 | Reactive repairs £    | £964K | £727k | £691k | Reactive repairs – year on year increase or decrease | 32 % | 5 %  | 12 %  | Major repairs and cyclical                | £667K | £956k | £1040k | Major repairs and cyclical – year on year increase | -30 % | -8 % | 11 %  | Internal decorations | £66K | £66k | £31k | Internal decorations – year on year increase | 0 % | 53 % | 72 % | Other maintenance costs | 118K | 98k | n/a | Total costs £ | £1,815K | £1,847k | £1,763k | Total costs – year on year increase | -2% | 5% | 12% |
| Maintenance costs   | 2019-20   | 2018-19   | 2017-18           |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Reactive repairs £  | £964K   | £727k   | £691k             |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Reactive repairs – year on year increase or decrease  | 32 %  | 5 %   | 12 %              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Major repairs and cyclical  | £667K   | £956k   | £1040k            |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Major repairs and cyclical – year on year increase  | -30 %   | -8 %  | 11 %              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Internal decorations  | £66K  | £66k  | £31k              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Internal decorations – year on year increase  | 0 %   | 53 %  | 72 %              |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Other maintenance costs   | 118K  | 98k   | n/a               |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Total costs £   | £1,815K   | £1,847k   | £1,763k           |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |
| Total costs – year on year increase   | -2%   | 5%  | 12%               |         |         |         |                       |       |       |       |  |      |      |       |   |       |       |        |  |       |      |       |                      |      |      |      |  |     |      |      |                         |      |     |     |               |         |         |         |                                     |     |    |     |

| <b>Compliance</b><br><br>The number of Legionella and Electrical checks is different each year, because we don't do these annually.<br>We used to do them every five years but we have moved these to every two years.   |    | <table><tr><th>Compliance</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>Gas safety checks</td><td>313</td><td>248</td><td>247</td></tr><tr><td>Legionella checks</td><td>84</td><td>28</td><td>121</td></tr><tr><td>Electrical safety checks</td><td>65</td><td>41</td><td>81</td></tr><tr><td>Fire Risk Assessments</td><td>13</td><td>20</td><td>25</td></tr><tr><td>Thermostatic Monitoring Valve checks</td><td>148</td><td>n/a</td><td>n/a</td></tr></table> | Compliance      | 2019-20 | 2018-19 | 2017-18 | Gas safety checks          | 313           | 248         | 247         | Legionella checks                   | 84            | 28            | 121           | Electrical safety checks | 65 | 41 | 81 | Fire Risk Assessments | 13 | 20 | 25 | Thermostatic Monitoring Valve checks | 148 | n/a | n/a |
|--|---|--|-----------------|---------|---------|---------|----------------------------|---------------|-------------|-------------|-------------------------------------|---------------|---------------|---------------|--------------------------|----|----|----|-----------------------|----|----|----|--------------------------------------|-----|-----|-----|
| Compliance   | 2019-20   | 2018-19  | 2017-18         |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Gas safety checks  | 313   | 248  | 247             |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Legionella checks  | 84  | 28   | 121             |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Electrical safety checks   | 65  | 41   | 81              |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Fire Risk Assessments  | 13  | 20   | 25              |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Thermostatic Monitoring Valve checks   | 148   | n/a  | n/a             |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| <b>Voids</b><br>We work hard to make sure that all the rooms in our properties are used by someone who needs them. At the end of the year the % had gone up because we have fewer properties.<br>The reason that some rooms in shared houses are empty is because we have to make sure that anyone who might move in is a good match for the people already living there.<br>We also rely on Local Authorities to refer people for our empty properties. |    | <table><tr><th>Tenancy numbers</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>Voids available to let</td><td>67<br/>(7.8 %)</td><td>70<br/>(7 %)</td><td>49<br/>(5 %)</td></tr><tr><td>Empty properties unavailable to let</td><td>45<br/>(4.6 %)</td><td>61<br/>(5.8 %)</td><td>56<br/>(5.4 %)</td></tr></table>  | Tenancy numbers | 2019-20 | 2018-19 | 2017-18 | Voids available to let     | 67<br>(7.8 %) | 70<br>(7 %) | 49<br>(5 %) | Empty properties unavailable to let | 45<br>(4.6 %) | 61<br>(5.8 %) | 56<br>(5.4 %) |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Tenancy numbers  | 2019-20   | 2018-19  | 2017-18         |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Voids available to let   | 67<br>(7.8 %)   | 70<br>(7 %)  | 49<br>(5 %)     |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Empty properties unavailable to let  | 45<br>(4.6 %)   | 61<br>(5.8 %)  | 56<br>(5.4 %)   |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| <b>Rent arrears</b><br>The services we deliver are paid for by the rent tenants pay us.<br>It is therefore really important that we collect all of the money owed. We have improved our performance even though we manage more properties. We expect this number to improve further in 2020/21 and beyond.   |  | <table><tr><th>Rent arrears</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>% arrears as at 31st March</td><td>5.69 %</td><td>6.53 %</td><td>6.65 %</td></tr></table>   | Rent arrears    | 2019-20 | 2018-19 | 2017-18 | % arrears as at 31st March | 5.69 %        | 6.53 %      | 6.65 %      |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Rent arrears   | 2019-20   | 2018-19  | 2017-18         |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| % arrears as at 31st March   | 5.69 %  | 6.53 %   | 6.65 %          |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| <b>Complaints and compliments</b><br>We received four complaints.<br>Three were about our repairs contractors and one was about the behaviour of another tenant.<br>All complaints were resolved: the tenants who complained were satisfied with our response.   |  | <table><tr><th>Complaints</th><th>2019-20</th><th>2018-19</th><th>2017-18</th></tr><tr><td>Complaints</td><td>4</td><td>4</td><td>4</td></tr><tr><td>Compliments</td><td>1</td><td>4</td><td>8</td></tr></table>   | Complaints      | 2019-20 | 2018-19 | 2017-18 | Complaints                 | 4             | 4           | 4           | Compliments                         | 1             | 4             | 8             |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Complaints   | 2019-20   | 2018-19  | 2017-18         |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Complaints   | 4   | 4  | 4               |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |
| Compliments  | 1   | 4  | 8               |         |         |         |                            |               |             |             |                                     |               |               |               |                          |    |    |    |                       |    |    |    |                                      |     |     |     |



## How we spend your rent money

We charge you rent to live in your home and we spend it on repairs, decorations and people to manage homes.

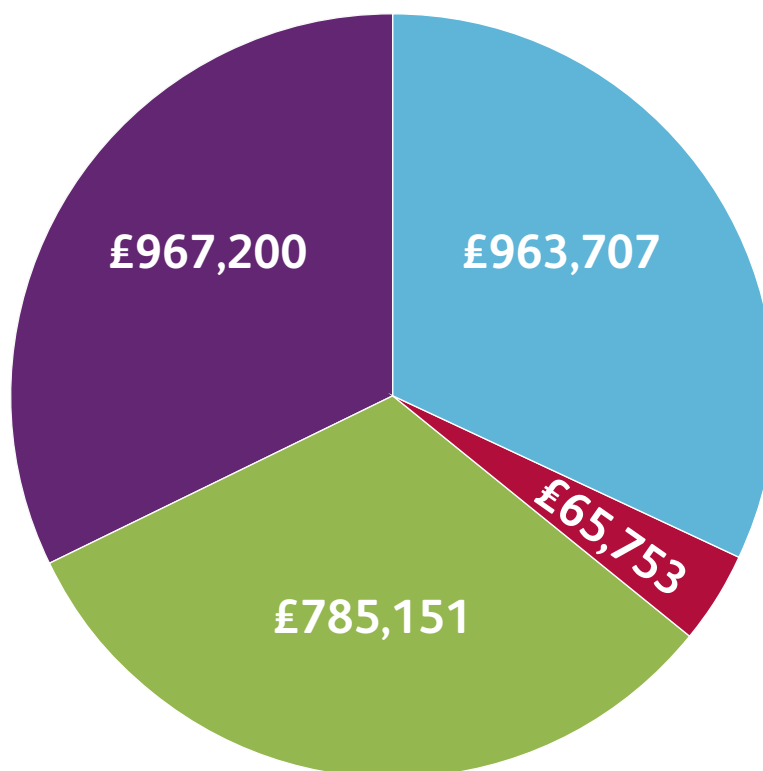
We also spend money on finding new homes for people and our tenants meetings.

In 2019/20 we spent 2.8 million pounds on providing these services. The picture below shows you how much we spent in a pie chart. You can see all of the spending divided up.

We try to plan for repairs before they are needed so that you do not have to ask for them. We are pleased that most money was spent on these repairs and not things that went wrong in the year.

We will always be happy to answer any questions that you have about how we spend your money.

### How we spent your rent in 2019 – 2020



- Repairs that you asked for
- Decorations inside your homes
- Major repairs that we plan to do every few years
- The people who manage our properties and find homes for the people we support

## About housing development

In 2017 Dimensions wrote its Housing Strategy. This document says how we will make sure that the money and property we have will best support our tenants today and in the future. We plan to write a new Housing Strategy in 2020.

Part of this document makes a commitment to build more homes for people with learning disabilities and autism. We have created Regional Asset Management Panels where teams come together to make decisions about how we can build and improve homes. These 'RAMPs' have been looking at all of our homes and buildings to understand where we can build new homes or make our homes better.

Starting in 2020/21, we plan to explore the creation of new homes on some land we own in Bricket Wood in Hertfordshire and we have obtained planning permission to do this. We also have planning permission to create new homes in Sheffield. These plans will take some years to finish but we are ambitious to build homes so we can support more people. We are also improving our Housing IT system. This will mean that we will have better information to be able to improve the way we do things and deliver better homes and support.

## Finding suitable properties

We know that we cannot build and own all of the properties that we need to support people and so our colleagues spend a lot of time looking for rented homes that are owned by other landlords. We call this 'brokerage' and we have created some special roles in Dimensions to do just this.

During the year our Brokers found 16 new homes for 19 people. 8 of these were for people who are new to Dimensions' support and 11 were new homes for people we already support. Of the 16, one was a property purchase, 3 were new tenancies in social housing and 12 were new tenancies in private properties.



## Listening to our tenants: national meetings

Our two Tenant Representatives are Carl Warwick and Martin Hancox. Martin and Carl speak up on behalf of all tenants about housing issues when they attend Dimensions' Council and pass information back to our tenants at our four national tenants' meetings. During the year these meetings were held in Bath, Coventry, Darlington and Skegness. The total number of people attending a tenants' meeting is increasing, with an average attendance of 25 tenants. We want to work with more of our tenants, so if you are interested in attending, please contact your Regional Housing Advisor. The housing team can be contacted on 0300 303 9194.



## Listening to our tenants: 2019 survey

Every year we ask all of our tenants some questions about what they think about Dimensions' housing services. We got a smaller response this year, we think because of COVID-19. 16 % (176) of tenants responded to the survey. People from all property types and service types got involved.

95 % of respondents were supported to complete the survey. There is no credible difference in happiness scores between those who responded independently, those who used family support and those who were supported by support workers to complete the survey.

For the first time the survey was taken digitally due to coronavirus. This was a much safer way of doing the survey and was much less expensive but only half the usual number of people responded. This is still enough people for us to get good information but we will use more different methods next year if we are able.

As always, we made some space for our tenants to give us comments and we were pleased to receive many responses to each question. The comments that people give us help us find out about and respond to issues. Tenants' comments help us get better at our jobs.

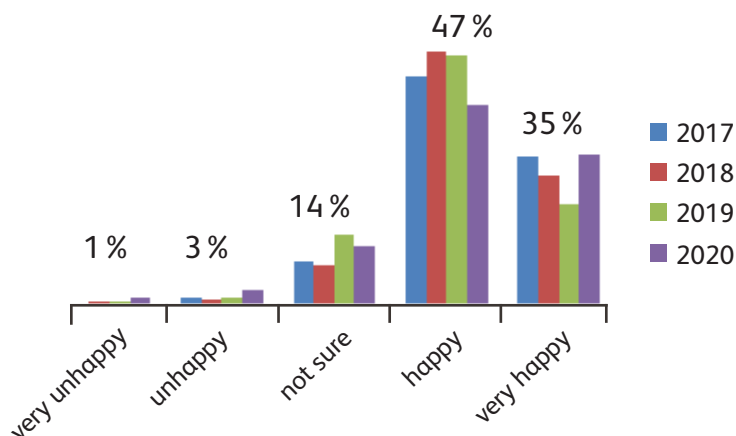
Repairs and maintenance continue to be the things that tenants give us the most comments about. Most criticisms are about speed of repairs and wanting home improvements.

A 'can't answer' question was included for the first time in this year's survey. This is because every year we get some surveys that say 'the person I support cannot answer this question'. We do not include these answers in the charts below so that we can compare with previous years. However, if we put the 'can't answer' responses together with those that say 'unsure' the survey tells us that many tenants find some questions difficult. For example, four out of ten tenants did not give an opinion on value for money.

So the survey tells us a lot about how tenants feel but it cannot be the only way that we get feedback.

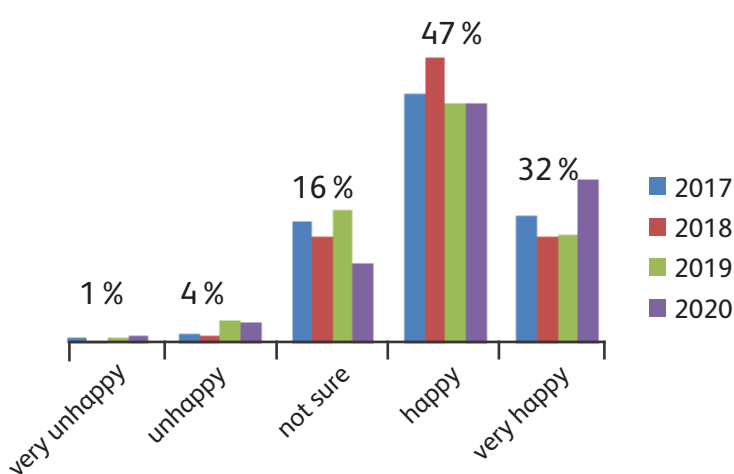
How happy, or unhappy, are you with the Housing Service from Dimensions?

82 % of tenants said they were either 'happy' or 'very happy' with the Housing Service. This is much the same as last year but more people were 'very happy'.



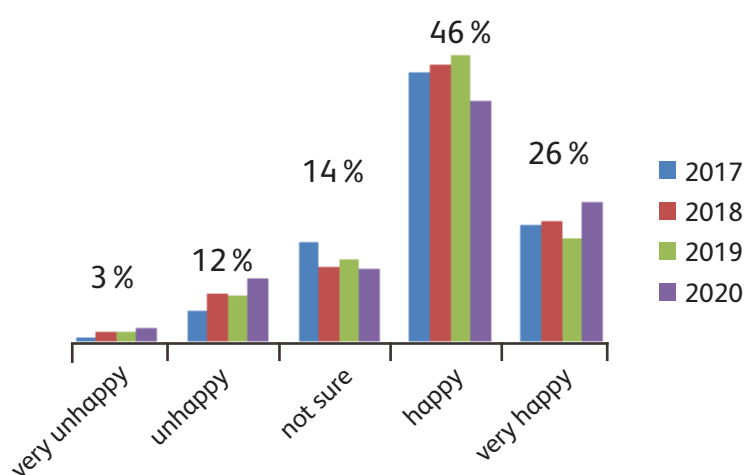
How happy, or unhappy, are you with how Dimensions listens to your views as a tenant, and acts on this?

79 % of tenants said they were either 'happy' or 'very happy' that we listen. This is better than last year but we still want to improve further. Please get involved in our Tenants' Forums or arrange to talk to your Regional Housing Adviser.



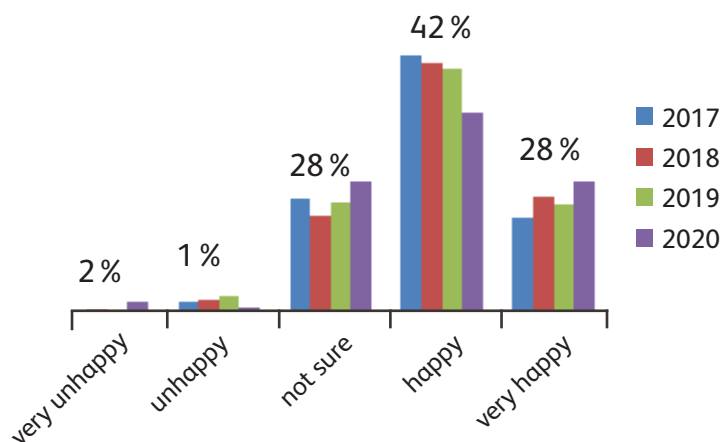
How happy, or unhappy, are you with how Dimensions deals with repairs and maintenance?

72 % of tenants said they were either 'happy' or 'very happy' with the repairs and maintenance service. This is much the same as last year, although more people said that they were very happy. We are not satisfied with this and want more people to be happy. We regularly meet with our contractors and discuss how we can improve performance. In particular, we want them to fix repairs at the first visit.



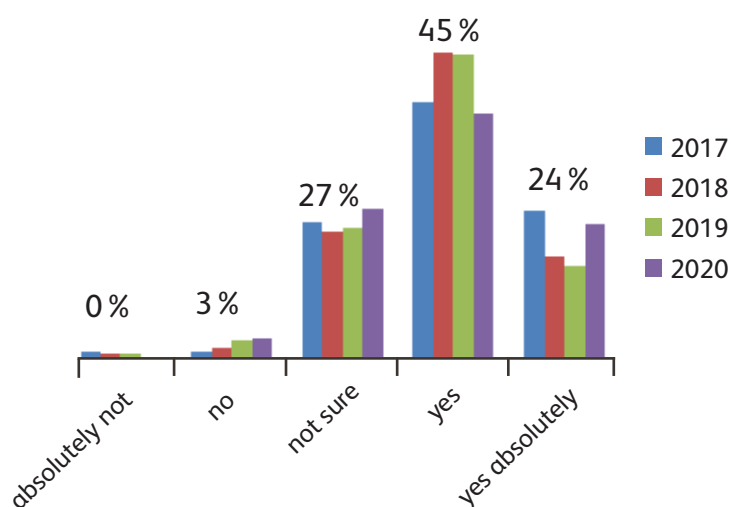
How happy, or unhappy, are you with the house you live in and the housing services you get, compared to how much money you pay - Do you think the money you pay gives you good value for money?

70 % of tenants said they were either 'happy' or 'very happy' with the house they live in. This is much the same as last year, although more people said that they were very happy. We are not satisfied with this and want more people to be happy. We are working with a number of tenant quality checkers who carry out visits to our properties and make suggestions as to how we can improve our homes.



Would you recommend Dimensions as a Housing provider to your family and friends?

69 % of tenants said that they would recommend Dimensions. This is much the same as last year, although more people said that they were very happy. We are not satisfied with this and want more people to be happy. In addition to the work of the tenant quality checkers, we also hold four tenants'' forum meetings a year where we listen and act upon suggestions as to how we can improve.



## Listening to our tenants: What happened after last year's survey?

Every year we ask our tenants key questions about their housing, and whilst most say they are happy or very happy with Dimensions, we make sure we ask people who aren't happy with the service or their home what we can do differently. We follow up every single issue. From the 2019 survey we've picked out three main themes to show key issues and what we have done about them.

### The most common subject is repairs, improvements and decorations...

| You said...   | We did...  |
|---|--|
| Some tenants told us they were unhappy with the length of time it took to do some repairs and/or that they were not fixed at the first visit.                 | We collected all these up and had a performance meeting with our contractors to stress what we expect from them when they are fixing things in your home. We monitor their performance against our standards.  |
| Some tenants said that painters used the wrong colours, were very messy and left paint in the sinks when they left - and they took a long time.               | Our Asset Team visited to make sure that the contractors came back and did the work to our tenants' satisfaction. They also cleaned up properly at the end of each day.  |
| You took too long to repair my boiler and replace my radiator and it was cold weather   | We checked with our tenant that they had been given heaters whilst the repair work was being carried out. We always want to repair heating on the same day that it breaks down but sometimes we cannot. We may need parts for boilers, for example. We reminded everyone and our contractors that our policy is to leave heaters if central heating cannot be repaired on the same day in cold weather.  |
| When you say you'll do a job, I'll be happy when you do it  | We met with our tenant and worked with them to list all things in their home they want changed. We ensured our maintenance teams had a list of jobs that needed to be completed and checked that they were done.   |
| I am very unhappy that I don't receive an email or a letter about what is being done when repairs are reported or what work might be done following a survey. | We met with our tenant and learned that an issue is about Astraline not contacting our tenant directly but through the service manager. At this time, Astraline will contact the person that reported the repair, which is often support colleagues. We want to change our systems to take this into account. With repairs that are requested and after surveys we rely on Regional Housing Advisors and Support Teams to let tenants know what is happening where we can. More than one person has complained about this and we are working to improve. |

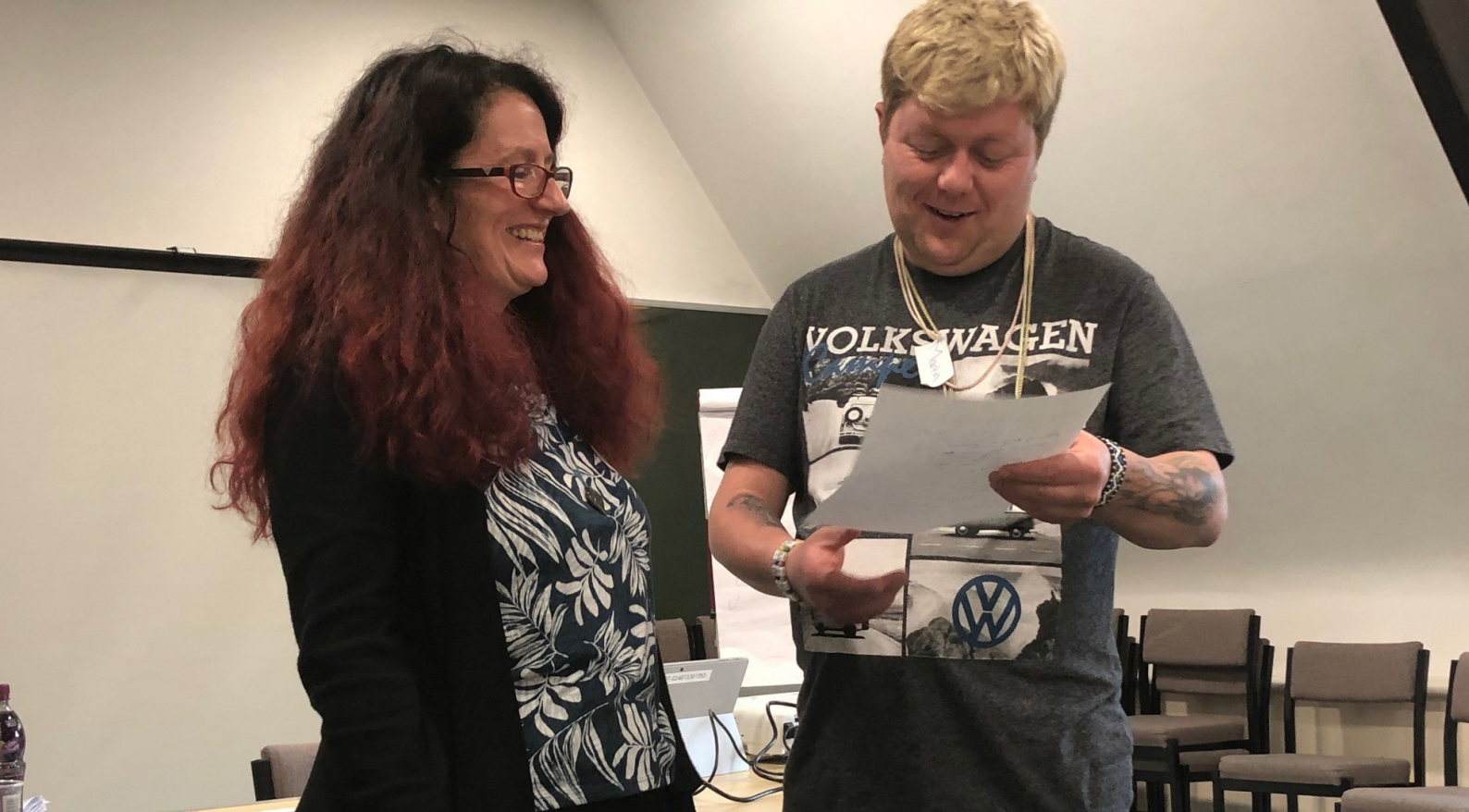


## Another popular subject was environment and neighbours...

| You said...  | We did...  |
|--|--|
| My flat mate is shouting at staff and this scares me. I feel that he needs to be living somewhere he can get more help. His situation is causing me a lot of stress. | We met and spoke to our tenant, and the Assistant Manager of the home. The team weren't aware that our tenant felt this strongly, action was taken to work with both tenants to resolve this and more support was given. We checked in with both tenants and their support team regularly to see how things were progressing. Both tenants are now much happier in their flat. |
| I am unhappy living in my current home.  | Our team worked with this person to move into a new property with support. We help other tenants who want to move and offer advice and support to do so.   |
| I'm not that happy with where I live but the housing services I receive are good and I don't pay rent on my property it's done through the council.                  | Several meetings have taken place with our tenant, who has wants to move as they feel their home is too big and costly to heat. We are working alongside our tenant and their family to successfully end the current tenancy and to identify a new home that better suits our tenant. This is complex because we need to ensure that the new home is very robust.              |
| I would not recommend you as a housing provider.   | Some tenants were unhappy in their homes and would not recommend Dimensions. When we investigated this was usually because of our tenants' circumstances had changed and the home was no longer right for them. In each case we worked to make meaningful differences or to support them to move somewhere that they can be happier.   |

## Finally some people made comments about involvement...

| You said...   | We did...  |
|---|--|
| I would like to be around during any visits from Dimensions.  | We spoke with our tenant and their support team to make sure everyone knows when visits are planned so tenants can choose to be in to meet with us.  |
| I want someone to visit more often to inspect the house and talk to us.   | The Regional Housing Advisor confirmed that they meet our tenant during visits and that our tenant does ring them on their mobile. Our tenant also attended the Housing Summit in 2019. This tenant, and others that would like them, receives minutes and agendas ahead of meetings that they can't attend, so they can still participate through their Regional Housing Advisor. |
| I don't like being asked so many questions about my views. I prefer to be left alone. I am happy that staff respect and listen to me. | We made sure that support teams know that filling out the survey is only if people want to do so, that it is voluntary.  |



## Quality Consultants

We have a well-established network of quality consultants who check the quality of the support offered by Dimensions at quality and compliance reviews. A Quality Checker is an Expert by Experience. This means they are a person with a learning disability who has received training to work with our quality and compliance auditors. We have now extended this into housing and we have trained six quality consultants to check the quality of the housing we provide. They have now started carrying out checks and this work will enrich the information we have about our properties so that we can make improvements.

## Championing the rights of our tenants

Dimensions is a member of Learning Disability England, and the Disability Benefits Consortium. We campaign on voting, around learning disability hate crime, and for improved health for people with learning disabilities. In association with all the main cinema chains, we run autism friendly cinema screenings across the country and we have extended this to libraries and other entertainment venues. Dimensions also runs the 'Learning Disability and Autism Leaders' List which aims to support leaders with learning disabilities and autism to raise their voice and personal profile, and accelerate social change.

Thank you for reading this report





# Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



## Find out more

Website: [www.dimensions-uk.org](http://www.dimensions-uk.org)

Phone: 0300 303 9001

Email: [enquiries@dimensions-uk.org](mailto:enquiries@dimensions-uk.org)



Or follow us @DimensionsUK

## Dimensions

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Dimensions (UK) Ltd is a charitable registered society number 31192R and the Homes & Communities Agency 4648. Building 1430, Arlington Business Park, Theale, Reading RG7 4SA. November 2020