



# A review of Sandbourne's business for the year to September 2023 – an annual update

## Introduction

Welcome to Sandbourne's Review of the Year for 2023, which covers the period from October 2022 until September 2023. It also includes a summary of the Financial Statements for the year to 31 March 2023. These are available in full on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)) if you want more information.

This is now our third Annual Report which aims to give an overview of Sandbourne's business for the last year and a summary of some of the key events and activities. This edition also includes the results of the survey that we sent out to you recently, which we think you will find interesting, and which help us to identify areas of the business that need more work. We hope to get more views about the service Sandbourne provides at our forthcoming Residents' Meeting scheduled for Monday 27 November 2023. We look forward to seeing many of you there.

If you would like more information about any of the topics covered in this Review or have any suggestions about improvements that we could make, then please contact the office. Your input to Sandbourne is important to us.

*Fiona Ferenczy  
Chief Executive*

## Tenant Satisfaction Measures

### Tenant Satisfaction Measures

Following consultation, in April 2023 the Regulator of Social Housing (RSH) launched their Tenant Satisfaction Measures (TSMs), which apply to over 1,600 social landlords, and potentially 4,500,000 residents of social housing across England and Wales.

The TSMs have been developed as a result of the Charter for Social Housing published by the government in November 2020 and are intended to inform residents how their landlord is doing and give the RSH an idea of which landlords may need to improve things for their tenants and shared owners.

The RSH has been very specific in the way that the TSMs are collected by landlords, whether they own 20,000 homes or like Sandbourne, less than 500. The idea being that they

will be able to compare “apples with apples” when all the landlords have completed their TSMs by April 2024.

Those landlords who own more than 1,000 homes are required to submit their results to the RSH and all landlords are expected to publish the results to their residents.

### Structure.

There are two parts to the TSMs.

- Tenant Perception, where the landlord must ask their tenants the same 12 questions about how they rate their landlord in terms of overall satisfaction, the quality of their home, and the service that the landlord provides.
- Management Information where the landlord collects a range of data about complaints, anti- social behaviour, and building safety.

### Perception

The RSH allows landlords to choose both how they surveyed residents (by post / telephone/ or online), and whether they approach all residents, or just a sample number.

We decided, that with less than 500 homes, it would be best to approach all 426 tenants and shared owners, (owners being excluded by the RSH) by means of an anonymous postal survey, which was circulated with the autumn edition of Sandbourne News in September with a closing date of 6 October.

In total we received 186 (44%) replies and would thank everyone who took the time to complete the survey. Broken down by tenure and accommodation type these were:

	Relevant Tenant Population		Total survey responses		Calculated Satisfaction Scores
	No	%	No	%	
60+ Housing	206	49%	122	59%	80%
General Needs	172	40%	49	28%	94%
Extra Care	30	7%	10	33%	80%
LCHO	18	4%	5	28%	60%
<b>Total</b>	<b>426</b>	<b>100%</b>	<b>186</b>	<b>44%</b>	

The overall response rate of 44% ensures that the results achieved are statistically valid although the over-representation of those living in 60+ housing and under-representation of those from our other types of accommodation is noted and may cause a degree of distortion in the overall results.

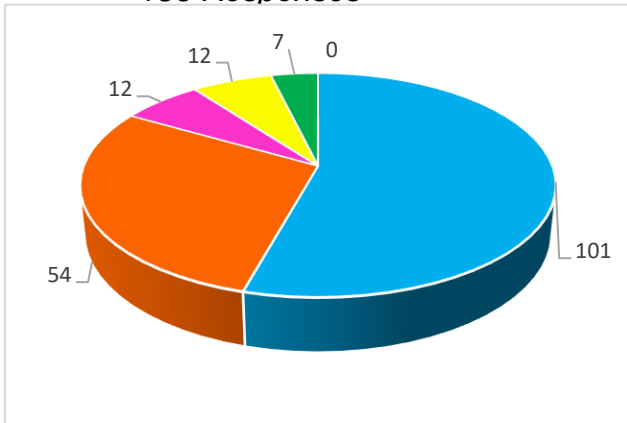
## Perception results

Those who completed the survey will remember that we asked 12 questions as to whether you were very satisfied, satisfied, neither, dissatisfied, or very dissatisfied either overall with Sandbourne, your home or the service that you receive from us.

The tables and charts below show the proportion of residents who either chose one of these options or indicated that the question was not applicable to them. The number of not applicable responses is included in the tables and pie charts but excluded from the percentage calculations.

1. *Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sandbourne?*

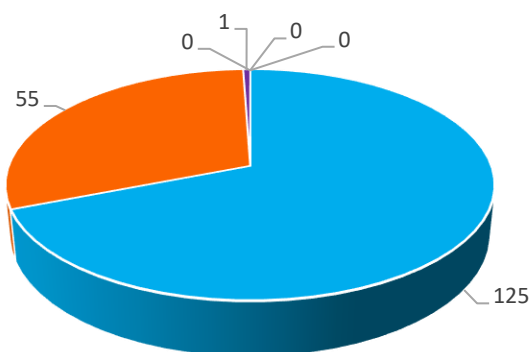
186 Responses



Key	No	%
Very Satisfied	101	54
Fairly Satisfied	54	29
Neither Satisfied or Dissatisfied	12	6.5
Fairly Dissatisfied	12	6.5
Very Dissatisfied	7	4
Not Applicable / No Answer	0	0

- 2a. *Has Sandbourne carried out a repair to your home in the last 12 months?*

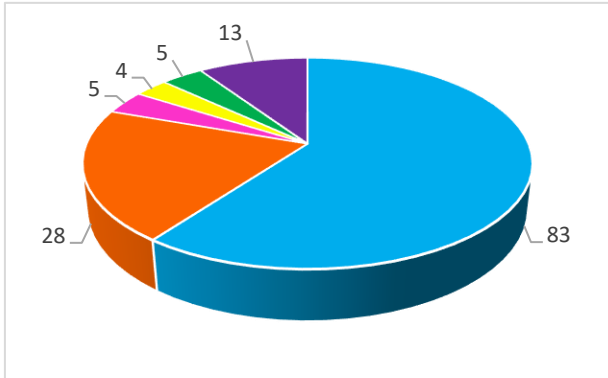
181 Responses



Key	No	%
Yes	125	69
No	55	30
Not Applicable / No Answer	1	1

2b. *If yes, how satisfied, or dissatisfied are you with the overall repairs service from Sandbourne over the last 12 months?*

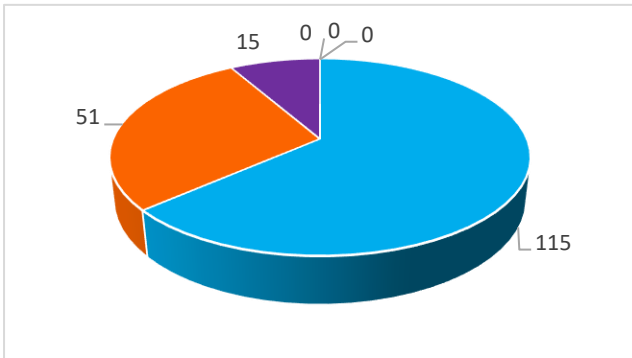
138 Responses



Key		No	%
Very Satisfied		83	66
Fairly Satisfied		28	23
Neither Satisfied or Dissatisfied		5	4
Fairly Dissatisfied		4	3
Very Dissatisfied		5	4
Not Applicable / No Answer		13	0

3a. *Has Sandbourne carried out a repair to your home in the last 12 months?*

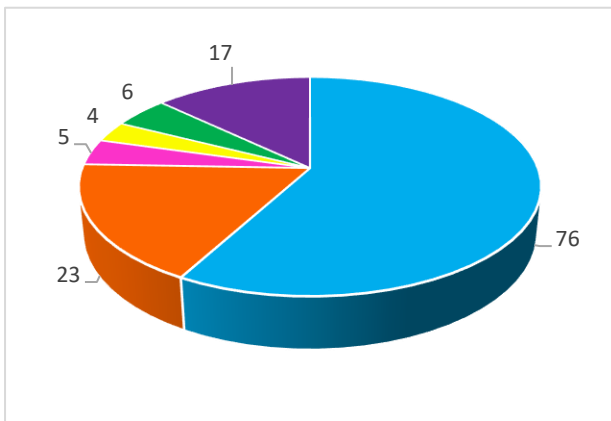
181 Responses



Key		No	%
Yes		115	69
No		51	31
Not Applicable / No Answer		15	9

3b. *If yes, how satisfied, or dissatisfied are you with the time taken to complete your most recent repair after you reported it?*

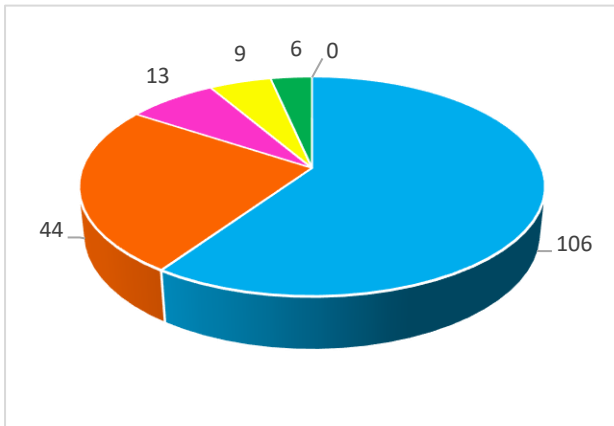
131 Responses (repairs undertaken)



Key		No	%
Very Satisfied		76	67
Fairly Satisfied		23	20
Neither Satisfied or Dissatisfied		5	4
Fairly Dissatisfied		4	4
Very Dissatisfied		6	5
Not Applicable / No Answer		17	0

4. *How satisfied, or dissatisfied are you that Sandbourne provides a home that is well maintained?*

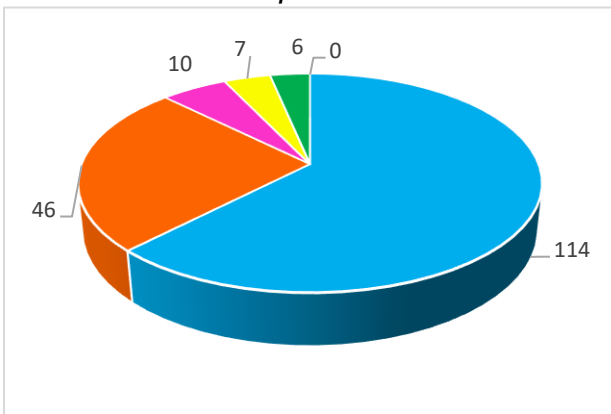
178 Responses



Key		No	%
	Very Satisfied	106	60
	Fairly Satisfied	44	25
	Neither Satisfied or Dissatisfied	13	7
	Fairly Dissatisfied	9	5
	Very Dissatisfied	6	3
	Not Applicable / No Answer	0	0

5. *Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Sandbourne provides a home that is safe?*

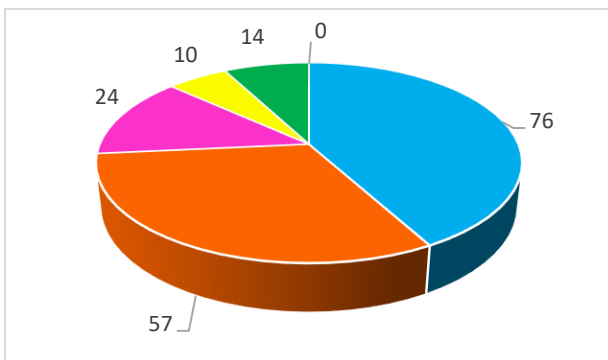
183 Responses



Key		No	%
	Very Satisfied	114	62
	Fairly Satisfied	46	25
	Neither Satisfied or Dissatisfied	10	5
	Fairly Dissatisfied	7	4
	Very Dissatisfied	6	4
	Not Applicable / No Answer	0	0

6. *How satisfied, or dissatisfied are you that Sandbourne listens to your views and acts upon them?*

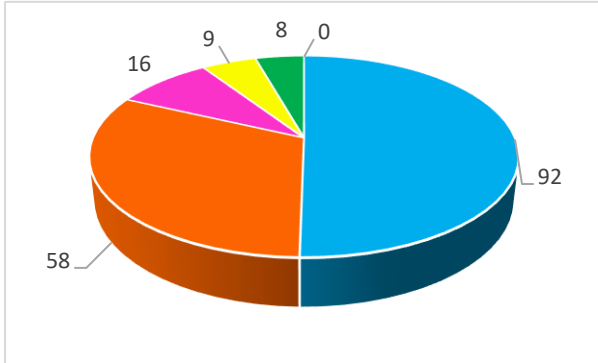
Responses 181



Key		No	%
	Very Satisfied	76	42
	Fairly Satisfied	57	31
	Neither Satisfied or Dissatisfied	24	13
	Fairly Dissatisfied	10	6
	Very Dissatisfied	14	8
	Not Applicable / No Answer	0	0

7. *How satisfied, or dissatisfied are you that Sandbourne keeps you informed about things that matter to you?*

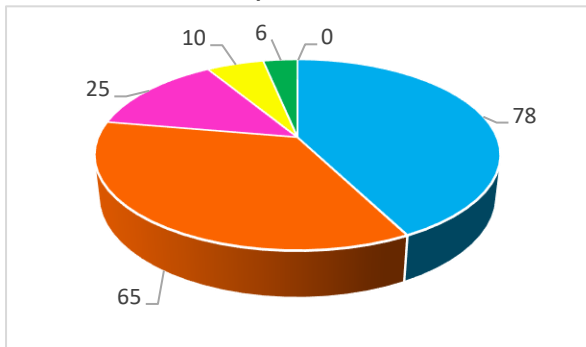
183 Responses



Key		No	%
Very Satisfied		92	50
Fairly Satisfied		58	32
Neither Satisfied or Dissatisfied		16	9
Fairly Dissatisfied		9	5
Very Dissatisfied		8	4
Not Applicable / No Answer		0	0

8. *To what extent do you agree or disagree with the following "Sandbourne treats me fairly and with respect".*

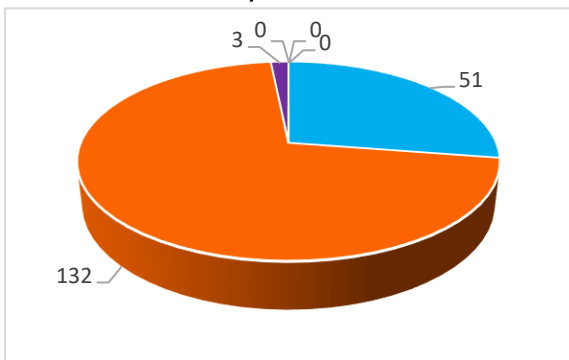
184 Responses



Key		No	%
Very Satisfied		78	43
Fairly Satisfied		65	36
Neither Satisfied or Dissatisfied		25	14
Fairly Dissatisfied		10	4
Very Dissatisfied		6	3
Not Applicable / No Answer		0	0

9a. *Have you made a complaint to Sandbourne in the last 12 months?*

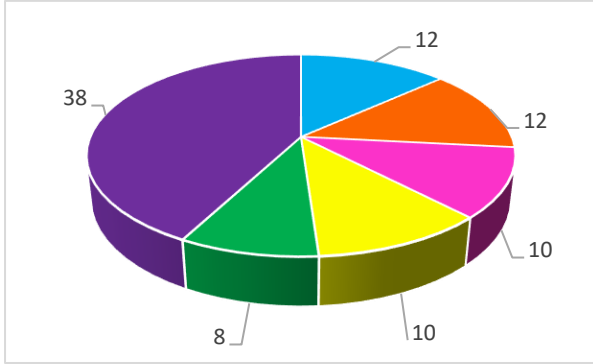
186 Responses



Key		No	%
Yes		51	63
No		132	28
Not Applicable / No Answer		3	0

9b. *If yes, how satisfied, or dissatisfied are you with Sandbourne’s approach to complaint handling?*

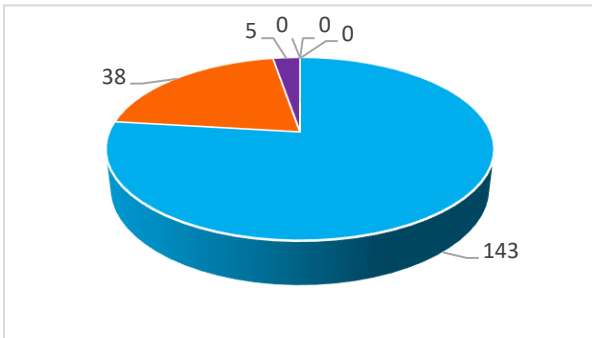
90 Responses



Key		No	%
	Very Satisfied	12	23
	Fairly Satisfied	12	23
	Neither Satisfied or Dissatisfied	10	19
	Fairly Dissatisfied	10	19
	Very Dissatisfied	8	16
	Not Applicable / No Answer	38	0

10a. *Do you live in a building with communal areas either inside or outside that Sandbourne is responsible for maintaining?*

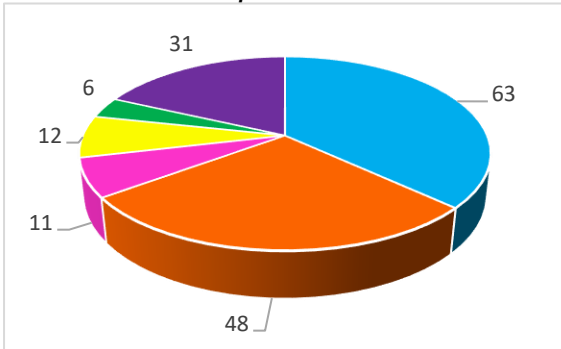
186 Responses



Key		No	%
	Yes	143	79
	No	38	21
	Not Applicable / No Answer	5	0

10b. *If yes, how satisfied, or dissatisfied are you that Sandbourne keeps these communal areas clean and well maintained?*

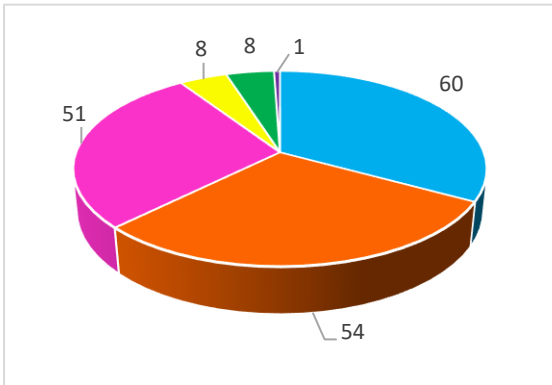
171 Responses



Key		No	%
	Very Satisfied	63	45
	Fairly Satisfied	48	34
	Neither Satisfied or Dissatisfied	11	8
	Fairly Dissatisfied	12	9
	Very Dissatisfied	6	4
	Not Applicable / No Answer	31	0

11. *How satisfied are you that Sandbourne makes a positive contribution to your neighbourhood?*

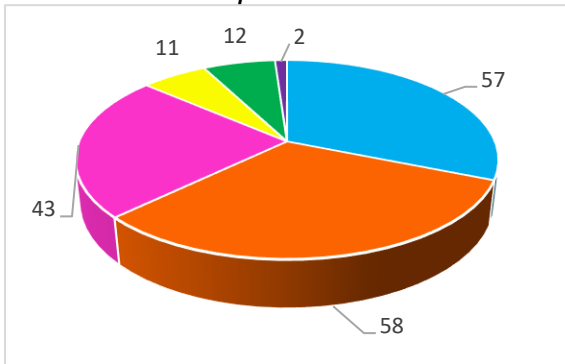
182 Responses



Key		No	%
	Very Satisfied	60	33
	Fairly Satisfied	54	30
	Neither Satisfied or Dissatisfied	51	28
	Fairly Dissatisfied	8	4.5
	Very Dissatisfied	8	4.5
	Not Applicable / No Answer	1	0

12. *How satisfied or dissatisfied are you with Sandbourne's approach to handling anti-social behaviour?*

183 Responses



Key		No	%
	Very Satisfied	57	31
	Fairly Satisfied	58	32
	Neither Satisfied or Dissatisfied	43	24
	Fairly Dissatisfied	11	6
	Very Dissatisfied	12	7
	Not Applicable / No Answer	2	0

## Benchmarking

Sandbourne is a member of the small housing association's group for Southwest England which employs Acuity Research and Practice to compare the performance of member organisations against each other.

To date Acuity have collected TSM data from around 50 other landlords of varying sizes, and so far, based on this information Sandbourne has amongst some of the highest satisfaction levels for the majority of the questions that were asked.

Whilst the available comparative information is helpful in providing some early positive indicators of how we are doing it will not be until the RSH publishes all the TSM data in the autumn of next year that we will fully understand our position, relative to other landlords.

In the meantime, we will be focusing on the areas that we have performed less well in to understand why this is, and work to improve these in the future.



## Management Information

We will publish the Management Information referred to earlier in this update in the spring 2024 edition of 'Sandbourne News', but if you would like to see this before then, please let us know as it is currently available on request.

## Key Events and Activities of the year to 30 September 2023

It was another busy year for Sandbourne. This report gives a brief summary of the key events and activities of the last year.

- Completion of the development of six new homes for social rent in Poole. There had been a long lead in time for this development due to planning issues and delays caused by the Covid-19 pandemic. However, work finally started in July 2021 and the six units were all occupied by March 2023.
- Completion of the refurbishment of the 12 flats at Ace Court. This project had again been delayed by Covid, but all flats have now been upgraded with new kitchens, bathrooms and heating.
- Commencement of the project to review the use of the Tunstall system in all designated 60+ flats. The three blocks at the Belle Vue site in Southbourne were the first part of the project. All tenants were consulted on the proposed changes, and these should be in place by early 2024.
- Change to allocation guidance for the properties in Ringwood. When these came to Sandbourne there were very strict rules about who could apply to live there. In consultation with the residents, New Forest District Council and other stakeholders, an application was made to the Charity Commission to change the guidance. This was successful and applicants for the properties can now come from a wider area.
- 40 properties were let to new tenants in the year, meaning that almost 10% of Sandbourne's stock changed hands.
- Reviewing the contracts for the supply of gas and electricity at times of great volatility in the utilities market. Fixing prices when we can aim to protect tenants against instability and further price increases. We also took great care to provide tenants with as much information as possible when we were forced to increase service charges in April 2023.
- Managing the impact and outcome of two fires at Craigleith. This was very difficult for the residents concerned and staff and we would like to thank all concerned for their help and co-operation. This is something that we would be happy to never have to deal with again.

## Personnel Changes - 2023

Once again there were a number of changes in Sandbourne's team in the year.

### Staff Members

- Simon Raine, Housing Services Manager, left Sandbourne in November 2022 after almost ten years with the Association. This gave us an opportunity to review the staff structure and it was decided to appoint another Housing Officer rather than a new Manager. Molly Witherington was appointed to this role, initially for a probationary period, but she was confirmed in the permanent post in May 2023. Molly covers the general needs tenants in Poole and the 60+ tenants in Ringwood. She is also responsible for managing the communal areas of the leasehold blocks in Poole.
- Sharon Doran, who had moved to a part-time administration role in 2022, is now back with us full-time and has extended her role to cover some of the housing administration work.
- Annina Cooke, Finance Officer, who has been with us for 24 years (firstly with Broadway Park and then Sandbourne, following the merger in 2015) has decided that it is time to retire. She left us at the end of September 2023, and we wish her a very happy retirement. In the short term her role will be shared out among other staff members, and we will review the situation in six months.

### Board Members

- Wendy Wells, who was appointed to the Board at the September 2022 AGM, was unfortunately forced to resign on health grounds in November 2022.
- Steve Hayes and Ashleigh Johnston were co-opted to the Board in February 2023 and July 2023 respectively and confirmed in their posts at the AGM in September 2023.
- Liz Lees had served a maximum of nine years on the Board and stepped down at the September 2023 AGM. Liz was a valued member of the Board having served on several committees and been Chair of Sandbourne for a three-year term. At the AGM the Board thanked her for her service and presented her with a small token of their thanks. She will be missed.

## Progress against the Aims and Objectives of Sandbourne's Business Plan

Sandbourne's Board have identified five main objectives for the next five years in its current Business Plan, which was approved at the May 2023 Board meeting. This is a brief summary of those objectives and the progress made against them to September 2023.

- **Internal growth** – increasing the number of properties to rent.

The main achievement under this heading was the completion of the six new properties in Poole – two houses and four bungalows, all for social rent. The development was completed in December 2022 and all properties were occupied by March 2023 (the slight delay was that two of the properties needed adaptations to enable tenants with specific needs to move in). The properties have been well received by both the new tenants and the local community.

Sandbourne also bought back shares in two shared ownership properties in the year. One has been converted into a social rented unit and the other is currently market rented. The purchase of both properties retained them in the social housing sector for the long term and preserved that valuable commodity for future housing needs.

The refurbishment of the 12 flats at Ace Court in Bournemouth was completed in the year. These are now all let, and the tenants are enjoying their updated homes.

- **External growth** – expanding Sandbourne’s links with other small local housing associations.

There are no major plans in this area, although Sandbourne has made contact with another housing association of a similar size in the BCP Council area and we are starting to look at opportunities for us to work together – training of staff, sharing good practice, sharing skills and expertise.

- **Asset management** – looking to make the best use of all the assets owned and managed by Sandbourne.

We are currently in the process of carrying out surveys on many of our properties to assess their energy efficiency (Energy Performance Certificates – EPCs). This will enable us to identify those properties that need additional investment to improve their energy efficiency. EPCs last ten years and we aim to ensure that all our properties have a current EPC by the end of 2024.

We have already started improving the energy efficiency of many of our homes. In the year to 31 March 2023, we upgraded the heating or replaced the boiler in 24 of our properties.

- **Services to residents** – working with residents to improve the services we provide.

Sandbourne is keen to understand which services you value and how we can improve them. In 2022 we worked with you to agree a set of service standards to measure our performance. We have now completed the first year of collecting and monitoring data against these standards and the results are included in the winter edition of Sandbourne News.

We also recently sent out a survey collecting information from you relating to the Tenant Satisfaction Measures (TSMs) set out by our regulator. Again, the results of these surveys are included with this report, and we have also organised the Open Day on Monday 27 November 2023 to offer a further opportunity for our residents to share their views with us.

One major task of the last year was to consult with residents of our Belle Vue site in Bournemouth on the provision of the Tunstall support service in their flats. The equipment provided was aging and needed replacing but we wanted to ensure that residents still wanted the service before we upgraded it and to see if there was a better way of providing the service. We are now in the process of implementing the way forward agreed by residents and this should be completed by early 2024.

- **Promotion of social benefit** – looking at ways of promoting the overall wellbeing of residents through their occupation of Sandbourne’s homes.

This is a difficult concept to grasp but it has been shown that the provision of a stable, good quality home is a major promoter of wellbeing and security. Most of Sandbourne's homes are provided on assured tenancies which means that you can stay in your home for as long as you wish as long as you do not breach the terms of your tenancy. We also look at ways of helping you to transfer to more appropriate accommodation if you require it.

Being involved in the management of your home is another way of promoting social benefit. As you help us to understand how we improve our service to you, you can also learn new skills, meet new people and improve the environment of where you live. If you are interested in helping to enhance our resident engagement programme, then please let us know.

## Review of Sandbourne's Board activity over the last year

Sandbourne's Board has met six times over the last year – all meetings were held at the Cumberland Hotel in Bournemouth. The average attendance of Board members at the meetings was 75.6% (2022: 73.3%).

The Board discussed a wide range of topics in their meetings, a selection of which is set out below:-

- Review of how Sandbourne managed the Covid-19 pandemic restrictions. The general view from residents, staff and Board members was that the pandemic and the restrictions that it imposed on the Association were mostly managed well.
- Review of how residents receive important information from Sandbourne. This was part of a drive to give residents more choice and to improve efficiency in the business. The outcome in 2022/23 was that a quarter of residents now receive the quarterly Newsletter in a digital format, thus saving paper, time and postage costs. Please contact the office if you would like to receive the Newsletter in this way.
- Comprehensive review of most of Sandbourne's policies – these set out the way that Sandbourne should be run and managed and particularly how we engage with you, our residents. In all, 59 out of a total of 64 policies were reviewed in the year.
- Discussion on how Sandbourne should respond to new government guidance on the management of damp conditions in properties.
- Review of the IT provision in Sandbourne and particularly the possibility of upgrading the website. This has been put on hold until early 2024 due to increasing costs in other parts of the business.
- Agreement of the survey looking at Tenant Satisfaction Measures which were sent out to all residents in September 2023 and a review of the subsequent results.
- Supervision of the new development at Havenpool Close in Poole, which was completed in December 2022.

The Board currently has ten members out of a maximum of 12. This means that we have two potential vacancies. If you are interested in applying to join the Board or would like more information on the role of a Board member, then please contact the office.

## Summary of Financial Statements for the year ended 31 March 2023

Income for the year was £2,832,774, made up as follows:

	2023	2022
<b>Turnover (income)</b>	£	£
Rent	2,290,959	2,193,334
Service charges	480,832	451,998
Support income	36,269	34,036
Grant income allocated to this year	55,293	58,823
Less: Rent lost on empty properties	(30,579)	(34,174)
	<u>2,832,774</u>	<u>2,704,017</u>

Rents are increased in line with government guidance. Service charges are calculated based on actual expenditure in the previous year.

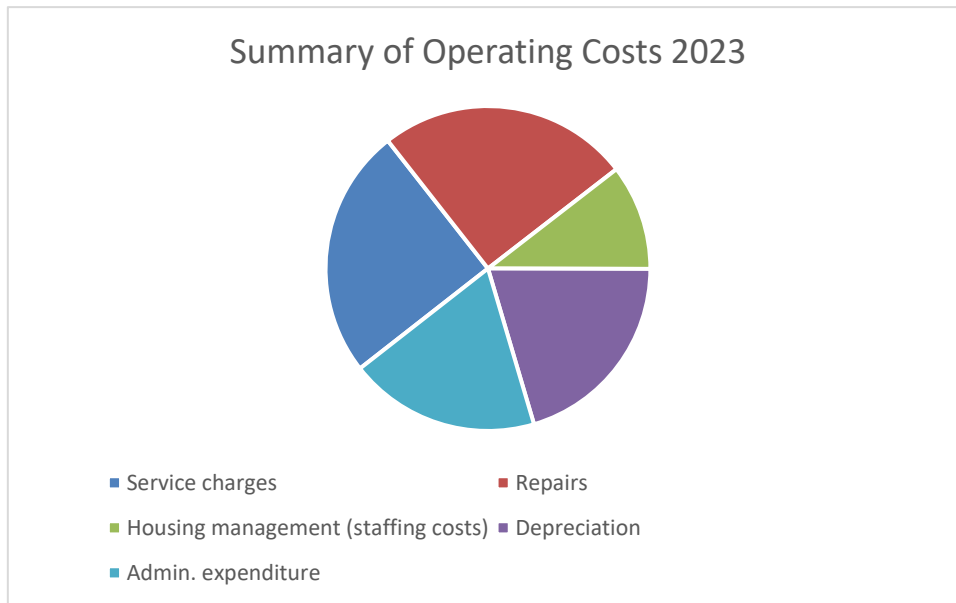
Costs directly related to the day-to-day provision of social housing (Operating Costs) were £2,306,632. The detail of these costs is:

	2023	2022
<b>Operating Costs</b>	£	£
Service charge costs	574,583	528,561
Repairs and maintenance	577,502	508,604
Housing management (staffing costs)	241,899	218,139
Depreciation of housing properties	468,863	457,925
Admin. overheads	437,573	372,971
Rent and recharge arrears written off	6,212	1,354
	<u>2,306,632</u>	<u>2,087,554</u>

Service charge costs have been significantly impacted by rising energy costs. The electricity cost rose in August 2022 and again in August 2023. The contract for gas supply was fixed in May 2023 for two years (so has not impacted these figures). These rises were the main cause of the need to review service charges in April 2023.

Repairs expenditure has been hit by inflation levels above the national CPI rate. This, together with growing demands from government on fire safety, energy efficient and damp avoidance expenditure, means that levels have risen again in 2023/24 and will probably continue to rise for the foreseeable future.

The breakdown of expenditure can be more visually represented by a pie chart.



The detailed Financial Statements for the year ended 31 March 2023 are available on the Sandbourne website or can be obtained from the office and were approved at our Annual General Meeting in September 2023.

There is also a summary of the year which was presented at the AGM. If you would like a copy of that summary, please contact the office.